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Dear Trade Partner,

Please see below important policies from Etihad Airways regarding COVID-19.

**Policy for guests whose flight has been canceled and/or travel restrictions have been imposed on their origin/destination due COVID-19.**

For departures up to June 30, 2020 impacted by COVID-19, including:

- Canceled flights
- Guests are not permitted or advised again traveling by their local authorities

*(Entry regulations are based on information found in TIMATIC. Departure from origin based on information available by local official government authorities' circulars / official document and websites only.)*

#### **Rebooking / re-issue**

One free date change is permitted to a future date that is on/before July 15,2020. Rebooking must be done on the original RBD or the lowest available RBD in the same cabin.

Change fees are waived for this one instance only, any subsequent changes will be subject to normal reissue fees.

Re-routing and endorsement onto other airlines is not permitted.

Rerouting to an alternate EY gateway is permitted FOC within the below zones based on the original origin/destination. Any re-routing beyond the above points will charge the difference in fare.

**Re-route table:**



Region	Airports
North America	JFK, LAX, ORD, IAD
United Kingdom & Ireland	LHR, MAN, DUB
East Europe	MSQ, DME
North Europe	BRU, MUC, DUS, FRA, AMS, GVA, ZRH, CDG
West Europe	MAD, BCN, AGP
South Europe	BEG, FCO, ATH, MXP, IST
Middle East	AMM, BEY, GYD
GCC	AUH, BAH, JED, RUH, DMM, MCT, SLL, KWI
Northern Africa	NBO, HBE, CAI, CMN, RBA, LOS
Southern Africa	KRT, JNB, SEZ
Indian Subcontinent	DEL, BOM, AMD, HYD, MAA, BLR, CCJ, COK, TRV, CCU, KTM, CMB, KHI, LHE, ISB, MLE
North East Pacific	PEK, CTU, PVG, HKG, SEL, NRT, NGO
South East Pacific	MNL, BKK, HKT, KUL, JKT, SIN
Australia	BNE, SYD, MEL

Please note: rebooking/rerouting change permitted provided there is no regulatory entry restriction by local authorities and rebooking subject to documentation check /compliance.

### Cancellation / refund

Permitted without any penalty charges for the unused portion of the ticket.  
For partially used tickets refund based on pro-rata mileage flown.

The above policy is applicable for Group bookings also.

Guests may contact their travel agent through whom the original ticket was purchased or any Etihad office to process the refund.

PNR must be updated with: "Invol change due COVID-19-ROW"