

## Refund FAQs

### **1: How do we submit the refund?**

A: Automated refunds can be applied through all Global Distribution Systems (GDS) as well as refund application (RA) through BSP platform. This applies to e-tickets and EMDs.

### **2: If a guest has previously placed their ticket in credit after their flights were cancelled by Etihad, are they now able to submit these for refund (assuming they meet date/cancelled flight criteria)?**

A: Yes, as long as the credit has not been placed in Travel Bank, though this applies to direct bookings only.

### **3: If through the old Etihad Credit policy, a guest has reissued their ticket to a new date because of a cancelled Etihad flight, can they still apply for a refund immediately or do they need to wait for 12 months?**

A: They can apply for a refund immediately.

### **4: Will cancellation fees/penalties still apply?**

A: No, as long as the flight was cancelled by Etihad there will be no fees/penalties applied.

### **5: If an agent had submitted a refund for a ticket that was cancelled by Etihad and as per old policy paid the cancellation penalties, can they now apply for an ACM?**

A: No

### **6: Will the guest be eligible for a refund where the agent cancelled the booking anticipating that the Etihad flight was not going to operate (and it subsequently didn't operate)?**

A: No, exceptions are mentioned in the Commercial Waiver Policy.

### **7: Do all sectors need to be cancelled to apply for a refund, or just a minimum of one on the itinerary?**

A: No. If one or more sectors are cancelled, resulting in guest not being able to travel to or from their destination, then a refund is available.

### **8: Are all fare and tax components being refunded in full?**

A: Yes, except the non-refundable taxes.

**9: Where a guest is booked on a flight that will still operate, is this ticket eligible for refund?**

A: Refund is subject to Commercial Waiver Policy.

**10: If the booking has sectors cancelled by other airlines, but not Etihad, will it still be eligible for refund? For example, an ADL-MEL sector on VA connected to Etihad from MEL**

A: Yes.

**11. After a schedule change, guest has a long transit time and they'd like to cancel their booking. Are they entitled to a refund?**

A: Yes, guest is entitled to a refund.

**12. Do we have to enter a waiver code in requesting for a refund through the BSP link?**

A: The agency doesn't need to mention a waiver code while applying for refunds as Etihad Refunds team will process the request as per the applicable waiver.

**13. I've already submitted a Refund Application (RA) via the BSP link. What should I do now?**

A: Our team will still process your Refund Application, or if you'd prefer to, you can simply delete the RA and process the refund in your GDS.

**14. I've processed a refund through the GDS but forgot to delete the request in ARC. What happens now?**

A: You don't have to do anything else, we'll just reject the refund application so that it isn't duplicated.

**15. What happens if I process a refund incorrectly, or the refund is duplicated?**

A: We will raise an ADM to correct the refund amount and recover the excess payment if necessary. Admin fees will apply.

**16. How can I follow up a refund request?**

A: You can send an email to [EtihadRefunds@etihad.ae](mailto:EtihadRefunds@etihad.ae)