

Ethiopian airlines Preferred seat selection term and conditions.

1. The following terms and conditions shall apply to select your seat based on your preference before flight departure, whether you prefer to be seated at the front or back of the plane, enjoy extra legroom, a great view from the window seat, or access from the aisle seat to get up and move around.

2. We're giving you the flexibility to reschedule your trip with no change fees before payment is effected. If you selected and paid for your seat, you can't change to another seat.

3. At the time of schedule change, we will try to re-accommodate you with identical seat but in the unlikely scenario where by identical seat is not available, another preferred seat with similar character will be given. E.g. If you previously purchase front row aisle seat, you can be accommodated with front row middle seat or window.

4. We'll do our best to provide the seats you reserve. However, we may have to move you to a different seat in case of disruption, aircraft change, or for any other operational, safety or security reasons. Seat reservations are subject to change up until flight departure. Therefore, refund requests can only be submitted after your flight departs.

5. passenger travelling with infant not guaranty preferred seat for free. However, if these seats are not occupied after boarding, priority will be given for passenger with infant.

6. Please note that the amount paid for the selected seat is non-refundable, non-transferable and non-exchange.

7. Your seat selection cannot be confirmed until you finish purchase

8. Preferred Seat reservation will be cancelled after 1 hours, if payments not affected within this time frame

9. Seat purchase value is refundable in case of involuntary changes to your seat due to safety, security and operational reasons.

10. In case of involuntary changes to your seat due to operational, safety or security reasons, you are eligible for a refund only in the following cases:

- **Premium seat re-seated on a Regular**
- **Exit Row with extra legroom re-seated on a Regular**

11. Refunds will include the total amount paid for seat selection minus taxes (where not refundable). For flights already taken, the refund will be compared to your last selected seat before involuntary changes.

12. Customers are not eligible for seat selection refunds if:

- o They're travelling in a higher cabin class due to voluntary or involuntary upgrade;

- o They selected a lower value seat after buying a higher value seat;
- o They added their Sheba miles membership to the reservation after booking seats;
- o They've made voluntary flight changes to their itinerary (including flight dates, inbound or outbound destination, or if their changed flight is operated by another airline.)

13. For Business Class (cloud 9), no need to pay for seat selection. If you're travelling in Economy Class on economy promo, semi flex and flex fares, you can select a regular or a preferred. You can also pay to select a Premium seat at front row and bulkhead seats at exit row with extra legroom. You can view the cost of seat selection charges for passengers travelling in Economy Class are only applicable to flights operated by Ethiopians. If you're travelling on a flight with one of our codeshare partner airlines, please check with the partner airline.

14. Passenger with reduced mobility (PRM), blind passengers, children under 12 years, passengers with infants, prisoners with escort and deportees are restricted from sitting in the exit row

15. Only passengers who can meet the following criteria can be seated in these rows:

- o Be willing to accept and carry out the responsibilities.
- o Be adult Passenger and able to perform the listed activities without assistance.
- o Do not have other responsibilities such as caring a small child.
- o Have no pre-existing condition (Physical or psychological) that might cause harm or prevent the person from performing these functions.
- o Read, hear and see well enough to understand instructions given for the opening of exits and perform the required functions.
- o Speak well enough to give information and instruction to other passengers during an emergency.
- o Be physically fit, strong and flexible enough to operate the exit and clear it of obstructions (may need to remove hatches that may weigh up to 35kgs/65lbs)
- o Be able to stabilize the escape slide, help other passengers get out through the exit and off the escape slide.

16. Passengers sitting in exit row may be called upon to perform the following functions in the event of an emergency:

- o Locate the emergency exit
- o Comprehend the instructions for operating the emergency exits.
- o Operate the emergency exits.

- o Assess whether opening the emergency exit will increase the hazards to which passengers may be exposed.
- o Follow oral directions and hand signals given by a crew member.
- o Stow or secure the emergency exit window so it will not impede use of the exit.
- o Pass expeditiously through the emergency exit.
- o Assess, select and follow a safe path away from the emergency exit.

17. If your itinerary includes connecting flights or stops where you leave the airport, you will be able to select and pay for a seat on each flight leg of your journey. For example, on Johannesburg(JNB) – Washington DC (WAS), you'd

need to pay for seat selection on the route from Johannesburg(JNB) – Addis Ababa (ADD) and also on the long haul from Addis Ababa (ADD) – New York (JFK).

18. If any of the flights in your itinerary has a technical stop where you don't leave the airport, you will be able to select only one seat for all the flight legs sharing the same flight number. For example, if you are flying between Addis Ababa and Washington DC on ET500, your flight may stop in Dublin. You will be able to select only one seat for the full journey between Addis Ababa and Washington DC, provided there are no voluntary stops taken at Dublin.

19. Ethiopian Sheba miles members may enjoy different seat selection benefits depending on their tier.