



July 7, 2025

Dear Valued Client,

This is a reminder that Etihad Airways launched Branded Fares last October 2024. We recognized that each traveler has preferences, some may value the lowest possible fare, others may value flexibility. Branded Fares enabled us to be able to provide more choices in customizing attributes that matter most to different travelers.

While the concept of Branded Fares in the industry is not new, we are receiving requests for waivers citing agent error. This is especially true in cases of **Basic and Value Fares** which are non-refundable and/or have change restrictions - both caveats however can be found in published or private fare rules.

That said, we will always strive to assist as best we can. However please note that fare rules stating non-refundable or with change restrictions need to be reviewed in the GDS before booking. Unfortunately, we will not be able to waive the chosen fare conditions once the ticket has been issued.

Our recommendation for travellers who may require changes is to consider booking fare types such as **Comfort and Deluxe** which offer greater flexibility.

The most current conditions can be found in fare rules however we are sharing this as a quick visual:

Basic Fares – Are non-refundable and non-changeable.

Unfortunately, we cannot waive these restrictions once the ticket is issued, please see fare rules.

Value Fares – Are non-refundable and carry change penalties.

Unfortunately, we cannot waive these restrictions once the ticket is issued, please see fare rules.

Comfort Fares – Are refundable and changeable with penalties, please see fare rules.

Deluxe Fares – Are changeable and refundable without penalties, please see fare rules.

Fares and fare rules can change anytime before ticketing without notice, so we highly encourage agents to continue to check fare rules before issuing tickets. Note, no-show policies can be more restrictive on any fare brand type including Deluxe, please also review these conditions before ticketing.

Etihad Airways Resources -

Should you need more information please visit the **Etihad Hub**, for all Etihad reservation policies, products, flight disruption waivers and services: <https://www.etihadhub.com/en-ae/>

You may also contact our Sales Operations Team at AmericasSalesSupport@etihad.ae or your Etihad Airways Account Manager.

Thank you,

The Etihad Airways Team