

What is overbooking?

Overbooked Flight means a flight where the number of passengers holding confirmed reservation and presented themselves for check-in within the required time limit exceeds the number of available seats on that flight/compartment.

Who can not claim for compensation?

- Passengers who have been re-protected on other means shall not be paid with DBC if the delay at point of arrival does not exceed four hours when compared to the original schedule.
- Carriage is denied for reasons beyond the control of ET he/she is not checked in before or at the latest check in time.
- The behavior, health condition or immigration status of the passenger as such entitles ET to refuse the passenger.
- He/she has refused to comply with the lawful instructions of ET
- He/she has refused to undergo security check
- Holding ID(Airline staff ticket) ticket or reduced rate ticket.
- Holding a ticket blacklisted as lost, stolen, fraudulent or otherwise suspicious.

Who is eligible for Denied boarding compensation?

Denied Boarding Compensation (DBC) will be paid to a passenger who:

- Has a valid ticket purchased from ET or an agent of ET irrespective of whether the ticket is a document of ET or any other carrier having Interline Agreement with ET.
- Holds a confirmed and valid booking on that particular ET flight.
- Has presented himself/herself for check-in for the particular ET flight at the time and place specified by ET (before counter/check-in activity for the particular flight is closed) within the latest check in time or within the stations minimum connecting time (MCT) for connecting passengers and is in possession of the necessary travel documents.

Who is eligible for delayed/cancelled flight compensation program?

All paying passengers who have checked-in and already accepted for travel on a delayed flight are entitled for the compensation program regardless of their original reservation status and the following will be offered:

- Snacks and telephone calls will be offered depending on the delayed time.
- Meal will be offered during normal meal hours.
- Hotel accommodation may not be extended to local joining resident passengers. However, assistance may be given, if needed, in transportation.

Who is a volunteer?

Volunteer – means a person who has a valid ticket, a confirmed reservation and presented himself/herself for check-in within the required time limit and who responds positively to a call for passengers to surrender their confirmed reservation in exchange for compensation.

What will happen if I am denied boarding?

- You will be re-routed to your final destination at the earliest opportunity or protected on the next Ethiopian flight.
- The cost of the ticket will be reimbursed without penalty for the part of the journey not made on Ethiopian.
- Telephone call, refreshment, meal and accommodation will be offered as per the table above.

What will happen to my planned routing?

Protection plan shall be made immediately for passengers with connecting flights beyond to their final destination. Unaccompanied minor shall be rerouted as quickly as possible even on ET flights that are overbooked. Passenger should not be rerouted via countries for which he/she holds no proper travel documents such as (transit) visa. Passengers shall be protected to fly to their destinations by the fastest means available.

What will be my compensation if I'm Denied Boarding?

Ethiopian will apply its own Denied Boarding Compensation scheme on all International flights on the basis of distance flown. However compensation given in MCO will be refunded at a 50% discounted price in cash.

Children between 2 and 12 years of age are entitled to 50 % of the above Denied Boarding Compensation Scheme. EU regulation shall apply for flights departing from Europe. DOT rules apply for flights originating from USA.

Not eligible for delayed/canceled flight compensation, Why?

This program will not be available for passengers if:

- Passenger did not show up at the airport for check-in (no-show passengers), regardless of their reservation status will not be entitled for this program.
- Early departure.
- Delayed flights on domestic services.
- Delayed flights beyond Ethiopian Airlines control such as:
 - Adverse weather conditions
 - Political turmoil at point of the passenger's origin or destination
 - Safety or Security concerns
 - Industrial disputes
 - Labor and other strikes
 - ATC or/and other airport operational problems beyond ET's control.

What happens if my flight is delayed?

Delayed flight is any scheduled passenger flight departing or arriving behind its original schedule because of mechanical, operational or other reasons. A delay, cancellation or disruption is beyond Ethiopian Airlines control when it is caused by circumstances such as weather, strike, sudden airport closure or political situation.

