

Commercial Waiver for COVID-19

Commercial Policy for guests whose flights have been cancelled as well as those whose origin/destination has travel restrictions imposed due COVID-19

Due to the current situation on the COVID19 Virus, Etihad Airways is offering its guests the following options for departures up to 30 June 2020.

- 1) if their flights have been cancelled

- 2) Where guests are not permitted to begin or complete their journey due to travel restrictions imposed by local official authorities.
 - A) Entry regulations are based on information found in TIMATIC.
 - B) Departure from origin based on information available by local official government authorities' circulars/official document and websites only.

Rebooking/Re issue

One free date change is permitted to a future date that is on/before 15 July 2020.

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. Any re-routing beyond the above points will charge the difference in fare.

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

Reroute table:

Region	Airports
North America	JFK, ORD,LAX, IAD
United Kingdom & Ireland	LHR, MAN, DUB
East Europe	MSQ, DME
North Europe	BRU, MUC, DUS, FRA, AMS, GVA, ZRH, CDG
West Europe	MAD, BCN, AGP
South Europe	BEG, FCO, ATH, MXP, IST
Middle East	AMM, BEY, GYD
GCC	AUH, BAH, JED, RUH, DMM, MCT, SLL, KWI
Northern Africa	NBO, HBE, CAI, CMN, RBA, LOS
Southern Africa	KRT, JNB, SEZ
Indian Subcontinent	DEL, BOM, AMD, HYD, MAA, BLR, CCJ, COK, TRV, CCU, KTM, CMB, KHI, LHE, ISB, MLE
North East Pacific	PEK, CTU, PVG, HKG, SEL, NRT, NGO
South East Pacific	MNL, BKK, HKT, KUL, JKT, SIN
Australia	BNE, SYD, MEL

Any re-routing beyond the above points will charge the difference in fare.

Please note – Rebooking/Rerouting change permitted provided there is no regulatory entry restriction by local authorities and rebooking subject to documentation check /compliance.

Cancellation/Refund

Permitted without any penalty charges for the unused portion of the ticket.

For partially used tickets refund based on pro-rata mileage flown.

The above policy is applicable for Group bookings also.

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