**Relaxed Refund & Rebooking Policy by Ethiopian Airlines (Revised 30 NOV 2020 )**

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

**General Guidelines for all points mentioned from 1-4.**

* One free rebooking is allowed for voluntarily changes (changes due to the request of the passenger). No-show & rebooking fees will not be applied & allowed only Once for flights ET has currently started operations.
* No-show & rebooking fees will not be applied if flight is suspended or operation resumption date is rescheduled by ET. (Refer item#7 below).
* Seasonality applies. Passenger can use the ticket up to December 31,2021. Booking should be done as per the RBD on the ticket.
* Tickets issued using low season fares, will be valid to travel on low season.
* Tickets issued using high season fares, can be used any time on/before DEC 2021.

Due to COVID-19 pandemic, only the following periods are considered as high seasons:

* DEC 2020/JAN 2021.
* Summer 2021 (JUN, JUL, AUG 2021)
* Dec 2021.

To stimulate demands, Summer 2020 (JUN-AUG 2020) is not considered as High season. Thus, 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 changes are permitted free of charge if flight has not started operation or if the flight resumption date is rescheduled by ET. If flight has started operation free change allowed only once. New travel dates can be any date on/before December 31, 2021 (i.e. the whole journey should be completed on or before DEC 31, 2021). Any difference in airfare or applicable taxes resulting due to change on **booking class & seasonality** will need to be paid.
2. **Where the travel date is not yet known, keep your ticket Open:** Original ticket can be kept with an open coupon status per below guidelines:

Both Fully unutilized tickets and/or partially utilized tickets will be valid for travel until 31st December 2021 (i.e. travel date must be on/before 31st December 2021).  You can reschedule or cancel your booking. Call any of our offices or contact centers to extend your ticket validity.   We will keep the ticket as open status for travels so that you can rebook it whenever you decide to travel until December 31,2021.

This ticket shall then be accepted at face value/residual value as payment for the new ticket for any date & flight number (not applicable for special flights like Charter flights, Cargo flights operating on passenger aircraft).

1. **Voucher**: We’re no longer issuing travel vouchers, but if you’ve already exchanged your ticket, EMD for excess baggage, Preferred seat, plus grade upgrading fees, for a travel voucher it will be valid for one year from the date of issue.
* The validity of the travel voucher for utilization will be one year from the date of issue of the voucher.
* You can use the travel voucher throughout the year for multiple transactions up to its full value.
* If you’re unable to use the full value of your travel voucher within 12 months from the date it was issued, you will be entitled to a refund of the unused amount. (the IATA rule for the ticket will also apply for the Voucher).
* Travel vouchers are issued per passenger and are non-transferable.
1. **Rerouting** is permitted by applying the applicable differences in fares, fees and taxes however date change & no-show fees shall not apply per conditions on point 1.  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.  The original ticket will be used as the exchange document and tour code ‘**’HDQ433E**’’ must be used for the newly issued document either in the tour code or endorsement box of the ticket.

1. **Refunds**: Due to significant volume of refund requests and social distancing resulting from the current unprecedented situation, unfortunately processing times for refunds are taking much longer than usual. Therefore, desirable options are 1,2,3 & 4 above however should passengers wish to proceed for refunds, following options are applicable:
* Refunds to be made before DEC 31, 2020, is subject to the applicable refund penalty but no-show fee will be waived due to COVID.
* No-show fee & Refund penalty will not be applied for any refund to be made after January 01, 2021. (Full refund to be given for those tickets issued**(sales)** from March 01, 2020 to December 31,2020 or for ticketed bookings**(travel)** between 01 March 2020 to 31St MAR 2021.
* Travel agencies can submit Refund application through BSP-Link with remark ‘’**HDQ433E** or COVID-19 Pandemic’’.

**Non-Refundable tickets**:

For fully un-utilized non-refundable tickets, refund request is processed subject to the approval of the respective Area manager/TSM/Duty Manager GCC/Manager ADD CTOs/Director GCC/Director ADD sales/ after securing a written go-ahead from Pricing office. This is exceptionally permitted due to COVID-19 Pandemic & applies only for ticketed bookings**(travel)** between 01 March 2020 to 31St MAR 2021. Authority shall be given by copying email address at paxsalesaudit@ethiopianairlines.com

* Partially utilized non-refundable tickets are not permitted for refund and will be good for further transportations only. Therefore, options 1, 2 3 and 4 apply.
1. Tickets which has been expired after March 01,2020 (i.e. Partially USED tickets with original ticketed booking during COVID period, Sales on/before DEC31,2020 & Travel from 01MAR20 to Mar 31,2021) will be valid for transportation exceptionally due to COVID-19 pandemic & subject to the approval of the below:
* AM/TSM and the respective Reg Directors (in case of out stations)
* Duty Mgr GCC & Dir GCC for our GCC.
* Mgr Ticket office & Dir ADD sales office for ADD CTOs.
* paxsalesaudit@ethiopianairlines.com should be notified to avoid unnecessary discrepancies.
1. **For any involuntary re-routings/refunds, please apply the service recovery policy of the company.**

FYI, effective 01 Jun 2019 IATA member airlines have adopted changes to Industry Standards on handling of Involuntary Flight Changes due to changes on IATA Resolution 735d and 766, which require airlines to bilaterally agree on the booking method for passengers affected by disruption and require re-accommodation to be offered INVOLUNTARY.

As we are handling lots of Involuntary bookings recently due to Covid-19, please consider the below arrangements.

* The RBD in which inventory is booked should be the same as specified in the Protection Agreement or Protection terms under Special Prorated Agreement (SPA).
* Where the RBD is not available, the lowest available RBD should be booked.
* The compartment class in which inventory is booked should be the same or lower compartment class as the original flight segment where this is available.
* Upgrading to a higher compartment class shall not occur unless specifically permitted by the New Operating Carrier as bilaterally agreed in advance.
* Codeshare and Charter flights cannot be used to book inventory.

**Note**

* This is limited to events that occur on the day of departure of the first impacted flight, or the day before.
* Bookings must be made within 48 hours of scheduled departure of the New Operating Carrier’s first affected flight.
* Ticket has to be marked “INVOL REROUTE” in the endorsements box

**N.B. Any local customer protection law, DOT, EU, ICPA,** **DGCA, & Brazil regulations supersedes & have precedence over this policy.**