Relaxed Refund & Rebooking Policy by Ethiopian Airlines (Revised, DEC 28 2020) – Updated by APG the 28FEB21 - as per Nebiat's approval

This policy is applicable for Passengers holding ET document (071), which have been issued/to be issued **(Sales)** on/before March 31, 2021 for ticketed bookings**(travel)** between 01 March 2020 to 30 April 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 on/before December 31,2021. Booking should be done as per the RBD on the ticket.

1. **Date Changes:** One free date change is allowed. 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) for old tickets.
   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:

   For tickets issued on or before December 31, 2020

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).

For tickets issued on or after 01 January 21

For tickets to be issued after January 01,2021, its validity will be based on per fare rule per system.

3. **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 for 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.**

4. **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 **''HDQ433F''** must be used for the newly issued document either in the tour code or endorsement box of the ticket.

5. **Refunds**: for any travel which was affected by COVID-19 & tickets issued on/before December 31,2020; full refund will be processed.

- For tickets issued on January 01,2021 and on/after March 01,2021; ticket refunds will be governed by the fare rule.

- **Exceptional Full refund** for tickets being issued (sales) **from FEB 01,2021 to MAR 31, 2021** for area of France (**Only** for travels linked to FR government restriction "Travel ban without compelling reasons") .

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 30 April 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 and 4 apply.

6. 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)