



Dear Trade Partner,

As the travel market returns to business as usual, our COVID-19 waiver policy will no longer apply for bookings after 31 May 2022.

This is a planned change which we communicated earlier in the year. Here's a reminder of some important housekeeping to be aware of as we approach the 31 May deadline.

**Travel dates:**

For all tickets issued or reissued up to 31 May 2022 - all travel must be completed by 30 September 2022.

**Refunds:**

Refunds under the COVID-19 policy must be completed by 31 May 2022.

Normal fare rules under our standard waiver will apply for:

- Tickets issued before 31 May 2022 for travel after 30 September 2022.
- Tickets issued after 31 May 2022.

View the [COVID-19 policy](#).

Please ensure you review any outstanding rebooking or refund requests and advise your customers of the options open to them before 31 May.

For more information and all policy details, visit [etihadhub.com](https://etihadhub.com).

Kind regards,  
Etihad Airways

