

# Commercial Waiver for COVID-19

Last updated

Friday 16 April 2020 at 11:13am UAE

## Our Policy

We understand this is a difficult time, so we're here to help make managing your guests' travel plans as smooth as possible.

If your guests are scheduled to fly with Etihad Airways before 31 July 2020, they can rebook their flight for free, or use the value of their ticket as credit towards their next trip.

Zones	Airports
Zone 1	JFK, ORD, LAX, IAD
Zone 2	LHR, MAN, DUB MSQ, 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, 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
Zone 5	PEK, CTU, PVG, HKG, SEL, NRT, NGO MNL, BKK, HKT, KUL, CGK, SIN
Zone 6	BNE, SYD, MEL

## Rebook

If your guests know when they'd like to travel, they can change the date of their flight for free. They can even choose to fly to a different destination, anywhere on the Etihad network.

Their trip must be rebooked for travel on or before 31 July 2020.

- Change the flight date
- Pick a new destination within a specified zone
- No fees or fare difference apply
- Fly on or before 31 July 2020
- Multiple changes permitted

Re-routing and endorsement onto other airlines are not permitted.

Rerouting to an alternate EY gateway is permitted FOC within the zones based on the original origin/destination.

Refer to the Commercial Waiver policy for details on the eligibility criteria.

[EU, UK, Switzerland and USA Commercial Waiver](#)

[Global Commercial Waiver](#)