

Terms & Conditions – Excess Baggage

1. **These Terms and Conditions** apply to the purchase of additional baggage (“Extra Baggage”) beyond the free baggage allowance included with the Customer’s ticket. These Terms and Conditions apply exclusively to online Extra Baggage purchases made through Ethiopian Airlines’ official website or mobile application.
2. The applicable excess baggage rates apply **only to flights operated by Ethiopian Airlines**.
3. Excess baggage charges apply **per journey** when Addis Ababa serves as a transfer point. Example: For a one-way itinerary from London–Addis Ababa–Zanzibar, the excess baggage charge shall be assessed for the full journey from London to Zanzibar. However, if Addis Ababa is a stopover, charges shall be assessed **per sector** (e.g., London–Addis Ababa and Addis Ababa–Zanzibar).
4. Excess baggage fee payments are **non-refundable and non-reroutable**, unless the cancellation is involuntary and initiated by Ethiopian Airlines.
5. Any checked baggage with total dimensions exceeding **158 cm (62 inches)** shall not be accepted as checked baggage and must instead be shipped as cargo or freight.
6. Excess baggage is **non-endorsable and non-transferable** between passengers.
7. The **maximum permitted weight per checked bag** is 32 kg (70 lbs).
8. The Customer’s purchase is valid **only for the quantity (piece/weight), flight(s), and date(s)** shown on the purchase receipt.
9. Only passengers holding a valid, ticketed reservation are eligible to purchase Extra Baggage.
10. Special items, including but not limited to **sports equipment and musical instruments**, are not covered under the scope of these Extra Baggage Terms and Conditions. Such items are subject to specific rules and may be handled through Ethiopian Airlines’ sales offices, ticket offices, call center, or other designated Ethiopian Airlines offices.

11. The purchase of Extra Baggage for **group bookings (10 passengers or more)** is available **only at the airport check-in counter**.
12. Extra Baggage cannot be purchased online **if the itinerary involves another airline** in any segment of the journey.
13. In accordance with **U.S. Department of Transportation (D.O.T.) regulations**, payments made in the United States are eligible for a **full refund without penalty** if the refund request is submitted within **24 hours of payment**.
14. In accordance with **D.O.T. regulations**, passengers traveling **to or from the United States** are entitled to a **refund of excess baggage fees** if their checked baggage is **delayed by 30 hours or more**.