

Ethiopian Airlines Addis Ababa Bole International Airport Lounge Pass terms and conditions

1. These Terms and Conditions govern Lounge Access Offers of Ethiopian airlines.
2. Lounge pass service and access
 1. Addis Ababa Bole International Airport Lounge pass sales is available for passenger travelling on Ethiopian flight operated by Ethiopian only unless involuntarily rebooked on other airline.
 2. Addis Ababa Bole International Airport Lounge pass service is available at Addis Ababa Bole International Airport only.
 3. The services included in the package are;
 - a. Complementary refreshments such as Ethiopian Coffee
 - b. Free Wi-Fi, TV, sports Bar
 - c. Peaceful and comfortable area including couch to relax in our lounges located at terminal
 - d. Quiet room to relax and sleep in our cloud nine lounges
 4. Some of our lounges even offer the chances for you to enjoy extra benefits such as massage rooms, shower and sleeping areas.
 5. The service
 - Is subject to availability We will accommodate every passenger who purchase the lounge pass but in an unlikely scenario where by you do not get the service as it is subject to availability, we will process a refund for you.
 - May be restricted due to operational and safety reasons
 - Is subject to the Ethiopian General Conditions of Carriage for passengers and baggage.
 6. Eligible Customers can access the Eligible Lounge on the day of the Eligible Flight, before departure.
 7. You can enjoy the services by showing your purchase receipt to our customer services agents at the airport.
3. Conditions
 1. Addis Ababa Bole International Airport Lounge pass service is offered for sales based on availability and it is only applicable upon purchase.
 2. You need to have a fully paid economy class ticket for purchasing Lounge pass service.

3. Children under the age of 12 and infants must be always accompanied by adults when entering our lounges.
 4. You can upgrade your lounge pass from Sheba platinum /Gold lounge to Sheba cloud nine lounge pass by paying the price difference at the entrance of the lounge but downgrading is not permitted.
4. Refund and changes
1. Purchased Lounge pass is non-transferable, non- endorsable and non-refundable unless for involuntary changes.
 2. Involuntary changes can include;
 - I. Flight cancelations/rerouting
 - II. Denied service due to over sale
 - III. Schedule change
 3. In addition to the above mentioned involuntary changes, refund can also be applicable for death or serious illness (must be proven by an acceptable certificate) of passenger or immediate family member.
 4. Your purchase is also valid if you voluntarily change the date of your flight(s) or choose different flight(s) on the same sector, and the product is still available.
 5. Lounge Access is subject to space availability and Eligible Customers may be refused entry if the lounge is full. A refund is permitted in this situation and you can request the agent at the airport or contact our reservation office at reservation@ethiopianairlines.com or by calling on our call centre numbers.
 6. You are not entitled to any refund of your purchase in any other event, including:
 1. You voluntarily decide not to use the product you have purchased;
 2. You voluntarily change your flight and the product you purchased is not available;
 3. You voluntarily upgrade, or are upgraded by Ethiopian, to a higher cabin;
 4. You voluntarily cancel your flight;
 5. You do not meet any of the safety or legal requirements;

5. This offer is made at the discretion of Ethiopian and is subject to change or termination at any time with or without notice to the customer and its subject to refund.
6. When available, you can purchase Lounge Pass for multiple people on your reservation. It must be purchased for each individual traveller in order for them to receive the services mentioned above.
7. If you want to add Lounge access in your online purchase list, go to [Manage my booking](#).