**Relaxed Refund & Rebooking Policy by Ethiopian Airlines (Revised 31Aug2020 )**

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

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

* No-show & rebooking fees will not be applied only Once for flights ET has currently started operation
* No-show & rebooking fees will not be applied if flight is suspended or operation resumption date is rescheduled by ET.
* 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.

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).    There is no need to call or email us to change the ticket, if you have a cancelled booking. 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**: Travel vouchers can be issued for partially used or fully unutilized value of the ticket and associated EMD (ticket) for excess baggage, preferred seat and plus grade upgrading fees paid (if applicable) together.
* The validity of the travel voucher will be one year from the date of issue of the voucher.
* Travel vouchers are issued per passenger and are non-transferable.

For the time being, our system doesn’t enable travel agencies to issue vouchers & if they insist, it must be issued at their nearest ET/GSA office. Such tickets could be BT/IT fares (tickets with hidden fare calculations), Exchanged without ticket information, partially utilized tickets, tickets issued by travel agencies.

If the ticket is **fully unutilized & issued at ET/GSA office , Web/Mobile-App, online from ET website and ET’s GCC,** Voucher request can be made online at our website using the following link: <https://www.ethiopianairlines.com/aa/refund-request>

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 ‘**’HDQ433B**’’ must be used for the newly issued document either in the tour code or endorsement box of the ticket.

1. **Tickets which has been expired after March 01,2020 will be valid for transportation exceptionally due to COVID-19 pandemic**.

**N.B. DOT & EU regulations supersedes & have precedence over this policy**.