



Dear Trade Partner

### **GDS refund function temporarily suspended**

We are currently receiving a high volume of refunds through our GDS channels. As of today, we have suspended the Automated Refund function in all GDS. This is a temporary measure to help us monitor each booking.

Refunds are still available for eligible tickets. Requests can simply be submitted via “Refunds Applications” through the BSP link.

ARC agents will need to send an email to [etihadrefunds@etihad.ae](mailto:etihadrefunds@etihad.ae) to request for refunds.

Remember, you can find out more about rebooking at [etihadhub.com](http://etihadhub.com), including Etihad Credit and our free change policy.

Thank you for your continued support.

**Etihad Airways**