

# TRADE ALERT

## SUSPENSION OF ETIHAD SERVICES TO / FROM DOH

Dear Trade Partner,

From the morning of 6 June 2017, Etihad Airways will suspend all flights to and from Doha until further notice.

The last flight from Abu Dhabi to Doha will depart as EY399 at 02:45 (local time) on 6 June.

The last flight from Doha to Abu Dhabi will depart as EY390 at 04:00 (local time) on 6 June.

Flights on 5 June will operate as normal.

Until further notice, Etihad Airways is offering the following options for passengers who have purchased tickets on and before 5 June 2017, for travel on/after 6 June 2017 to/from DOH

### Rerouting/Rebooking

All fully unused or partially used tickets can be rerouted to or via any alternate EY/EY\* point on any EY/EY\* flights. For example: a guest flying LON-AUH-DOH can be rerouted LON-AUH-BAH/MCT etc.

Any transportation or additional cost between these alternative points is at guest's own expense.

Rebooking to a later date based on when flights are open in the system is also permitted without any charge.



## Trade Announcement

All guests need to be rebooked on the lowest/same RBD in the same cabin for the above options. Any difference arising due date change fee penalty or rebooking to a higher RBD would be waived for this one instance only.

Please ensure the PNR is updated with the remark "CW130 Invol change due DOH flight suspension"

### Cancellation/Refund

Refund is permitted free of charge whether the ticket is wholly unutilized or partially utilized as long as there are travel segments on/after 6 June, which are impacted by this cancellation.

Refund on partially utilized 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 "CW130 Invol change due DOH flight suspension"

Any further changes to the status of flight schedules to Doha will be communicated directly. For further information, speak to your local Etihad representative.

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