

Ethiopian Service Recovery for Schedule Changes

1. **PURPOSE**

This procedure establishes guidelines for implementation of Service Recovery Program during controllable and uncontrollable irregular operation (IRROPs) that causes flight delay diversion i.e schedule changes, misconnections, etc. which may lead to refund request.

2. **POLICY**

Ethiopian plans and executes to dispatch flights on time at all times. However, if irregularities occur for any reason, the best alternative solution is made in order to minimize inconvenience to customers and normalize the operation. The client should be given the option of changing the flights to the day before or day after (in same class), alternatively first available flight or full refund.

3. **PROCEDURE : Ticket Exchange / Involuntary schedule change.**

- When flight disruption occurs in case of schedule change or flight cancellations, the client can be reaccommodated to a flight the day before original departure date or the day after in same class.
- Should same class not be available, book the same cabin in lowest class available
- Should same cabin not be available, please email Jnbtrade@ethiopianairlines.com or Allcptetctostaff@ethiopianairlines.com

When reissuing please insert remark in the booking: 'INVOL REISSUE DUE TO : interrupted flight number, SCHED CHNG" which ever reason is applicable for the schd chg.

4. **Full refund request due to Schedule Change Procedure:**

- In this case an authority is required from Ethiopian Airlines management. In order to request for a full refund due to schedule change. You can send an email to Jnbtrade@ethiopianairlines.com or Allcptetctostaff@ethiopianairlines.com to request for an authority to process the refund.
- Once the authority is received, it will be forwarded to the travel agent concerned in order to upload on BSP. This applies to tickets originally issued by travel agents, similarly with tickets that were changed to vouchers or reissued by the airline. The refund must still be processed through the travel agency via BSP
- Please note, YQ tax will always remain non-refundable

Contact Details:

During office hours: Monday – Friday (08:30 – 17:00):

All Travel Agencies except Cape Region: Jnbtrade@ethiopianairlines.com

Cape Region Travel Agencies: Allcptetctostaff@ethiopianairlines.com

24/7 After Hours Contact – Gobaal Call Centre: Reservation2@ethiopianairlines.com

Refund queries / Assistance during office hours: Jnbcto@ethiopianairlines.com