



EY/INFO/170039
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Airberlin Route Cancellation: Worldwide Commercial Policy

Update 2: Instructions for trade to rebook on the German Railway Service included

Following the announcement that airberlin has cancelled flights between Abu Dhabi and Berlin from 18 September – 31 October, Etihad Airways has put in place the below re-accommodation policy for affected EY passengers.

Flight cancellations:

AB7492 / AB7495 - Flight cancelled as of 18 September 2017

AB7493 / AB7494 - Flight cancelled as of 01 October 2017

In addition, due to the uncertainty of airberlin's continued operation from 1 November 2017, Etihad Airways is taking a precautionary move to rebook all Etihad Airways guests booked on airberlin operated flights after this date.

The below re-accommodation policy applies to passengers who are booked on Etihad Airways tickets for flights operated by AB, **who were issued their tickets in any country outside Germany.**

Re-accommodation Policy:

Rebooking/Reissue for AUH-TXL-AUH issued in any POS except DE

- All guests can be rerouted via an EY online gateway in Germany and then use EY*/AB flights to BER. Eg AUH-DUS-BER up to the time flights are available
- All guests can be rebooked on the German Railway services which have an EY* code via an online EY gateway. **For instructions regarding re-booking Rail&Fly on the German Railway Service, please click [here](#) and select booking information.**

All re bookings must be in the lowest available RBD in the same cabin.

Any difference arising due to date change fee penalty or rebooking to a higher RBD, will be waived for this one instance only.

Cancellation/Refund for AUH-TXL-AUH issued in any POS except DE

Refund is permitted free of charge whether the ticket is wholly unutilised or partially utilised as long as there are travel segments which are impacted by this **cancellation.**

Refund on partially utilised ticket must be calculated based upon pro-rata mileage flown

Guests may contact their travel agent through whom the original ticket was purchased or any Etihad Airways office to process the refund

Please ensure the PNR is updated with the remark "CW138 Invol change due AB flight xxl"

Rebooking/Reissue for all AB destinations issued in any POS except DE

- All guests can be rerouted to a nearby EY gateway point in the network

All re-bookings must be in the lowest available RBD in the same cabin

Any difference arising due date change fee penalty or rebooking to a higher RBD would be waived for this one instance only.

Cancellation/Refunds for other AB destinations issued in all POS except DE

Refund is permitted free of charge whether the ticket is wholly unutilised or partially utilised as long as there are travel segments which are impacted by this **situation**.

Refund on a partially utilised ticket must be calculated based upon pro-rata mileage flown

Guests may contact their travel agent through whom the original ticket was purchased or any Etihad office to process the refund

Please ensure the PNR is updated with the remark "CW138 Invol change due AB flight xxl"

The full commercial policy can be downloaded from the Intranet [here](#) (external).

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From Abu Dhabi to the world.