

## Dear Trade Partner, New Guidelines for Schedule Changes



Effective **15 July 2025**, Etihad Airways has made changes to the schedule change policy.

For any schedule changes published after this date, guests will be entitled to one free change or a full refund for the unused sectors of their booking if the flight is rescheduled under any of the following conditions:

- A departure moved 120 minutes earlier
- A delay of 120 minutes or more
- If the adjustment causes a misconnection

For schedule changes published **on or before 15 July 2025**, reissuance or refunds may still be processed in line with the previous guidelines. However, please note that our website will only support re-accommodation options in accordance with the updated policy.

For more information, please visit [etihadhub.com](https://etihadhub.com), your one-stop source for all things Etihad.

**Please note:** Regardless of the type of schedule change, agents are responsible for informing their guests and ensuring that the booking itinerary and ticket details are fully aligned. Tickets must be revalidated or reissued as required.

Thank you for your continued support and cooperation.

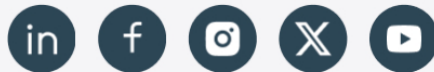
Kind regards,

**Etihad Airways**

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