

Trade Stopover Terms and Conditions:

These are the Terms and Conditions that apply to your hotel booking under the Stopover Program

In these Terms and Conditions:

- "we", "us" and "our" refers to Etihad Airways PJSC, a Public Joint Stock Company established by Emiri Decree and incorporated in the Emirate of Abu Dhabi, United Arab Emirates.
- "Etihad Holidays" refers to Capital Holidays – Sole Proprietorship LLC (trading as Etihad Holidays), a company registered in the Emirate of Abu Dhabi, United Arab Emirates, with commercial license number 3897160, whose principal place of business is at Abu Dhabi National Exhibition Center, Khaleej Al Arabi Street, P.O. Box 5546, Abu Dhabi, United Arab Emirates.
- "Eligible Passenger" means an individual holding confirmed flight tickets with us, featuring a minimum layover duration of 24 hours in Abu Dhabi.
- "you" and "your" refers to an Eligible Passenger who is booking for a hotel stay under the Stopover Program. Where you make a booking on behalf of other Eligible Passengers, it is your responsibility to bring these booking conditions to their attention and ensure that they have read them. In making the booking on behalf of such Eligible Passengers, you acknowledge that you have done this.

1. General Provisions

1.1 Where you have purchased from us a hotel stay under the Stopover Program, we will operate the flights but your hotel reservation will be booked and managed by Etihad Holidays. Whilst any issues related to your hotel reservation, including any modification or cancellation thereof, must be addressed to us, the responsibility for issuing, modifying or cancelling your hotel reservation lies entirely with Etihad Holidays.

1.2 Except as provided in Clause 7 below or in any consumer legislation applicable to you, and to the extent provided therein, we are not responsible for any acts or omissions of the hotel providers, their employees, agents, servants or representatives, and we accept no responsibility or liability in respect of any loss, damage, injury, accident, delay or irregularity, however occasioned, sustained or suffered, in respect of the hotel stay booked through us.

2. Travel Arrangements

2.1 Entry into the Emirate of Abu Dhabi, United Arab Emirates, is subject to the requirements imposed by the competent immigration authorities. You shall ensure that you have the required travel documentation, including any necessary visa, to enter the Emirate of Abu Dhabi, United Arab Emirates. We shall not be responsible for any failure by you to comply with the entry

requirements and/or any determination made by the competent immigration authorities in respect of your entry into the Emirate of Abu Dhabi, United Arab Emirates.

2.2 Before visiting Abu Dhabi, you can obtain visa information on the website:

<https://www.etihad.com/en-ae/fly-etihad/visas>

2.3 You are responsible to make your own travel arrangement for any transfer to/from the hotel. The cost of any such transfers is not included in the price paid by you to us.

3. Hotel reservation

3.1 The availability of all hotels offered under the Stopover Program is contingent upon the capacity of the respective hotels.

3.2 Hotel check-in dates must align with the flight's arrival date in Abu Dhabi. By proceeding with this reservation, you acknowledge acceptance of all terms and conditions related to the stopover offer, in addition to any specific conditions that may pertain to individual hotels, tours, and services offered by Etihad Holidays.

3.3 The hotel options provided are subject to the availability of Etihad Holidays contracted hotels.

3.4 Hotel stay duration

a) General rules:

- Minimum stopover time of 24 hours applies
- The number of hotel nights must match your flight itinerary
- Combining hotel or stopover packages (free and premium) is not permitted
- Hotels may charge for additional hours beyond your agreed stay

b) Free stopover package:

- Includes one to two nights (24-48 hours) complimentary accommodation at selected three and four-star hotels provided in standard rooms.
- Not available for flight itineraries requiring three or more nights (more than 48 hours)
- Cost of accommodation does not include breakfast or any additional services.

c) Premium stopover package:

- Includes three to four nights paid accommodation at select five-star hotels only
- Available for flight itineraries requiring a minimum of three nights only
- Cost of accommodation includes breakfast. No additional services are included.

- 3.5 Your hotel reservation is strictly on a room-only basis and excludes the cost of any additional amenities and incidental charges (e.g., breakfast, laundry, minibar, room service, etc.). You will be responsible to settle any such costs and charges directly with the hotel.
- 3.6 The maximum occupancy in a hotel room is for up to 2 adults and 1 child below 11 years of age utilizing existing bedding. Individuals under 18 years old must be accompanied by an adult.
- 3.7 The Stopover Accommodation Service is available exclusively for round-trip tickets, where both outbound and inbound flights must be on the same ticket. This free accommodation can be used either on your outbound or inbound journey, only once.
- 3.8 Abu Dhabi Stopover is not available for guests flying to or from Oman.
- 3.9 The accommodation at the Free or Premium Stopover hotel is based on a shared double room.
- 3.10 A nominal fee applies for all bookings that select the “Abu Dhabi Stopover” option on the website, regardless of whether the hotel is chosen during the booking process or at a later time.
- 3.11 Only tickets issued on Etihad.com, through the Etihad call center, or via selected approved trade partners in specific markets will qualify for the Abu Dhabi Stopover. Currently approved trade partners are Australia, Indonesia, and India.
- 3.12 Abu Dhabi Stopover is only available for flights operated by Etihad Airways.
- 3.13 Hotel reservations must be made at least 72 hours before the scheduled arrival in Abu Dhabi.
- 3.14 Valid for travel and hotel accommodation, excluding blackout dates during major events and conferences.

Start	End	Event
12/8/2025	1/3/2026	Hotels Sold out
2/6/2026	2/15/2026	Masters Games
11/2/2026	11/5/2026	ADIPEC
12/2/2026	12/6/2026	F1 2026
12/28/2026	1/3/2027	New Year

3.15 Special requests such as bedding preferences, smoking/non-smoking rooms, connecting/adjacent rooms, etc., are subject to hotel availability and cannot be guaranteed.

