

ETHIOPIAN AIRLINES REVISED REBOOKING AND REFUND POLICY

EFFECTIVE JAN13, 2022

This policy is applicable for Passengers holding ET document (071), which have been issued/to be issued (Sales) **on/before January 31, 2022** for ticketed bookings (travel) between **01 March 2020 to April 30, 2022** due to COVID-19 Pandemic & the following options are available.

General Guidelines.

- Tour Code to be used for reissues is **HDQ433N**.
 - Any ticket holders can travel without paying fare difference, as far as there is a scheduled passenger flight, however it must be on Same RBD & destinations. If there is any fare difference on RBDs or destinations, the fare difference needs to be collected.
1. **Date Changes:** • Unlimited free date change is allowed. Please ensure to cancel reservation and exchange the ticket at least one day before departure to avoid No-Show Fee.
 2. FOR TICKETS ISSUED/REISSUED BFEORE 10TH NOV'21, No-show fee is waived.
 3. FOR TICKETS ISSUED/REISSUED ON/AFTER 10TH NOV'21, 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.
 4. For old tickets: Tickets that are issued on/before 31ST Dec'2020 are no more valid for travel.
 5. For tickets issued after January 01,2021, its validity/refund & all other related rules will be governed by the fare/system rule.
 6. **Rerouting** is permitted by applying the applicable differences in fares, fees and taxes All other fare rules which was applicable as per date of original ticket issue will apply. In cases where the recalculation results in a credit value, no refunds are permitted.

Expired tickets are non-reroutable.

7. Refunds: **All Eligible refunds to be processed within Refund validity period.

- **For any travel which was affected by COVID-19 & refundable tickets issued on/before December 31,2020; full refund** will be processed till 31st JAN'22 only. For refunds processed on/after 01st FEB2022, all penalties will be applicable.**
- **For tickets issued on/after January 01,2021, ticket refunds & all other related rules will be governed by the fare rule.**
- Travel agencies can process refunds in the GDS with remark "HDQ433N"
- YQ is non- refundable at all times.
- As per Section 34 (2) of GST Act, Refund of K3 will not be allowed after 30th September 2020/30th September 2021 for tickets issued during the period 1st April 2019 to 31st March 2020/ 1st April 2020 to 31st March 2021 respectively.

Non-Refundable tickets:

- Non-refundable tickets issued on/before 31 Dec 2020 are Non-refundable and Non – usable.
- Non-refundable tickets are not permitted for refund at all times.

8. EXCEPTIONAL REFUND REGULATIONS UNDER DGCA [Tickets issued in INDIA ONLY]. **All Eligible refunds to be processed within Refund validity period.

- Passengers who **booked flight tickets any time prior of lockdown, but the journey is Ex India from March 25 to May 24, 2020** and/or booked **tickets during lockdown for travel ex India during lockdown i.e., from March 25 to May 24, 2020** are eligible for full refund** and can be processed in the GDS itself with remark: IN-DGCA COVID-19 Pandemic

NOTE: THIS POLICY SUPERSEDES ALL PREVIOUSLY SENT CIRCULARS



Tigist Eshetu

Regional Director India Sub Continent

