

Dear trade partner,
How to reach our support teams



To ensure faster resolution and proper handling of your requests, please use the appropriate contact channel below based on the nature of your query.

- For **policy updates**, please visit [Etihad Hub](#), your one-stop source for all official updates and policies to ensure you have the latest and most accurate information.
- For **urgent queries** we encourage you to explore our customised support options available exclusively for travel agents:
 - Live chat via [Etihad Hub Help](#) (available 24/7)
 - Trade Support contact available in English & Arabic 24/7 at +31(0)202035477
- For **sales support and escalations**, please reach out to AMSSales@etihad.ae

Kindly ensure this address is placed in the 'To' field, as queries with the address in CC will not be processed.

Thank you for helping us streamline support and ensure quicker resolutions.

Kind regards,
Etihad

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