

ET Refund & Rebooking COVID Policy – Tour Code HDQ433R

28/04/2022 03:58:42

Relaxed Refund & Rebooking Policy by Ethiopian Airlines

(Revised, April 28, 2022)

This policy is applicable for Passengers holding ET document **(071)** regardless of booking channel.

For tickets that are issued on /after 01 January 21 until 31 May 2022, for travel between 01 Jan 2021 until 30 September 2022, **Unlimited free date change is allowed.**

For tickets that are to be issued on /after 01 Jun 2022 **date change fee applies** as per the fare rule on system.

If for any reason, Passengers are unable to travel on originally scheduled travel date, passengers must cancel reservation at least 24 hours before departure to avoid No-Show Fee.

Change requests can be performed through the Ethiopian Airlines sales offices, Global Call and Interaction Centre (GCIC), and the agencies from which the ticket was purchased.

Refunds:

- **Refunds & all other related rules will be governed by the fare/system rule.**

For flights cancelled by the airline, please always be guided by the **service recovery policy** of the company. All other rules and conditions apply per system.

N.B. Any local customer protection laws, DOT, EU, ICPA, DGCA, South Africa, Israel & Brazil regulations supersedes & have precedence over this policy.

A STAR ALLIANCE MEMBER

Ethiopian
የኢትዮጵያ

ET Refund & Rebooking COVID Policy – Tour Code HDQ433R

Frequently Asked Questions

1. Does the policy under approval HDQ433Q apply for tickets with outbound date from 01 Jan 21 until 30 Sep 2022 with any return date for the inbound?

Yes. COVID policy applies for tickets with outbound travel date from 01 Jan 21 until 30 Sep 2022 with any date, even beyond 30 Sep 2022 for the inbound portion of the journey

2. What amount of No-show fee applies if booking is not cancelled one day before departure?

No-show fee applies per system

3. What is the refund condition for Refundable /Non-Refundable tickets that are issued on/after 01Jan 2020 until 31 dec 2020 with travel on/after 01 march 2020 until 31 December 2020?

Above mentioned ticket are refundable without penalty until 31 may 2022, but are not usable.

4. what are the exchange conditions for tickets that are originally issued between 01 JAN 21 until 31 MAY 22

If Exchange is performed before departure with the transaction date being on/after 01 Jun 22, for the new ticket change fee applies per system.

IF Exchange is performed after departure of the outbound sector but exchange transaction date on/after 01 Jun 22, date change fee is waived.