



Dear Trade Partner,

We're flying to up to 60 destinations this winter; connecting the world through Abu Dhabi and offering guests the freedom to change their travel plans if they need to.

Visa on arrival now available in Abu Dhabi

Guests can enter Abu Dhabi if they are a UAE national or resident, or if they are eligible for a [visa on arrival](#).

When guests arrive in Abu Dhabi, they must follow the [quarantine guidelines](#) in place and self-isolate for 14 days in Abu Dhabi.

If guests are travelling to another emirate including Dubai, they will simply need to follow the quarantine rules of that emirate. Guests only need to quarantine in Dubai until they receive their negative COVID-19 test result, which is taken on arrival at Abu Dhabi International Airport. This is usually received within the same day.

Guests are only permitted to travel to another emirate by Etihad Chauffeur, Etihad Express Coach or Airport Taxi.

UAE residents are reminded to visit uaentry.ica.gov.ae before they travel to submit their passport number and Emirates ID number. They will receive instant verification of their UAE entry status in line with their residence visa validity.

Guests should always [check the latest travel regulations](#) before they fly.

Travelling to Dubai is simple via Abu Dhabi

Guests arriving into Abu Dhabi and heading to Dubai can take our [complimentary express coach service](#). They'll reach the heart of Dubai in just over one hour.

First and Business guests can take advantage of our complimentary chauffeur service, available to all emirates.

All of our transfer service vehicles are deep-cleaned and sanitised after every trip for total peace of mind for your guests.

Keeping everyone protected with COVID-19 testing

COVID-19 PCR testing is mandatory before every flight to give guests the confidence to travel the world again. They'll feel safe knowing that everyone flying with us has tested negative for COVID-19.

A test is required 48 - 96 hours before the flight departure time depending on the guest's final destination. Full regulations can be found at etihad.com/destinationguide. These change regularly so we recommend that guests check before they fly.

We're committed to everyone's wellness

Wherever your guests are flying to, they can travel there with confidence. We have extended our COVID-19 wellness cover until 31 March 2021 - just one way we're keeping everyone protected with Etihad Wellness. If your guest is diagnosed

with COVID-19 whilst they're away, we'll take care of their medical expenses and quarantine costs, giving them extra peace of mind as they travel the world.

COVID-19 wellness cover is included with every ticket for travel until 31 March 2020. To read more about Etihad Wellness, including our Wellness Ambassadors and complimentary onboard wellness kits, please visit [etihad.com/wellness](https://www.etihad.com/wellness).

Let's all keep in touch

So that we can make sure that everyone is up to date with the latest travel regulations and flight schedules, it's really important that we have the correct contact details for every guest. We still have too many bookings that do not include sufficient contact information, meaning that we can't advise guests of important updates before their flight. Please help us by making sure you've included all contact information for your customers before they travel.

Thank you for your continued support.

Etihad Airways



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