

Dear Trade Partner,

We have some important updates about the US Customs and Border Protection pre-clearance process in Abu Dhabi airport.

From 1 - 14 November, the CBP pre-clearance remains available to all Etihad flights to the US. The facility is located in Terminal 3, next to gates 58 – 61.

For guests transferring in Terminal A from 9 to 14 November, they will need to head to Gate F at least 2 hours before their flight, and board the shuttle bus to the CBP facility. There is no need for guests to leave the airport.

From 15 November, the US Customs and Border Protection pre-clearance facility will be available for the following US flights:

- EY 131 (IAD)
- EY 101 (JFK)

Check-in for US flights opens 6 hours prior to departure at Terminal A, and closes 2 hours before flight departure.

**For guests flying on either of these two flights from Abu Dhabi from 15 November:**

- After clearing immigration, guests need to head to Gate F from 2 hours before flight departure and take a bus from Gate F to the CBP facility. Gate F closes 75 minutes before departure.

**For guests transferring in Abu Dhabi to either of those flights from 15 November:**

- Proceed to Gate F from 2 hours before flight departure, and board the inter-terminal shuttle to the CBP facility.

Eligible guests are welcome to use our US CBP lounge located after pre-clearance formalities.

From 15 November inclusive for a transitional period, guests travelling on the following flights will need to clear immigration and border controls on arrival in the US:

- EY 151 (ORD)
- EY 103 (JFK, 3:45 departure)

Guests flying on any of these flights should head to the gate assigned to their flight in Terminal A. Check-in closes 1 hour before flight departure for Economy Class, and 45 minutes before flight departure for Business and First Class.

For guests who clear immigration on arrival in the US with a connecting flight to another destination, baggage must be collected and dropped with their onward carrier. Baggage will not transfer automatically.

**Stay up to date:**

We will be sending regular updates to passengers and partners. To make sure everyone has a smooth journey, please ensure this is communicated to your customers, and they have updated their contact details in [Manage Booking](#) in advance so they can receive our important trip reminders.

Thank you for your continued support and cooperation.

Kind regards,  
Etihad Airways