

CIRCULAR

Dated: March 31, 2022

Dear Trade Partners,

Subject: Ethiopian Airlines India Ticketing Policy on travel with Two Separate one-way tickets.

It has been observed that some Agents/Trade Partners are issuing two separate tickets (a one-way ticket for the outbound journey on Ethiopian Airlines and another one-way ticket for the inbound journey on another airlines) for an entire return trip Itinerary.

The tickets for the inbound journey are then being refunded or voided even before passengers arrive at their destination. Due to the lack of return ticket, in cases of deportation, Ethiopian Airlines is incurring heavy fines and also the ticket cost for the carriage of the passenger back to India.

Hence going forward with effect from April 01, 2022, in case of a guest travelling on Ethiopian Airlines to ET African Online destinations, **wherein by nature of their travel documents/visa they are required to have a return ticket**, then it is permitted for passengers to travel on 2 separate OW tickets, i.e. A one-way ticket for the outbound journey on Ethiopian Airlines and another one-way ticket for the inbound journey on another airline, provided under procedure is adhered to.

- The IATA ticketing agent forwards an indemnity letter (On IATA agents official letter head and duly signed by authorised signatory with IATA agents official company IATA stamp) using below draft, from their official email ID to Ethiopian Airlines office sales/reservation staff located in the territory of the IATA agent during office working hours, along with Ethiopian Airlines and other airlines ticket copies for further handling by Ethiopian Airlines Staff. The email can contain the agent's requirement.

- In case of after ET office hours, the agents need to call their respective territory Ethiopian office sales/reservation staff for above procedure compliance.

Kindly disseminate this information to all concerned staff internally in all your India branches to ensure awareness **and mandatory compliance, to enable smooth handling of our mutual esteemed customers.**

Ethiopian Airlines,
Sales Team -Mumbai.

DRAFT OF INDEMNITY LETTER

Dated:

To,

The Duty Manager ,

Ethiopian Airlines

Mumbai.

Sub : INDEMNITY LETTER FOR PASSENGER TRAVELLING TO

Dear Sir / Madam,

We have below passenger travelling to ___(Destination)__ on _(Date)__

Below is the travel Itinerary (If there are 2 Separate tickets, both Itineraries need to be pasted below)

(Both Airlines PNR ITINERARY TO BE PASTED REFLECTING NAME, TICKET NUMBERS & ET/Other Airlines PNR)

We hereby Indemnify Ethiopian Airlines and undertake full responsibility for payment and settlement of all charges & expenses arising due to the deportation of passenger. This includes, but not limited to Deportation Fees / Transit Cost if any / Associated Ticket charges / etc.)

Regards

(Staff Name and Signature, along with the ticketing IATA Agents stamp for Authorisation and to be printed on the ticketing IATA agents letter head)