

Dear Partner

We understand the operational and financial pressures the current situation has put our beloved industry under. At Ethiopian Airlines we are doing all we can to navigate through these extremely challenging circumstances responsibly and with a long term view of creating a stable market place. In view of the current environment relating to refunds, we would like to clarify and update our rebooking and refund policy for the **UK market** as below, effective immediately until further notice. This policy is applicable to individual bookings and not applicable to groups of 10 or more passengers:-

This policy is applicable for customers holding tickets issued on ET document (071), flights operated by ET across the Ethiopian international network (excluding domestic flights within Ethiopia) and valid for ticketed bookings for travel dates between 04 March to 30th June 2020. Following options are available:-

1. **Date Changes:** permitted free of charge within ticket validity for travel until 31 December 2020. Any difference in airfare or applicable taxes resulting due to booking class, seasonal change, surcharges etc. will need to be paid. In cases where the recalculation results in a credit value, no refunds are permitted. The original ticket will be used as the exchange document and tour code "HDQ094B" must be used for the newly issued document.
2. **Where the travel date is not yet known, keep your ticket:** Original ticket can be kept with an open coupon status per below guidelines:
 - fully unutilized tickets: ticket valid for one year from date of issue.
 - Partially utilized tickets: ticket valid for one year from date of first outbound travel.

These tickets shall then be accepted at face value / residual value as payment for the new ticket. The original ticket will be used as the exchange document and tour code "HDQ094B" must be used for the newly issued document.

3. **Rerouting** is permitted by applying the applicable differences in fares, fees and taxes. All other fare rules shall apply. In cases where the recalculation results in a credit value, no refunds are permitted. The original ticket will be used as the exchange document and tour code "HDQ094B" must be used for the newly issued document.
4. **Refunds**

Flights cancelled by ET: Full refund is permitted only where ET flight(s) has been cancelled for the originally ticketed date/flight. Refunds should be processed through GDS per standard process using tour/waiver code "HDQ094B".

Voluntary cancellations by passengers: Refund permitted by applying the applicable cancellation/refund fee. Refunds should be processed through GDS per standard process.

No show fee will apply at all times except when flight is cancelled involuntarily by the airline.

GDS Policy

In view of recent and ongoing flight schedule amendments due to COVID19, all cancelled flight segments will change to HX and UN status in the GDS PNR. Accordingly and as per attached ET GDS Booking & Ticketing Policy, HX, UN, UC and NO segments from PNRs must be removed at least 24 hours prior to flight departure time. Failure to remove these inactive segments from the GDS PNRs may result in ADMs as per ET policy. Please inform your relevant teams accordingly.

Passenger Contact Details

Due to extremely fluid situation at the moment with flight amendments coming in to effect at short notice, please insert passenger email and telephone contact details in the booking as much as possible so that we are also in a position to be able to reach out to our mutual clients, if possible.