

# change your flight with Etihad Airways

USA & Europe (Including UK & Switzerland)  
Policy Updated: 16 April 2020

FUTURE BOOKING

CURRENT BOOKING

## BOOKING A FUTURE FLIGHT?

One free date change is permitted on all new flights booked before 31 July 2020. The date change can be made for travel system range.

GUESTS DUE TO TRAVEL BEFORE 31 JULY 2020 HAVE THE OPTION TO\*:

### CHANGE THE DATE OF THEIR FLIGHT

Guests can change the date of their flight for free. They can even choose to fly to a different destination, anywhere on the Etihad network.

#### Policy details:

- Changes can be made to travel date or route (to a destination within the same/specified zone)
- No change fee
- No fare difference
- No inventory restriction (any RBD / fare choice within same cabin)
- New travel to commence on/before 31 July 2020
- Multiple changes permitted

### TURN THEIR BOOKING INTO ETIHAD CREDIT FOR TICKETS BOOKED ON OR BEFORE 16 APRIL 2020

#### EXCHANGE TICKET

Etihad Credit lets guests cancel their booking and reissue their ticket. Guests will also receive Etihad Guest bonus miles and additional credit.

#### Policy details:

- Book the new trip before 30 September 2020, for outbound travel starting before 31 August 2021.
- Guests have complete flexibility to change the routing, fare type and cabin – no restrictions apply
- No change fee
- Any fare difference will be charged to the guest
- Up to \$400 USD additional credit
- Etihad Guest members get up to 5000 bonus Etihad Guest Miles

#### REFUND & ISSUE NEW TICKET

Etihad Credit lets guests issue a new ticket and request a refund of old tickets. Guests will also receive Etihad Guest bonus miles and additional credit.

#### Policy details:

- Book a new trip before 30 September 2020, for outbound travel starting before 31 August 2021
- Issue a fresh ticket with endorsement "COVID19-Ticket Exchange followed by old ticket number"
- Request for refund of the old ticket through BSP giving reference of the new ticket
- If you are using ARC, you can fill in the Refund Application form with details of the new ticket and send to [EtihadRefunds@etihad.ae](mailto:EtihadRefunds@etihad.ae)
- The new ticket name should match the old ticket
- Up to \$400 USD additional credit
- Etihad Guest members get up to 5000 bonus Etihad Guest Miles

### USA & EUROPE ORIGINATED BOOKINGS

Guests are entitled to a refund if the journey on their ticket originated in USA or the European Union, UK or Switzerland, and one or more of their flights have been cancelled by Etihad Airways.

#### Policy details:

- Refunds permitted where the flight has been cancelled and not operated.

Etihad Credit Bonus Value

Journey	Business & First (USD)	Economy (USD)
Flying within GCC, Middle East, Egypt & Indian Subcontinent.	\$100	\$40
Flying to and from North America & Australia	\$400	\$100
All other journeys	\$300	\$60

\*Guests booked after 31 July 2020 are subject to normal booking conditions  
This policy is subject to change

Full information on Etihad Credit Bonus Value can be found on [etihadhub.com](http://etihadhub.com)

Choose Well.

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ETIHAD  
AIRWAYS