

March 31, 2020



Dear Trade Partner,

As you may be aware, Etihad Airways has temporarily suspended all flights to, from and via Abu Dhabi for an initial 14 day period from March 25 as part of the ongoing efforts to contain the spread of the coronavirus and help minimize its effects around the world.

These are unprecedented times and unprecedented decisions are being made, but we wanted to let you know that we stand with our loyal customers and are here to do all we can to assist you with your travel planning during this challenging period. In the meantime our freighter fleet is still operating, delivering essential cargo, and we are continuing to organize emergency evacuation flights for those stranded abroad.

We are doing everything we can to make things as easy as possible for customers by introducing Etihad Credit to allow guests who have travel booked before June 30, 2020 to receive credit for future travel before July 31, 2021, as well as offering all Etihad Guest members who take up this offer up to 5000 bonus Etihad Guest Miles.

With our current suspension of flights we will be working with a reduced number of staff for the month of April, so I encourage you to please continue to visit etihadhub.com or etihad.com as both sites are frequently updated with relevant changes and policies. If you need to speak with a member of the sales team, please contact your dedicated Account Manager in the first instance, or our Sales Support team at AmericasSalesSupport@etihad.ae.

We can reassure you that, when this pandemic is over, Etihad will still be standing, our aircraft will still be in the skies and we will be looking to continue and grow our partnership with you.

Thank you for your continued support and stay safe.