



The Residence Booking Process

The Residence provides the ultimate luxury experience in the sky, offering a three-room suite designed by top interior designers and hospitality experts. The living room features a double seat sofa, ottoman, dining table, drinks cabinet and a 32-inch flat screen TV. A soft carpeted hallway leads to your private bathroom with ensuite shower, where you can immerse yourself in exclusive toiletries and sink into plush bathrobes. The bedroom is decorated with delicate fabrics and furnished with a neutral fibre mattress double bed, Egyptian cotton sheets and a selection of pillows for your comfort. Our dedicated team will also be available throughout the flight to cater to your every need.

The Residence can be booked through the following channels:

To book The Residence, you can initially book guests in First (RBDs F&A) and contact one of the available channels for an upgrade. This is valid on Etihad Airways-operated flights for a maximum of two guests, including one infant, who can be booked on the same PNR.

If an infant is the second passenger, an approved car seat can be carried as The Residence does not have a bassinet, otherwise the infant must travel on the adult's lap. There is no child or infant discount, and both passengers must be on the same PNR to book for two.

For any group bookings where one or two members want to travel in The Residence, then the PNR must be split. Afterwards, The Residence process must be followed.

Single booking PNRs can only be upgraded to add an additional guest before the travel date. To include the additional guest, you must first cancel the original booking and create a new one that includes two guests. This will not be possible on the travel date or after travel has commenced.

There is an Automatic Issuance Limit of one hour for The Residence ancillary and standard processes must be followed for chauffeur services.

Changes

If a guest wants to rebook The Residence on another date, this can be done through our contact centre if it's available on the changed date. In case The Residence isn't available on the new date, the EMD can be refunded back to the original FOP.

Refund

Full refunds on The Residence bookings may be processed before departure. However, in case of no shows, the EMD is non-refundable. First tickets will be refunded according to Etihad's fare rules.

If a guest cancels a booking in The Residence, then they may be rebooked in First subject to seat availability.

If The Residence is not provided to the guest due to involuntary reasons, the EMD can be refunded free of charge.

FAQs

1. Can changes be made on the day of departure for free?

Yes, changes are permitted free of charge on the day of departure.

2. Is this ancillary service filed in USD regardless of origin?

Yes, it's filed in USD and then converted to the payment currency.

3. Can one adult carry two infants provided they bring a car seat? Can the car seat be strapped on to the seat in The Residence?

For safety reasons, only one infant or child is allowed to travel with an adult in The Residence. If the second passenger is an infant, a car seat approved for air travel may be used.

4. Is it possible to add one more guest to stay in The Residence apart from the two initial guests?

It's not possible to accommodate more than two guests in The Residence due to safety regulations, which mandate that the bedroom is limited to two guests and the seating area is limited to two persons during taxi, take-off and landing.

- - Etihad Airways website
- - Etihad Airways contact centre
- - Etihad Reservation and Ticketing offices