

# Frequently Asked Questions (FAQs)

## Introduction:

Attributes will be offered by brand

Category	Attributes	Economy				Business			First
		Basic	Value	Comfort	Deluxe	Value	Comfort	Deluxe	
Flexibility	Change	X	\$	\$	✓	\$	\$	✓	✓
	Cancellation	X	X	\$	✓	X	\$	✓	✓
Baggage	Cabin bag	1pc (7kg)				2pc (12kg)			
	Baggage allowance	\$	25kg	30kg	40kg	35kg	40kg	50kg	60kg
On board	Seat	\$	\$	Standard	XL	\$	✓	✓	✓
	Onboard meal	✓	✓	✓	✓	✓	✓	✓	✓
	Onboard drinks	✓	✓	✓	✓	✓	✓	✓	✓
	Wi-Fi	\$	\$	\$	\$	\$	\$	\$	\$
Airport	Priority Access	\$	\$	\$	✓	✓	✓	✓	✓
	Fast track	X	X	X	X	✓	✓	✓	✓
	Lounge	\$	\$	\$	\$	\$	✓	✓	✓
Others	Upgrade eligibility	X	Eligible	Eligible	Eligible	Eligible	Eligible	Eligible	Eligible
	Miles earn rate	15%	35%	75%	125%	100%	200%	250%	300%
	Chauffeur (UAE)	\$	\$	\$	\$	\$	✓	✓	✓
	Chauffeur (Outstation)	\$	\$	\$	\$	\$	\$	\$	\$

Key: ✓ = included | X = not possible | \$ = chargeable

## Key attribute changes:

- 1 Economy Value and Business Value made non-refundable.
- 2 Chargeable seat selection for Business Value
- 3 Priority access inclusion for Economy Deluxe
- 4 Removal of free lounge access for Business Value

**Question 1: What does "non-refundable" mean for Economy Value and Business Value tickets?**

Non-refundable means that if guests cancel their ticket, the cost of the ticket will not be refunded.

**Question 2: Can travel dates be changed if the ticket is non-refundable?**

Yes, guests can change travel dates but change fees and any fare difference will apply as per the fare rules.

**Question 3: How much does seat selection cost for Business Value fares?**

The cost varies based on the route and seat type. Exact charges can be viewed during the booking process, at check-in, or via Manage My Booking.

**Question 4: Will seats be assigned at check-in?**

Yes, seats will be assigned when online check-in opens, 30 hours before departure.

**Question 5: What services are included for priority access?**

Priority access includes the following services:

- Priority Check-in
- Priority Boarding
- Priority Baggage Tag

**Question 6: Can guests still get access to the lounge if they purchase a Business Value fare?**

Yes, guests can purchase lounge access online, via the contact centre, or at the airport (subject to availability).

**Question 7: Will Business Comfort & Deluxe and First passengers still have complimentary lounge access?**

Yes, complimentary lounge access remains a benefit for Business Comfort & Deluxe and First passengers.

**Question 8: If a Value brand ticket is issued prior to the policy change, which penalty rule should be applied for cancellation?**

Refund rules will apply as per the original ticket issuance date.

**Question 9: If the ticket is re-issued to a Value Brand after the policy change and then a refund is requested, what rule would apply?**

With automated refunds, the system will compare the original and reissued ticket and apply the highest penalty.

**Question 10: If the guest purchased a Economy Deluxe ticket before 04 March 2025, will they be eligible for complimentary priority access? And if the guest reissues to Economy Deluxe brand post live what will happen?**

No, the guest will not be entitled for complimentary priority access. Service can be pre purchased on the direct channels.

Then, if the ticket is re-issued after the policy change, complimentary priority access will apply.

**Question 11: The guest has a ticket for travel after 04 March 2025, and purchased a priority access service before the policy change, can they refund the EMD and avail the complimentary service?**

No, the EMD is non-refundable.

**Question 12: How can complimentary priority access be identified in the booking?**

In the PNR, SSR PRCO is updated automatically when booked in Economy Deluxe. This indicates a complimentary service for priority access.

**Question 13: If the guest purchased a Business Value ticket before 04 March 2025, will they be eligible for the complimentary lounge and seat? And if the guest reissues to Business Value post live what will happen?**

Yes, the guest will be eligible for the complimentary lounge and seat if ticket was issued before 04 March. Post 04 March, complimentary lounge and seat will not apply, if reissued to Business Value.

**Question 14: What should an agent do to ensure that a guest benefits from current policy?**

To guarantee current fare and attributes, an agent must ensure that new and existing bookings are ticketed on or before 3rd March 2025. For bookings ticketed from 4th March 2025, the updated attributes per brand will apply. If an existing ticket is re-issued on or after 4th Mar 2025 the new fare brand attributes will apply.

**Question 15: Can the guest pre purchase lounge access at LHR airport for guest holding Business Value ticket?**

Yes, this is available for pre purchase in the Etihad direct channels except digital.

**Question 16: Can the guest purchase first class lounge with a Business Value class ticket?**

Yes, the guest can purchase lounge access at the airport.