

Do you want to change your flight with Etihad Airways?

Updated: 5 April 2020

NO

Book a future flight
One free date change is permitted on all new flights booked before 31 May 2020. The date change can be made for travel system range.

YES

GUESTS DUE TO TRAVEL BEFORE 30 JUNE 2020 HAVE THE OPTION TO*:

CHANGE THE DATE OF THEIR FLIGHT

Guests can change the date of their flight for free. They can even choose to fly to a different destination, anywhere on the Etihad network.

Policy details:

- Changes can be made to travel date or route (to a destination within the same/specified zone)
- No change fee
- No fare difference
- No inventory restriction (any RBD / fare choice within same cabin)
- New travel to commence on/before 30 June 2020
- Multiple changes permitted

TURN THEIR BOOKING INTO ETIHAD CREDIT

EXCHANGE TICKET

Etihad Credit lets guests cancel their booking and reissue their ticket.

Policy details:

- Book the new trip before 30 September 2020, for outbound travel starting before 31 July 2021.
- Guests have complete flexibility to change the routing, fare type and cabin – no restrictions apply
- No change fee
- Any fare difference will be charged to the guest
- Etihad Guest members get up to 5000 bonus Etihad Guest Miles

REFUND & ISSUE NEW TICKET

Etihad Credit lets guests issue a new ticket and request a refund of old tickets.

Policy details:

- Book a new trip before 30 September 2020, for outbound travel starting before 31 July 2021
- Issue a fresh ticket with endorsement "COVID19-Ticket Exchange followed by old ticket number"
- Request for refund of the old ticket through BSP giving reference of the new ticket
- If you are using ARC, you can fill in the Refund Application form with details of the new ticket and send to EtihadRefunds@etihad.ae
- The new ticket name should match the old ticket
- Etihad Guest members get up to 5000 bonus Etihad Guest Miles

*Guests booked after 30 June 2020 are subject to normal booking conditions
This policy is subject to change

Choose Well.