

Dear Partner

Hope you are keeping well and safe. During the last couple of weeks we have been particularly busy with the management of bookings for our passengers looking to return back to UK. At the same time we continue to operate cargo-only flights into Heathrow & Manchester and we shall continue to operate passenger flights from Heathrow and Manchester to Addis Ababa with onward connectivity.

Our priority remains to make the rebooking process as seamless as possible as well as to facilitate a flexible environment for new business, in line with government's essential travel advice. Please find below our revised policy for implementation with immediate effect:

Passengers who have already commenced their journey (partially used tickets) from UK and are impacted by these restrictions, can be rebooked/re-protected as below:-

- 1) Rebook free of charge to nearest ET online European gateway (ET operated flights only) destinations (ATH, BRU, FRA, MAD, FCO, MIL, OSL, CDG, STO, VIE, IST) within the same cabin and same booking class as originally issued ticket. Any difference due to booking class and/or tax must be collected and tickets to be reissued. Please note that sector cost between Europe to UK must be borne by the passenger and these can be auto priced using the best buy command in your GDS. Use tour code HDQ529.

When using this option, please ensure customers are aware of the necessary travel requirements to transit through or stopover at respective countries.

If you are not able to find availability in the same booking class as originally booked, please waitlist the booking and email booking with vendor locator to lonres@ethiopianairlines.com . Please ensure to use

sub. line as "Waitlist confirmation due red list". We shall do our best to assist but please note this is not that confirmation is not guaranteed.

- 2) Rebook for a future date for the originally issued routing when travel restrictions are lifted, subject to availability within the same booking class and validity of tickets. Tickets issued before 31DEC20 must be utilized by 31DEC21 and tickets issued on and after 01JAN21 will be valid a year from date of issue or date of outbound travel date. No rebooking charges shall apply. Use tour code HDQ529.
- 3) Purchase other airline ticket at passenger's own cost/expense – this option is entirely at passenger's own discretion. Submit tickets for refund through GDS as per applicable fare rule. For partially used non-refundable tickets, refund the NUC value + 50% of YR (fuel tax) value of the unused portion of the ticket. Any applicable cancellation charges are waived. Use tour code HDQ529.

Passengers who have already purchased their tickets but not yet commenced their journey (fully unutilized tickets) from UK: Passengers booked to travel until 31st May ex UK and would like to make changes to their trip can be managed as below:

- 1) Keep your ticket and rebook free of charge for a future date within the same season, booking class and routing when the restrictions are lifted, without paying any fare difference. If same booking class is not available, applicable fare and tax differences must be collected and ticket reissued. Use tour code HDQ529.

- 2) Process full refund through GDS. Submit ticket for full refund without any cancellation fees. Refunds should be processed through GDS by using tour code HDQ529.

Travelers seeking to depart and/or enter the UK should refer to the UK government website for the latest information on departure and entry requirements and isolation/quarantine arrangements on arrival. Current updated information can be found at <https://www.gov.uk/guidance/transport-measures-to-protect-the-uk-from-variant-strains-of-covid-19>

Passengers must hold the correct documentation to travel and trade partners can continue to use the IATA Travel Centre guide through this link: https://www.iatatravelcentre.com/GB-United-Kingdom-passport-visa-health-travel-document-requirements.htm?dm_i=2OIE,14DOH,11I1E0,4BI58,1

Thank you for your continued support. Please feel free to get in touch through return email or by calling 0208 987 2480 should you require any further information.