

## Etihad key support contacts & resources



Please note the following contact details and resources to ensure your enquiries are directed and supported effectively.

### **Etihad Americas Sales Support team**

- \* Email: [AmericasSalesSupport@etihad.ae](mailto:AmericasSalesSupport@etihad.ae)
- \* Hours: Monday–Friday (excluding public holidays), 9:00 AM–5:30 PM (US Eastern)

### **24/7 Trade Support Line**

- United States: +1 914 687 187
- Canada: +1 888 298 656

### **Live Chat Support**

Please visit [this page](#).

### **Group Bookings**

Email [GCCGroups@etihad.ae](mailto:GCCGroups@etihad.ae)

### **Refunds**

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**ARC Agents**

Email [EtihadRefunds@etihad.ae](mailto:EtihadRefunds@etihad.ae)

This email address is intended **only** for the following cases:

- If the only flown segment is an interline-operated flight (e.g., CLT–ORD–AUH–HYD where only CLT–ORD is flown)
- If the only flown segment is the outbound portion not reaching the final destination (e.g., IAD–AUH–HYD where only IAD–AUH is flown)
- Involuntary refund of EMDs issued for seat assignments or excess baggage

*Refund processing requests may take up to 30 business days*

This email address is **not to be used for** refund calculations for unused or half-used tickets.

The issuing travel agency is responsible for determining refund values for half-used or completely unused tickets in accordance with the applicable fare rules, or by applying prorated refund calculations in cases involving involuntary schedule changes.

- \* **BSP Agents**

Process the refund in your GDS or raise an RA in BSP.

*Refund processing requests may take up to 30 business days*

**Debit Memo Disputes**

Email [Disputes.EY@gbss.ae](mailto:Disputes.EY@gbss.ae)

**Manage My Booking**

To add Etihad Chauffeur, baggage, upgrades, lounges & more, visit [Manage My Booking](#).

**The Residence Upgrade**

To upgrade to The Residence, please visit [this page](#).

**Unaccompanied Minors**

For assistance with unaccompanied minors, please visit [this page](#).

**MEDA Cases**

To book: +971 600 555 666

Or complete a MEDIF form [EYCM WebPage MEDA Request](#) · [Customer Self-Service](#)

**Traveling with Pets**

Email [pets@etihad.ae](mailto:pets@etihad.ae)

For more info visit our [website](#).

**Complaints/feedback**

For complaints or feedback, please click [here](#).

**Lost & Found**

For lost and found, please visit [this page](#).

Thank you for helping us streamline support and ensure quicker resolutions.

Kind regards,

**Etihad**

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