



Dear Travel Partners,

Greetings!

The travel industry has been highly affected by the spread of COVID-19 and the subsequent travel restrictions. Ethiopian Airlines, as a global operator has been forced to cancel flights or suspend operation to various destinations. As a result, the travel plans of our mutual customers have been affected, and in view of this, ET is waiving cancelation/ rebooking fees on all ticketed booking for travel between March 01 to June 30, 2020.

Passengers are able to use the value of their original ticket purchase as a credit towards the purchase of a new ticket on ET operated and/ or marketed flights.

This credit is valid for travel until December 31, 2020 or 12 months from original ticket date whichever comes first. Bookings has to be cancelled at least 48 hours earlier to avoid no-show fees. Fare difference will be charged at the time of reissuance as applicable. All tickets will be open for future re-issue.

Our website is being updated regularly, please follow the below link for upto date information:

<https://www.ethiopianairlines.com/aa/travel-updates/covid-19>

For additional assistance, please contact our Global Call Center at 1-800-445-2733.

We appreciate your business and your continued support during this time.

Best regards,