



Date: 10Nov'21

ET Refund & Rebooking COVID Policy – Tour Code/Waiver Code HDQ433M

Relaxed Refund & Rebooking Policy by Ethiopian Airlines (Revised, 10Nov'21)

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

1. Date Change Fee:

➤ **Unlimited free date change is allowed.**

Please ensure to cancel reservation and exchange the ticket with new travel date if you are unable to travel on originally scheduled travel date to avoid charges (No-show fee).

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.

2. 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.

3. For tickets being issued on/after January 01, 2021:

➤ Refunds & all other related rules will be governed by the fare/system rule

4. For flights cancelled by the airline, please be guided by ET schedule change policy.