

Ethiopian Airlines is offering passengers **unlimited free date change**. Please find the below revised policy as of 10 November 2021.

### **Date change policy:**

- The unlimited free date change applies for all tickets issued before 31 December 2021 and for travel up to 31 March, 2022 for Passengers holding ET document (071).
- Change requests can be performed through the Ethiopian Airlines sales offices, Global Call Centre (GCC), and the agencies from which the ticket was purchased.
- For tickets originally purchased online (Ethiopian website and Mobile application), change request can be performed online.

### **Refund Policy:**

- For any travel which was affected by COVID-19 & refundable tickets which were issued on/before December 31,2020; 5 full refund is allowed.
- Non-refundable tickets issued prior to 31 December 2020 are good for travel only and the journey shall be completed on/before 31 December 2021.
- For tickets being issued on/after 01 January 2021; refunds & all other related rules will be governed by the fare/system rule.

**N.B.** Any local customer protection law, DOT, EU, ICPA, DGCA, & Brazil regulations supersedes & have precedence over this policy.