

Dear Trade Partners,

OUR REFUNDS AND REBOOKING POLICY

Rebooking policy

- Change fees are not applicable to tickets issued anytime for travel from 13-MAR-2020 onwards till 31-MAY-2020 . If there is a difference in the airfare or applicable taxes, due to the reissue/rerouting of the ticket, the additional amount will need to be collected. Customers can change their booking to travel on/or before December 31, 2020.

Refund policy

- Full Refund is authorized for travel dates between 13-MAR-2020 till 31-MAY-2020
- Please add in the comment in ENDO “ **Due Flight Suspended To/Fro Kuwait**”

Rerouting policy

- Rerouting is permitted by applying the applicable differences in fares, fees and taxes.

With regards

Ethiopian Team