



A STAR ALLIANCE MEMBER 

This policy is applicable for the UK market and customers holding tickets issued until 30<sup>th</sup> September 2020 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 01 March to 30<sup>th</sup> November 2020. Following options are available.

- 1. Date Changes:** Unlimited changes are permitted free of charge within ticket validity providing ET has not resumed its operation to subject destination or flight resumption date is not yet scheduled by ET. If ET has started operation to subject destination then one free date change is permitted. New travel dates can be until 31st December 2021 (entire travel per routing of the ticket should be completed by 31<sup>st</sup> December 2021). Any difference in airfare or applicable taxes resulting due to booking class, seasonal change, surcharges etc. will need to be paid. No show fee will apply except when flight is cancelled by the airline. The original ticket will be used as the exchange document and tour code "HDQ433B" 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, valid for both fully unutilized or partially utilized tickets:
  - Tickets will be valid for travel until 31<sup>st</sup> December 2021. For example, if the ticket was originally issued on 10th Jan 2020 for passenger to travel on 20th Mar 2020, the ticket is valid for reissue for one year from original date of issue and entire travel per the routing of the ticket must be completed by 31<sup>st</sup> December 2021.

There is no need to call or email us to change the ticket if you have cancelled the booking. We will keep the ticket as open status for travel so that you can rebook per above timelines. Tickets shall then be accepted at face value/residual value as payment for the new date/flight (not applicable for special flights like Charter flights, Cargo flights operating on passenger aircraft).

Date change penalty is waived for new travel dates and no show fee is also waived if previously no showed. Any difference in airfare or applicable taxes resulting due to change of routing, booking class, seasonal change, surcharges etc. will need to be paid. The original ticket will be used as the exchange document and tour code "HDQ433B" must be used for the newly issued document either in the tour code or endorsement box of the ticket.

- 3. Rerouting** is permitted by applying the applicable differences in fares, fees and taxes however date change and no-show charges shall not apply. All other fare rules per the original ticket fare rule 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 "HDQ433B" must be used for the newly issued document either in the tour code or the endorsement box of the ticket.

**4. Refunds:** Due to significant volume of refund requests and resource shortages because of current unprecedented situation, unfortunately processing times for refunds are taking much longer than usual. Therefore desirable options are 1,2 or 3 above however should passengers wish to proceed for refunds, following options are applicable:

- *Flights cancelled by Ethiopian Airlines\*\*:* Passengers whose flights have been cancelled by ET, can apply for refund irrespective of whether the ticket is refundable or not. There will be no refund penalties.
- *Flights not cancelled by Ethiopian Airlines\*\*:* Should passengers wish to cancel their flights, refunds shall be permitted by deducting any applicable cancellation and/or no show charges per fare rule. In cases where passengers chooses options 1, 2 or 3 these charges shall be waived. (Non-refundable tickets remain non-refundable).

\*\* For non-refundable partially used tickets, refund option is not permitted therefore options 1, 2 or 3. For refundable partially used tickets, applicable one-way fare to be deducted plus any applicable charges.

Refund applications can only be submitted through BSPLink with remark "HDQ433B". Ethiopian shall strive to process applications within 8 to 12 weeks of submission.

**Updated: 15<sup>th</sup> September 2020.**