3.16 Late check-out is contingent on room availability and cannot be guaranteed; additional charges by the hotel may apply.

3.17 The price paid by you to us does not include the tourism fee of AED 15 per room per night levied for hotel bookings in Abu Dhabi. You are responsible to settle these applicable fees directly with the hotel.

3.18 To access the room under your reservation, you must present during check-in at the hotel your valid Etihad Airways boarding pass and the hotel booking confirmation received from Etihad Holidays. The name on the hotel booking should match the name on the boarding pass.

4. Cancellation and other policies affecting your hotel booking

4.1 The policies set out in this section applies to your hotel booking only. Policies related to the cancellation/amendments/refunds of your flight tickets are subject to the fare rules applying to those tickets.

4.2 Except as otherwise provided under mandatory rules of any legislation, including consumer legislation, applicable to the sale made by us to you under the Stopover Program:

4.2.1 While every effort will be made to confirm a hotel booking exactly as per your selection, in the event of unavailability, we reserve the right to propose similar alternatives.

4.2.2 You have the right to cancel your confirmed hotel reservation and obtain a refund of the hotel booking in the event that your entry into Abu Dhabi is denied by the competent immigration authorities.

4.2.3 Confirmed hotel reservations are non-transferable.

4.2.4 Hotel charges are non-refundable.

4.2.5 Abu Dhabi Stopover fee is non-refundable

4.2.6 We retain the right to cancel a hotel reservation where:

a) there is Breach of these Terms & Conditions by you.

- b) there is suspicion of criminal activity, such as unauthorized use of a credit or debit card, fraud, or theft.
- c) there is unavailability or discontinuation of products/services by the supplier, or if the supplier has provided inaccurate price and/or information about their products/services.
- d) there is a provision of inaccurate, erroneous, or misleading information by you.
- e) there are Issues with credit card electronic communications, information, or transactions.
- f) in specific instances, we may request additional information or verification to authenticate and confirm the booking. If you opt not to provide the necessary additional information, reservations will not be completed and will be considered void.
- g) we or the hotel are unable to fulfill the hotel reservation as a result of a force major event i.e. any unusual circumstance beyond our control including but without limitation war or threat of war, terrorist activity, adverse weather conditions, industrial dispute, closure of airport or technical difficulties.

4.2.7 Once the journey has begun, no refunds are available for either partially utilized tours or entirely unused packages when cancelled by you. The unused portion of any package or tour is non-refundable, and the cancellation of any service will incur a 100% charge. In the event of involuntary cancellation (i.e. cancellation by us or the hotel other than for reasons set out in 4.2.5 above) you will be entitled to a refund to the unused portion of the hotel reservation.

5. Data Protection

5.1 If you book a hotel reservation with us, we must collect and process your personal data and personal data of other people on whose behalf you are making the booking.

5.2 Personal data collected during the booking process will be transferred to Etihad Holidays in order to process the booking of the accommodation of your choice. We and Etihad Holidays operate as independent controllers. You can find more information on how we process personal data in our [Privacy Policy](#). Etihad Holidays privacy policy can be found [Privacy Policy | ADNEC Group](#).

5.3 We may also need to disclose your personal data to authorities such as border control, government and enforcement agencies, customs and immigration authorities.

6. How to contact us

- a. To process the stopover booking please email the PNR to backoffice.stopover@etihad.ae, the team will coordinate with the requestor to collect the relevant payment and revert with the confirmed hotel booking, subject to the above mentioned availability.
- b. The back-office team will respond to booking requests and all other queries within 5 working days of receipt of the email.
- c. In the event of flight disruptions or changes, you must contact our back-office support team (details below) to modify your hotel reservation. Any complaints, requests, or enquiries in relation to your hotel reservation must also be backoffice.stopover@etihad.ae.

Our team works only on weekdays from 9 AM to 5 PM, Abu Dhabi time.

7. Notice to Eligible Passengers who are resident of the UK at the time of concluding a contract under the Stopover Program

7.1 General

7.1.1 The combination of travel services offered to you is a package within the meaning of the UK Package Travel and Linked Travel Arrangements Regulations 2018.

7.1.2 Therefore, you will benefit from all EU rights applying to packages. We will be fully responsible for the proper performance of the package as a whole.

7.1.3 Additionally, as required by law, we have protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that we become insolvent.

7.2 Key rights under the Package Travel and Linked Travel Arrangements Regulations 2018

7.2.1 Travellers will receive all essential information about the package before concluding the package travel contract.

7.2.2 There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.

7.2.3 Travellers are given an emergency number or details of a contact point where they can get in touch with the organizer or travel agent.

7.2.4 Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.

7.2.5 The price of the package may only be increased if specific costs rise (for instance fuel prices), and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8% of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.

7.2.6 Travellers may terminate the contract without paying any termination fee and get a full refund of any payment if any of the essential elements of the package, other than the price, are changed significantly. If before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.

7.2.7 Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.

7.2.8 Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.

7.2.9 If after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.

7.2.10 Travellers are also entitled to a price reduction or compensation for damages or both where the travel services are not performed or are improperly performed.

7.2.11 The organiser has to provide assistance if the traveller is in difficulty.

7.2.12 If the organiser or the retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured. Etihad Airways trading as Etihad Airways PJSC has taken out insolvency insurance provided by International Passenger Protection Ltd (IPP) with Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group. Travellers may contact this entity or, where applicable, the competent authority if services are denied because of our insolvency.