

Commercial Policy for Guests impacted by COVID-19 situation with travel dates on/before 31Mar2022

Scenario	Response / Action
<p>Due to the current situation on the COVID19 Etihad Airways is offering the following options <u>to all guests with travel dates on/before <u>31Mar22</u></u></p>	<p><u>Option 1a – Rebooking/Travel Credit to a new date due to Involuntary Changes</u></p> <ul style="list-style-type: none"> ●—Unlimited Free changes. ●—Involuntary changes apply to: Etihad flight cancellations; Government imposed capacity reductions leading to individual passenger cancellation; Schedule changes where alternatives offered are not suitable ●—Tickets to be reissued in the same RBD or lowest available within the originally booked cabin if original RBD not available ● No fare difference to be charged ● Fare difference to be collected for all other scenarios ● Rerouting permitted within EY network within the same travel zone ● Value of the ticket is protected as ticket value plus additional credit (exact value based on itinerary) ●—New travel dates need to be booked by 31Mar22 for travel within system range- ● No show fee applies when the guest(s) books themselves on a flight which operates and is a no show. <p><u>Option 1b – Rebooking/Travel Credit to a new date due to Voluntary Changes</u></p> <ul style="list-style-type: none"> ●—Unlimited Free changes. ● No fare difference to be charged for tickets reissued in the same RBD as the original booking ● Fare difference to be collected for all other scenarios ● Rerouting permitted within EY network within the same travel zone ● Value of the ticket is protected as ticket value plus additional credit (exact value based on itinerary) ●—New travel dates need to be booked by 31Mar22 for travel within system range- ● No show fee applies when the guest(s) books themselves on a flight which operates and is a no show. <p>Re-routing and endorsement onto other airlines are not permitted.</p> <p>** Group bookings are eligible for the standard credit only, additional credit does not apply.</p> <p>** Additional credit is applicable for all tickets issued within the validity of this waiver</p> <p>Re-routing and endorsement onto other airlines are not permitted.</p> <p>The above policy applies to Groups as well.</p>

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

Option 2 – Refunds (where applicable)

Refunds permitted for tickets purchased in the US/CA/AU where any of the EY flights on the ticket have been cancelled. Refunds also permitted for tickets with travel originating EU (incl GB/CH) where any of the flights on the ticket have been cancelled or a guests is COVID positive.

Permitted without any penalty charges where the additional travel credit** /bank is not acceptable to the guest. Refunds are applicable for the unused portion of the ticket.

Refunds will be applicable to all other countries where tickets have been kept open (credit) after 12 months from the flight cancellation date if any of the EY operating flights were cancelled.

With effect from 01Oct20 refunds permitted for all future bookings held with original travel date on/after 01Oct20 where any of the flights on the ticket have been cancelled, guest is PCR positive* or travel is restricted by government regulations and bans**.

Refunds will be based on the fare collected as per the ticket and not any additional credit that was offered.

For all other situations standard fare rules apply.

This policy applies to Groups as well.

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

*If a guests COVID-19 PCR test result is positive and they are unable to fly, to receive a refund the guest must present their positive COVID-19 PCR test result in line with country regulations i.e test conducted 48-96 hrs before their flight from an approved government facility.

** Information available on [etihad.com/destinationguide](https://www.etihad.com/destinationguide) to be considered as the source for travel restrictions/bans. If the guest is unable to travel due to a travel restriction/ban, the refund for this can be requested maximum 14 days before departure.