



Dear Trade Partner,

Our commitment to providing unparalleled travel experiences extends to every aspect of your customer's journey and starts long before they get on board.

From 16 April, we're implementing changes to make booking and flying with us more simple, seamless and convenient.



Simply better fares

- We're simplifying our fares to **Basic, Value, Comfort and Deluxe**, giving your customers the freedom to pick the perks they prefer when they fly.
- They can look forward to the same signature service and outstanding hospitality with every ticket, but now they can also opt for whatever it is that's important to them. Whether they'd like more flexibility, extra baggage or something a bit more rewarding, they'll always find a fare that suits them.



Generous baggage policy

- We understand that navigating baggage policies can sometimes be complex. So, we're streamlining our baggage policy with simplified allowances across all fare types.
- Your customer's baggage allowance is customised based on their route, ticket type and Etihad Guest Tier Status, giving them the flexibility to pack what they need without worrying about additional fees.
- If they're an Etihad Guest member, they may also be entitled to additional benefits and complimentary extra baggage, depending on their Tier Status.

Clear guidelines and easy-to-access information on our website and mobile app ensure you have all the details you need at your fingertips. And if your customer needs to pack a bit more, they'll save up to 65% when they buy extra baggage online up to 30 hours before they fly.