

# Commercial Waiver for COVID-19 (Novel Coronavirus)

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*Note: This policy applies for guests impacted by COVID-19 situation.*

## **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 they can rebook or refund their flight for free on or before **31 May 2022** to travel on or before **30 September 2022** ( applies on outbound and inbound flights) . Fare difference may apply.

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**Rebook**

## Option 1a: Exchange ticket: Involuntary changes

Applies to the following scenarios:

- Flight cancellations/changes
- Government imposed capacity reductions leading to individual passenger cancellation
- Government bans and restrictions (excluding quarantine & vaccine restrictions)

Reissue the ticket on or before **31 May 2022** for travel on or before **30 September 2022**.

- No change penalty applies
- No fare difference applies
- Tickets must be reissued in the same RBD. If the original RBD is not available, rebook in the lowest available RBD in the originally booked cabin
- Rebook on Etihad Airways operated or EY Codeshare flights within same country/region
- Re-routing and endorsement onto other airlines (non-codeshare) are not permitted
- If a guest no-show for a flight that is operating the applicable No-show penalty will apply.
- Tickets must be endorsed with “**INVOL CHANGE DUE COVID 19**”. Failure to do so will result in ADM (Agent Debit Memo).

## **Option 1b: Exchange ticket: Voluntary changes**

Applies to all other scenarios.

Reissue the ticket on or before **31 May 2022** for travel on or before **30 September 2022**.

- No change penalty applies
- No fare difference to be charged for tickets reissued in the same booking class (RBD)
- Fare, tax and fuel surcharge difference must be collected for all other scenarios such as rebooking in higher booking class (RBD), codeshare flights or rerouting (change of destination/ addition of transit points) etc.
- Re-routing and endorsement onto other airlines (non-codeshare) are not permitted
- If a guest no-show for a flight that is operating the applicable No-show penalty will apply.
- Tickets must be endorsed with “**CHANGE DUE COVID 19**”. Failure to do so will result in ADM (Agent Debit Memo).

## **Refund**

Refund using this policy must be completed by **31 May 2022**.

Guests are entitled to a full refund under the following scenarios:

- Flight cancellations and changes
- Government imposed capacity reductions leading to individual passenger cancellation
- Government bans and restrictions (including quarantine restrictions) as outlined on [etihad.com/destinationguide](https://www.etihad.com/destinationguide)
- Guest or accompanying guest(s) have tested positive one to seven days before their flight from an approved government facility
- Applicable to travel originating from all other countries
- Only the value of the unused ticket portion and unused EMD will be refunded
- No show fee applies when the guest(s) books themselves on a flight which operates and is a no show
- Refund will be processed within 45 days of the request to the original form of payment
- Refund must be processed through BSP Refund Application. Do not process refund through GDS when you are submitting the request for refund through BSP
- Applicable only to tickets with 'OPEN' status
- Ensure the PNR is updated with the remark **"INVOL XXL DUE COVID-19"**
- A non-revenue impact waiver should be submitted for COVID positive cases\*

\*Travel agencies have to raise an email request with the nearest Sales Office in the region along with a copy of the positive result. Once the waiver is approved, a waiver code will be provided which must be updated along with the request for refund in BSP application by the travel agent

### [How to calculate prorate refunds](#)

Automated refunds through all Global Distribution Systems (GDS) are activated. You'll also be able to process refunds for e-tickets and EMDs through your GDS too.

To check restrictions that might affect your guests' flights, please visit the [IATA Travel Centre](#).

**– Ends –**