



## ETHIOPIAN AIRLINES | UPDATE POLICY

Dear Agent,

We send below the policy update that has been made available online at

[https://www.ethiopianairlines.com/aa/travel-updates/updates-on-covid-19\(coronavirus\)](https://www.ethiopianairlines.com/aa/travel-updates/updates-on-covid-19(coronavirus))  
<https://www.ethiopianairlines.com/aa/refund-request>

\*\* Tour code "HDQ433B" must be used for the newly issued document either in the tour code or endorsement box of the ticket \*\*

Unless there is a travel restriction imposed on your travel itinerary by Ethiopian or countries you are planning to travel to/from, Ethiopian continues its operation and keeps its passengers notified for any travel readjustments. If your trip has been impacted by coronavirus, it is easy to cancel or change your flights.

Passengers whose travel date falls between 01 March 2020 to 31st MAR 2021 and tickets issued until December 31,2020 are eligible to:

- One Free change is allowed for Ethiopian operational flights.
- Unlimited changes are permitted free of charge if flight has not started operation or if the flight resumption date is rescheduled By Ethiopian Airlines. If flight has started operation, free change allowed only once.
- You can keep your ticket for travel until December 31,2021 (there is no need to call or email us to change the ticket, we will keep the ticket as open status for travels until December 31,2021 so that you can rebook it whenever you decide to travel). New travel dates can be any date on/before December 31, 2021 (i.e. the whole journey should be completed on or before DEC 31, 2021).

### Terms and conditions

- Any difference in airfare or applicable taxes resulting due to change on booking class & seasonality will need to be paid.
- It is also applicable to associated tickets for excess baggage, preferred seat and business class upgrade fees paid.
- Reassigning of paid preferred seat will be done to the same seat or equivalent seat. If chosen seat or equivalent seat is not available, paid amount for the preferred seat will be refunded in the form of travel Voucher/credit note for future use

## Relaxed Refund & Re-booking Policy by Ethiopian Airlines

This policy is only applicable for Ethiopian airlines Ticket numbers issued before December 31,2020 with a travel date between 01 March 2020 to 31St MAR 2021.

### 1. **Date Changes:**

- Unlimited changes are permitted free of charge if flight has not started operation or if the flight resumption date is rescheduled by Ethiopian Airlines.
- For Ethiopian operational flights, free change is allowed only once.
- New travel dates can be any date on/before December 31, 2021 (i.e. the whole journey should be completed on or before DEC 31, 2021).
- If there is a difference in the airfare or applicable taxes, due to the reissue/rerouting of the ticket, the additional amount will need to be collected.

### 2. **Keep your ticket Open:** Original ticket can be kept with an open coupon status per below guidelines:

- Both Fully unutilized tickets and/or partially utilized tickets will be valid for travel until 31st December 2021 (i.e. travel date must be on/before 31st December 2021).
- You can reschedule or cancel your booking. Call any of our offices or contact centers to extend your ticket validity.
- This ticket shall then be accepted at face value/residual value as payment for the new ticket for any date & flight number (not applicable for special flights like Charter flights, Cargo flights operating on passenger aircraft).

### 3. **Voucher:** We are no longer issuing travel vouchers, but if you have already exchanged your ticket, EMD for excess baggage, preferred seat, plus grade upgrading fees, for a travel voucher it will be valid for one year from the date of issue.

- The validity of the travel voucher for utilization will be one year from the date of issue of the voucher.
- You can use the travel voucher throughout the year for multiple transactions up to its full value.
- If you are unable to use the full value of your travel voucher within 12 months from the date it was issued, you will be entitled to a refund of the unused amount. (the IATA rule for the ticket will also apply for the Voucher).
- Travel vouchers are issued per passenger and are non-transferable.

### 4. **Rerouting**

- Rerouting is permitted by applying the applicable differences in fares, fees and taxes however date change & no-show fees shall not apply per conditions on point 1.
- All other fare rules which was applicable as per date of original ticket issue will apply.
- Terms and Conditions

- For Ethiopian Flights which are currently available, No-show & rebooking fees are only waived once.
  - No-show & rebooking fees will not be applicable if flight is suspended or operation resumption date is rescheduled by Ethiopian.
  - If there is a difference in the airfare or applicable taxes, due to the reissue/rerouting of the ticket, the additional amount will need to be collected.
5. **Refunds:** Due to significant volume of refund requests and social distancing resulting from the current unprecedented situation, unfortunately processing times for refunds are taking much longer than usual. Therefore, desirable options are 1,2,3 & 4 above however should you wish to proceed for refunds, following options are applicable:
- Refunds to be made before DEC 31, 2020, is subject to the applicable refund penalty but no-show fee will be waived due to COVID.
  - No-show fee & Refund penalty will not be applied for any refund to be made after January 01, 2021. (Full refund to be given for those tickets issued (sales) from March 01, 2020 to December 31,2020 or for ticketed bookings(travel)between 01 March 2020 to 31st MAR 2021.

**Non-Refundable tickets:**

- For fully un-utilized non-refundable tickets, refund request is processed subject to the approval of the respective Area manager. This is exceptionally permitted due to COVID-19 Pandemic & applies only for ticketed bookings (travel) between 01 March 2020 to 31st MAR 2021.
  - Partially utilized non-refundable tickets are not permitted for refund and will be good for further transportations only. Therefore, options 1, 2 3 and 4 apply.
6. Tickets which have been expired after March 01,2020 (i.e. Partially USED tickets with original ticketed booking during COVID period, Sales on/before DEC31,2020 & Travel from 01MAR20 to Mar 31,2021) will be valid for transportation exceptionally due to COVID-19 pandemic & subject to the approval of the area manager

**Relativamente aos reembolsos, favor considerar o seguinte:**

**Refunds:**

- Refunds to be made before DEC 31, 2020, is subject to the applicable refund penalty but no-show fee will be waived due to COVID.
- No-show fee & Refund penalty will not be applied for any refund to be made after January 01, 2021.
- Travel agencies can submit Refund application through BSP-Link with remark "HDQ433B or COVID-19 Pandemic".

Best regards,  
Ethiopian Airlines