- Schedule change, delay or cancellation, will be advised to all passengers preferably before they departed from home or hotel. If already at the airport they will be advised at the time of check-in or at the gate with apology. Please take care to provide us with accurate contact information.
- If the delay is extended and accurate information cannot be obtained (due to the nature & cause of the delay), the airline agent will take passengers' contact and keep them informed about the developments. The information advice could be supported by technology like SMS, updating the information on the web site, etc...
- Real-time flight information is also available on Ethiopian Chatbot or through our mobile application and our website.
- For All departing and transit passengers Ethiopian Airlines will send a message free of charge to one of their relatives at the point of stopover or destination.(Please refer delayed/ cancelled flight compensation table)
- Passengers shall be updated on the situation every 15 minutes starting from 30 minutes before scheduled time of departure.
- Refreshment shall be given for a delay more than 2 hours. If however, the time of departure is close to breakfast, lunch or dinner time, the service shall be the appropriate meal.

What does it mean if I'm denied boarding?

Denied Boarding means refusal to accommodate passengers on a flight although they have valid ticket, a confirmed reservation on that flight and presented themselves for check-in within the required time limit due to an overbooking.

If I cancel my trip within 24 hours of purchase, can I get a full refund?

Customers who make their booking through <https://www.ethiopianairlines.com/AA/EN/> may cancel their reservation without penalty by contacting [Global call center](#) or [local ticket office](#) up to 24 hours after the reservation is made, if the reservation was made seven days or more prior to the flight's departure. This rule applies for passengers departing from US only.

What is Adult age limit for Ethiopian Airlines?

On Ethiopian flight, 12-18-years is considered as adult and can travel alone (unaccompanied child service available up on request). Please check the rule with other airline if your travel involves flights on airlines other than Ethiopian airlines.

Do I have to print out my ticket or itinerary for traveling?

As some airport authorities may require to see the print out of your ticket it is recommended to have your ticket print out.

Can I make changes, cancel or refund my reservation that I have already made on Ethiopianairlines.com?

After you issue ticket online (<https://www.ethiopianairlines.com>), it is possible to refund (cancel) and rebook your ticket using “[Manage Your Booking](#)” option.

Determining which passengers to upgrade

When do you decide who gets upgraded?

We will take a decision on upgrades [b/n 50 hours and 24 hours] before departure. You will be notified by email as to whether your offer has been accepted or not.

How do you assess my offer?

We take several criteria into consideration when assessing upgrade requests. These include the value of your offer and the value of other offers for the same cabin class, your frequent flyer member status, the number of seats available in the higher cabin class and the number of passengers in the booking. Once our assessments have been made you will receive an email indicating whether your Upgrade request was successful or not.

How can I increase my chances of being upgraded?

You should submit the best offer price you are willing to pay. The only way to guarantee you travel in the higher cabin is to purchase a full ticket for travel there.

How do I know if I've been upgraded?

If your bid is successful, you will be notified by email b/n 50 and 24 hours before the scheduled departure of each flight.

Would you be sending me a confirmation SMS in the event my offer is successful?

All communications around your request will be via email. You may however receive an SMS from your bank, if you have requested these, to advice of activity on your credit card, which is normal as we start the upgrade evaluation process.

When will I know if I've been upgraded?

If your offer has been accepted, you will receive an email confirming your upgrade within b/n 50 and 24 hours before the scheduled departure of your flight.

How can I find out the current status of my request?

In the email we sent confirming that we received your request there is a link to View the details, if you click this and select the appropriate flight you will see the status of your request in the top right corner of the display.

What does it mean if I see an authorization for the upgrade amount on my card?

As part of the upgrade decision process we may validate if the payment card provided has sufficient funds available. This is not a guarantee that you will be upgraded however is a step in the acceptance process.

What happens if there is an authorization that's declined by my bank?

As part of the upgrade decision process we may validate if the payment card provided has sufficient funds available. If funds are not available, we will not proceed with the upgrade acceptance. If this happens, you will receive an email from us with two options to make funds available for the upgrade:

1) Call your bank to approve the transaction and ensure funds are available, then click the email link to let us know

2) Click the link to provide us with new card details

Once notified we will re-try the upgrade acceptance if there are seats available and if there is sufficient time to fulfill the upgrade prior to departure.

What happens if I am not upgraded?

You will receive an email around 24 hours prior to departure informing you that your offer was unsuccessful. No amount will be deducted from your card and you can travel in your booked cabin.

