

ET Refund & Rebooking COVID Policy – Tour Code HDQ433L

01/09/2021 11:39:23

Relaxed Refund & Rebooking Policy by Ethiopian Airlines (Revised, August 17, 2021)

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

Date Change Fee

- **One-time free date change is allowed. Difference in fare and taxes to be collected (if any). Insert waiver code **HDQ433L** into endorsement box.**

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.