Ethiopian Airlines CIP Lounge/Terminal Access terms and conditions

1. These Terms and Conditions govern CIP Lounge/Terminal Access Offers of Ethiopian airlines.
2. CIP Lounge service
    1. Addis Ababa beside Bole International Airport CIP Lounge/ Terminal Access sale is available for passenger travelling on Ethiopian flight operated by Ethiopian only unless involuntarily rebooked on another airline.
    2. CIP Lounge/ Terminal access is available at Addis Ababa Beside Bole International Airport at CIP terminal only.
        3. The services included in the package are.
            a. Complementary meal, drink and Ethiopian Coffee service
            b. Free Wi-Fi, TV for news and entertainment
            c. Peaceful and comfortable area including couch to relax, meeting room
            d. Assist with baggage handling on departure
            e. Assistance with immigration and customs process
            f. Escort service from/to CIP lounge/aircraft with dedicated transport
            g. Assist with baggage handling on arrival

    b) The service
        - Passengers with Economy or Business class ticket will book based on availability and we will accommodate every passenger booked and paid 24hr before departure.
        - May be restricted due to operational and safety reasons
        - Is subject to the Ethiopian General Conditions of Carriage for passengers and baggage.

    c) Eligible Customers can access CIP Lounge/Terminal service on the day of the Eligible Flight, before departure.

    d) You can enjoy the services by showing your purchase receipt/confirmation to our customer services agents at the airport.

3. Conditions
    1. CIP Lounge/Terminal service is offered for sales based on availability and it is only applicable upon purchase.
    2. You need to have an economy or business class ticket to purchasing CIP Lounge/Terminal pass service.
    3. Children under the age of 12 and infants must be always accompanied by adults when entering our lounges.
    4. The CIP Lounge fee is USD 150 per passenger- per sector (in a flight).

4. Refund and changes
    1. Purchased CIP Lounge/Terminal service is non-transferable and non-refundable unless for involuntary changes due to operational reason.
    2. Involuntary changes can include.
        I. Flight cancelations/rerouting
        II. Denied service due to operational reason
        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 in same week or choose different flight on the same sector and in same week, and if the lounge is not fully booked.
    5. CIP Lounge/Terminal service booking is subject to space availability. A refund is permitted, for involuntary changes due to operational reasons, in this situation and you can request the agent at the airport or contact our reservation office at reservation@ethiopianairlines.com.
    6. You are not entitled to any refund of your purchase in any other event, including:
        1. You voluntarily decide not to use the service you have purchased.
        2. You voluntarily change your flight and the service you purchased is not available.
        3. You voluntarily cancel your flight.
        4. 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 notice to the customer and its subject to refund.
6. When available, you can purchase Lounge service for multiple people on your reservation. It must be purchased for each individual traveler before 24hrs for them to receive the services mentioned above.
7. If you want to add CIP Lounge/Terminal Service in your online purchase list, go to Manage my booking.