If my offer is unsuccessful, will I be told why?

No. Numerous factors impact the selection process and therefore we cannot specify why certain offers are unsuccessful.

Can I transfer the upgrade to another flight if my bid is successful?

Successful upgrades are non-transferable, non-refundable, and are valid only on the flight and date shown.

Can I increase my offer after I find out I was not upgraded?

No, if your offer has been unsuccessful, another offer cannot be made. It's important to put your best offer forward initially for the best chance of being upgraded.

How will my Frequent Flyer Status be recognized?

We may recognize your loyalty by giving higher priority to requests made by [Gold and Silver] members.

Paying for the upgrade. When will I be charged?

As part of the upgrade selection process we may authorize your card for the offered amount, we will only take payment after your upgrade has been confirmed. This will happen when your bid is accepted, which can be anytime between 50 hours and 24 hours prior to your scheduled departure time.

Do I pay now for the upgrade?

No, you only pay for the upgrade at the time when your bid is accepted. This can be anytime 50 hours and 24 hours to the scheduled departure time of each segment.

Can I pay with two different cards?

No, each upgrade for your booking reference can only be paid for in one transaction by the same credit card.

What if I don't have a credit card?

In order to make a bid, a valid credit card is needed.

Why do I have to give you my credit card information?

Credit card information is needed to process your upgrade in the event your offer is accepted. We collect this now and it is stored securely with the payment processor to be used only in the case you are selected to be upgraded.

Can I pay with points/ miles?

Payment for [Cloud Nine Upgrade Program] must be paid for with a credit card. You may also be eligible to request an upgrade with miles; more information can be found www.ethiopianairlines.com

Are there any taxes or fees to be paid when bidding for an Upgrade?

The total amount shown on the offer confirmation screen includes all pre-payable airline taxes and fees. Excepted from this are any fees or charges your financial institution may impose for transactions with your payment card, please contact your card issuer for more information.

Does it cost anything to make an offer to upgrade?

We do not charge any booking fees or sign up fees for making an offer to be upgraded.

What are the steps I need to follow to submit an offer?

You may receive an email 7 days prior to the departure of your trip, inviting you to make an offer. Alternative, you can login to Manage My Booking online using your booking reference.

- Choose the flight sector you would like to upgrade, and move the slider to indicate your offer.
- Enter your contact and payment details in the fields provided.
- Review and submit your details.
- After completion, you will be emailed confirmation of your upgrade offer. You can use this email to modify or cancel your offer.

What do I need to review?

Please review the offer amounts and totals for each sector of your trip to ensure that each matches your intention. Please also verify you have entered the correct payment & contact information. You should also review and agree to the program Terms & Conditions.

What are the terms & conditions?

The terms and conditions are the full program details. They can be found on the “Review & Submit” page or on under the program section on our website. The terms & conditions must be agreed to before submitting your bid.

Why do I need to agree to the terms & conditions?

The terms & conditions spell out the full rules of the program and we cannot process your request until you indicate you have read and agree to these.

What do I do if I don't agree to the terms & conditions?

If you do not agree to the terms & conditions you won't be able to participate in the program.

What do I do if I get an error when clicking to submit my request?

Go back through the offer process and check that you have entered all details correctly. If you are still receiving an error message, you can contact us at upgrades@ethiopianairlines.com

What do I do if I didn't get any email after submitting my request?

Please wait [4 hours] as it may take time for the email to be generated. Also please check your spam folder on your email account.

Can I call the airline to place a bid?

No, this service is currently only available online.

Can I change my offer to a higher or lower amount?

Yes, you can change the amount up until the deadline noted in your upgrade requested email or up until your offer is accepted, whichever happens sooner. All you need to do to change your offer is click the link in the upgrade offer email and use the slider to select your new offer amount.

What do I do if I need to change my payment card after I have submitted my offer?

To change the credit card information, you must first cancel your request and then re-submit the offer via the button on the cancel confirmation screen or e-mail you receive.

What do I do if I need to cancel my offer?

You can cancel your offer by clicking on the cancel link in the upgrade requested e-mail you received when you submitted your bid.

How do I change the amount offered?

You can modify your offer by clicking on the modify link in the upgrade requested e-mail you received after submitting your bid.