



1. Baggage Allowance and Excess Baggage Fees (per piece each way)

This option allows you to purchase baggage allowance and the rate is charged per direction. The rate will differ depending on the zone, also if the ticket is issued in piece concept or in weight concept.

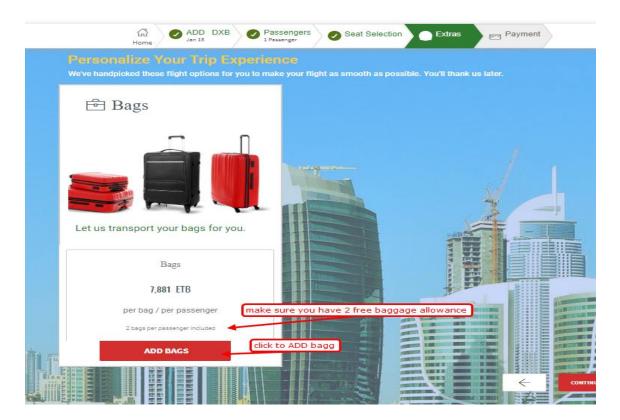
We can purchase the excess baggage on our website

www.ethiopianairlines.com

Below are the different options that can be used to purchase the excess luggage.

Booking flow

Whilst making the booking, you would need to click on add baggage, where you would get the options of how to purchase the baggage and make payment.

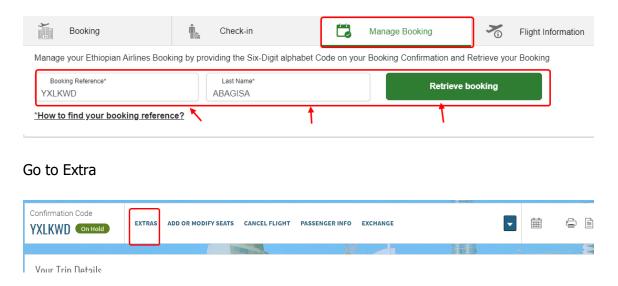






Manage booking

Go to manage booking (https://www.ethiopianairlines.com/et) and Retrieve booking by Inserting booking reference last name.



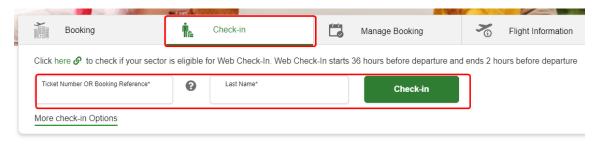
Click to ADD BAGG







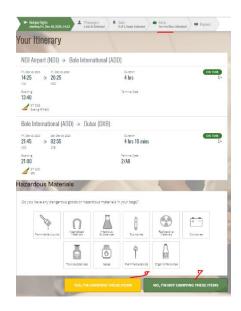
· Check in flow



Check your hazardous material







Add your document on the passenger's part and select your seat under seats part.

Go to Extra



Choose your extra baggage







Click to update cart



Go to payment option and pay



2. Sporting Equipment

The applicable charge for sporting equipment more than the free baggage allowance varies for each sector where the piece system shall apply. Find link below for detailed information.

https://www.ethiopianairlines.com/aa/information/baggage-information/excess-and-special-baggage

3. Unaccompanied Minors

1. International

The following fares shall apply for the transportation of unaccompanied minors on international routes.

NON-CODE SHARE FLIGHT

Age Group (Year)	Applicable Fare	Service Fee
		International Route
5 to end of 11 years	Adult fare	USD100.00 One Way
12 to end of 17 years	Adult fare	Optional

Note: Youth from 12-17 years will pay USD 100.00 one way if special attention is required.

4. Upgrade to Cloud 9 (Business class)

You can always do a last-minute upgrade at the airport before departure

No matter where your destination may be, step into a relaxed cabin where you will be greeted with our friendly cabin crew who will assist you with your seat, take your coat and serve you welcome drinks marking the beginning of your pleasant and memorable journey.



5. Ethiopian Skylight Hotel

We understand the importance of saving our guests money. So, whether you're traveling for business or leisure or a little bit of both, you'll always find great hotel offers to suit your budget and your travel needs. Take advantage of these premium offers and discounts while they last. You can also upgrade your STPC to the skylight hotel for only USD25 with our reservation's office.

6. Extra Leg Space

Now you can purchase seats with extra legroom space i.e. the exit seat and bassinet seats, by contacting our reservations team. The seats are charged per leg.

