

ET Refund & Rebooking COVID Policy – Tour Code HDQ433M

Relaxed Refund & Rebooking Policy by Ethiopian Airlines (Revised, November 10, 2021)

This policy is applicable for Passengers holding ET document **(071)** regardless of booking channel, which have been issued/to be issued **(Sales)** on/before December 31, 2021, for ticketed bookings**(travel)** between 01 March 2020 to March **31, 2022** due to COVID-19 Pandemic & the following options are available.

Date Change Fee

- **Unlimited free date change is allowed.**

Please ensure to cancel reservation and exchange the ticket with new travel date if you are unable to travel on originally scheduled travel date to avoid charges (No-show fee).

Reservation/Booking should be cancelled, and ticket must be exchanged with new travel date at least **one day** before departure of originally scheduled flight date to be exempted from no-show fee.

Please insert the code **HDQ433M** in the endorsement box when reissuing the ticket.

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

Refunds:

- For any travel which was affected by COVID-19 & **refundable tickets** which were issued on/before December 31,2020; full refund will be processed.
- Non-refundable tickets issued prior to December 31,2020 are **good for travel only** and the journey should be completed on/before December 31,2021.
- **For tickets being issued on/after January 01, 2021; refunds & all other related rules will be governed by the fare/system rule.**

For flights cancelled by the airline, please be guided by the **service recovery policy** of the company.