

Dear Trade Partner,  
New Branded Fares  
Landing Page



We are pleased to announce the launch of a [dedicated branded fares landing page](#), created expressly to provide clear, concise information on our brand attributes and to address frequently asked questions. This resource is designed to support you in delivering an informed service to your guests.

To complement this, we are inviting you to participate in our global trade quiz. Three pairs of return economy tickets are available to winners drawn after the closing date of **15 December 2025**.



Take the quiz

Thank you for your commitment to excellence; we appreciate your collaboration.

Kind regards,  
**Etihad Airways**



Etihad Airways is pleased to announce that the launch date for direct flights from Charlotte, North Carolina, to Abu Dhabi has been advanced to **23 March 2026**.

With midday departures to Abu Dhabi, the schedule is designed to offer smooth onward connections via Etihad's expanding global network, enabling seamless travel to destinations across the Middle East, the Indian Subcontinent, and Asia.

On their way back to the US, guests will benefit from the exclusive U.S. Customs and Border Protection (CBP) Preclearance at Abu Dhabi's Zayed International Airport, the only facility of its kind in the Middle East, which allows travelers to clear U.S. immigration and customs before departure, ensuring a smooth arrival into Charlotte as domestic passengers, saving valuable time and making the journey seamless.

See AUH-CLT flight schedule below, effective 23 March 2026:

Flight No.	Departure Airport	Departure Time	Arrival Airport	Arrival Time	Frequency
EY 0016	CLT	15:10	AUH	12:25 <sup>+1</sup>	1.3.5.7
EY 0015	AUH	03:35	CLT	10:40	1.3.5.7

Schedule is correct at the time of dispatch and subject to change

Available *exclusively* to Etihad Airways guests with a valid boarding pass to Abu Dhabi, unlock exclusive Abu Dhabi discounts, applicable at restaurants, theme parks, hotels, and spas.

Learn more information about [deals and discounts in Abu Dhabi](#) ahead of the next trip.

We look forward to welcoming your guests onboard. Thank you for your continued support.

Kind regards,  
**Etihad Airways**

Dear Trade Partner,  
Etihad's No-Show/Change  
or Refund Fees Policy



We would like to remind you of our No-Show/Change or Refund Fees Policy to help you avoid unnecessary penalties:

1. **Reissue or Refund Required:** All bookings must be reissued or refunded at least four hours before the scheduled flight departure time to avoid a no-show/change or refund fee.
2. **When the Fee Applies:** The highest change or refund fee (called a “no-show fee” in GDS fare rules) will be charged if:
  - A ticket is left open (even if the itinerary is cancelled before departure, the system recognises it as a no-show if the ticket is not exchanged for a new date), or
  - A guest changes or cancels their booking within four hours of departure.
3. **Cancellation Alone is Not Sufficient:** Simply cancelling or changing a booking does not waive the fee. The ticket must either be refunded or reissued at least four hours before the original flight departure.
4. **Check Fare Rules:** For details on applicable fees, please review the fare rules in your GDS. Note that the fee includes both the change and cancellation penalty.

**Further Information:** Full policy details are available at [etihadhub.com](https://etihadhub.com) → [Policy Library](#) → [Change](#) → [No-show Policy](#).

**Need Help?** For assistance, please use our Live Chat at [etihadhub.com](https://etihadhub.com) → [Help](#) → [Chat now](#).

Thank you for your continued support and cooperation.

Kind regards,  
**Etihad Airways**

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