

Commercial Policy for Guests impacted by COVID-19 situation with departure dates on/before 30Jun20

Scenario	Response / Action																																								
<p>Due to the current situation on the COVID19 Etihad Airways is offering the following options <u>to all guests due to depart on/before 30Jun20</u></p>	<p><u>Option 1 – All guests who change their existing departure to a new date commencing on/before 30Jun20</u></p> <ul style="list-style-type: none"> No Change Fee. Rerouting within the same zone permitted. No fare difference. <p>Rebooking needs to be done on the original RBD or the lowest available RBD in the same cabin. Change fees are waived for this one instance only, any subsequent changes will be subject to normal reissue fees. Re-routing and endorsement onto other airlines are not permitted.</p> <p>Rerouting to an alternate EY gateway is permitted FOC within the below zones based on the original origin/destination.</p> <p><u>Re-route Table</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #FFD700;"> <th style="width: 15%;">Region</th> <th>Airports</th> </tr> </thead> <tbody> <tr> <td>Zone 1</td> <td>JFK, ORD, LAX, IAD</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td>LHR, MAN, DUB</td> </tr> <tr> <td></td> <td>MSP, DME</td> </tr> <tr> <td></td> <td>BRU, MUC, DUS, FRA, AMS, GVA, ZRH, CDG</td> </tr> <tr> <td></td> <td>MAD, BCN, AGP</td> </tr> <tr> <td></td> <td>BEG, FCO, ATH, MXP, IST</td> </tr> <tr> <td></td> <td>AMM, BEY, GYD</td> </tr> <tr> <td></td> <td>NBO, HBE, CAI, CMN, RBA, LOS</td> </tr> <tr> <td>Zone 2</td> <td>KRT, JNB, SEZ</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td>Zone 3</td> <td>AUH, BAH, JED, RUH, DMM, MCT, SLL, KWI</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td>Zone 4</td> <td>DEL, BOM, AMD, HYD, MAA, BLR, CCJ, COK, TRV, CCU, KTM, CMB, KHI, LHE, ISB, MLE</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td>PEK, CTU, PVG, HKG, SEL, NRT, NGO</td> </tr> <tr> <td>Zone 5</td> <td>MNL, BKK, HKT, KUL, JKT, SIN</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td>Zone 6</td> <td>BNE, SYD, MEL</td> </tr> </tbody> </table>	Region	Airports	Zone 1	JFK, ORD, LAX, IAD				LHR, MAN, DUB		MSP, DME		BRU, MUC, DUS, FRA, AMS, GVA, ZRH, CDG		MAD, BCN, AGP		BEG, FCO, ATH, MXP, IST		AMM, BEY, GYD		NBO, HBE, CAI, CMN, RBA, LOS	Zone 2	KRT, JNB, SEZ			Zone 3	AUH, BAH, JED, RUH, DMM, MCT, SLL, KWI			Zone 4	DEL, BOM, AMD, HYD, MAA, BLR, CCJ, COK, TRV, CCU, KTM, CMB, KHI, LHE, ISB, MLE				PEK, CTU, PVG, HKG, SEL, NRT, NGO	Zone 5	MNL, BKK, HKT, KUL, JKT, SIN			Zone 6	BNE, SYD, MEL
	Region	Airports																																							
	Zone 1	JFK, ORD, LAX, IAD																																							
		LHR, MAN, DUB																																							
		MSP, DME																																							
		BRU, MUC, DUS, FRA, AMS, GVA, ZRH, CDG																																							
		MAD, BCN, AGP																																							
		BEG, FCO, ATH, MXP, IST																																							
		AMM, BEY, GYD																																							
	NBO, HBE, CAI, CMN, RBA, LOS																																								
Zone 2	KRT, JNB, SEZ																																								
Zone 3	AUH, BAH, JED, RUH, DMM, MCT, SLL, KWI																																								
Zone 4	DEL, BOM, AMD, HYD, MAA, BLR, CCJ, COK, TRV, CCU, KTM, CMB, KHI, LHE, ISB, MLE																																								
	PEK, CTU, PVG, HKG, SEL, NRT, NGO																																								
Zone 5	MNL, BKK, HKT, KUL, JKT, SIN																																								
Zone 6	BNE, SYD, MEL																																								

Option 2 – Etihad Credit option for guests unsure of their future travel plans

- **Guests can cancel their existing booking.**
- **Value of the ticket is protected as credit for future travel.**
- **New travel dates need to be booked by 30Sep20 for travel outbound by 30Apr21**
- **No Change fee.**
- **Rerouting permitted within the EY network**
- **Fare difference to be collected**

Change fees are waived for this one instance only, any subsequent changes will be subject to normal reissue fees. Re-routing and endorsement onto other airlines are not permitted.

The above policy applies to Groups as well.

Please ensure the PNR is updated with the remark "Invol change due COVID-19"