7. Sheba Miles

You can do more than collecting miles for reward while flying with Ethiopian ShebaMiles. Here is the list of what to look forward to base on your tier status.

Purchase extra luggage

To purchase extra baggage with miles, you would need to contact your local ticket office

Date change

Changing dates with miles can be done through our local ticketing office.

Upgrade to Business class

Upgrade with miles can be done through our local ticketing office.

8. Purchase of onboard WIFI

You can buy the Wi-Fi on the ground from our ticket offices, through our call-center at the airport during check in and on-board the flight. You can use either your credit/debit cards or pay cash on board for 100MB and 200MB options. The onboard Wi-Fi is available on our A350 and B777 aircrafts.





Available packages:

Hourly rate - USD5 per hour

Full flight rate: USD15 to USD25 per hour

9. Preferred Seating

We can purchase the preferred seat on our website www.ethiopianairlines.com

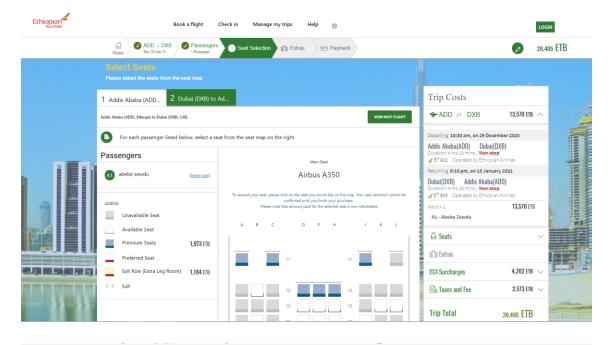
Booking flow

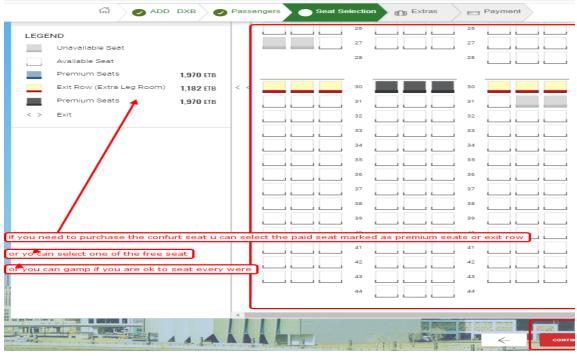
You would need to click on 'book your flight' then insert all the flight details and personal details. Once you are on the page for seating, go to seat selection (select seat you prefer) .

On this stage the customer can chose the currently available preferred seats to sell on the current map which he/she will get during that booking time with their respective price as follows.



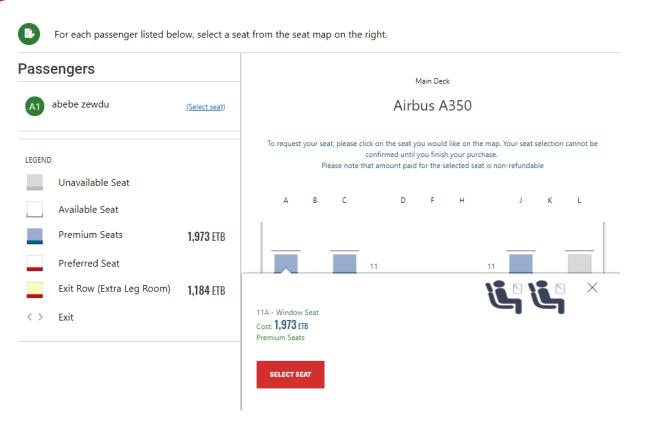












Once you have selected the seating then you will continue to payment for the ticket inclusive of the seat you have selected.

Manage booking

Enter PNR and last name





10.Sheba Comfort.

You can fly with Ethiopian Airlines and know that you are covered. w

The customer gets notified in three ways while transacting with Ethiopian airline:

- 1. **Booking online but not ticketed:** Booking confirmation
- 2. **Booking & ticketed online:** Trip reminder
- 3. **Ticket office/travel agent tickets/GCC:** Advising walk in customers or clients who purchase their tickets through call center
- > Below are required from PAX claim handling request:
- Flight ticket e-mail confirmation
- Boarding pass
- Passport, including residency visa page, if applicable
- COVID-19 positive test result that should be dated on or after the first day of travel
- Provide an email address and contact number where PAX can be reached and the details of those assisting
- Or any other document requested by ASSISTANCE COMPANY for processing PAX request Internal and allowing ASSISTANCE COMPANY to have access to PAX medical data to arrange assistance











