

Terms & Conditions – Preferred Seat

1. The following Terms and Conditions apply to advance seat selection made prior to flight departure. This service allows you to select your preferred seat based on location within the aircraft (front, middle, or rear) additional legroom, or preference for a window or aisle seat.
2. Business Class (Cloud 9) passengers are not required to pay for seat selection.
3. Economy Class passengers travelling on Economy Promo, Semi-Flex, or Flex fares may select Regular or Preferred seats for free or for a fee, depending on the seat type.
4. Premium seats, such as front-row, paid pre-reserved seats and exit-row seats with extra legroom are available for purchase.
5. Seat selection charges for Economy Class passengers apply only to flights operated by Ethiopian Airlines.
6. For flights operated by codeshare partners, passengers are required to refer to the operating carrier's seat selection policy.
7. Ethiopian Sheba miles members may enjoy different seat selection benefits depending on their tier.
8. Passengers with reduced mobility, visually impaired passengers, children under 12 years of age, passengers travelling with infants, prisoners under escort, and deportees are restricted from occupying exit row seats.
9. Only passengers who meet the following requirements may be seated in exit rows:
 - Those willing and able to perform the required duties in the event of an emergency;

- Adult passenger capable of performing the listed activities without assistance;
 - Must not have any caregiving duties or responsibilities for an infant, child, or any dependent passenger during the flight
 - Have no pre-existing physical or psychological condition that may prevent or hinder the performance of required functions;
 - Able to read, hear, and see sufficiently to understand and carry out instructions related to the operation of emergency exits;
 - Able to communicate clearly to assist and instruct other passengers during an emergency;
 - Possess adequate physical strength, mobility, and flexibility to operate the exit and remove obstructions (which may include handling components weighing up to 35 kg / 65 lbs);
 - Be able to stabilize the escape slide and assist other passengers in exiting through the emergency exit and down the slide.

10. Passengers seated in exit rows may be called upon to perform the following functions in the event of an emergency:

- Locate the emergency exit;
- Understand and follow instructions for operating the emergency exit
- Operate the emergency exit;
- Assess whether opening the emergency exit could increase hazards to passengers;
- Follow oral instructions and hand signals given by crew members;
- Secure or properly stow the emergency exit window to ensure it does not obstruct or hinder the use of the exit
- Exit quickly through the emergency exit;

- Identify, choose, and proceed along a safe route away from the emergency exit.
11. Ethiopian Airlines provides flexibility to reschedule your trip with no change fees before payment is made. However, once you have selected and paid for your seat, changes to another seat are not permitted.
 12. In the event of a schedule change, the Airline will make every effort to re-accommodate you in the same seat. In the unlikely event that an identical seat is unavailable, you will be assigned a seat with similar characteristics. For example, if you purchased a front-row aisle seat, you may be re-accommodated in a front-row middle or window seat.
 13. The Airline will make all reasonable efforts to provide the seat you reserve. However, seat assignments may be changed due to operational, safety, or security reasons, including aircraft changes or flight disruptions. Seat reservations remain subject to change until flight departure. Refund requests may only be submitted after the flight has departed.
 14. Passengers travelling with infants are not guaranteed preferred seats free of charge. However, if such seats remain unoccupied after boarding, priority will be given to passengers travelling with infants.
 15. The amount paid for a selected seat is non-refundable, non-transferable, and non-exchangeable, except as provided under these Terms and Conditions.
 16. Seat selection is not confirmed until full payment has been completed.
 17. Preferred seat reservations will be cancelled automatically if payment is not effected within one (1) hour of reservation.

18. The value of the purchased seat is refundable only in the case of involuntary changes caused by operational, safety, or security reasons.
19. 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
 - Paid pre-reserved seats such as window, middle & aisle re-seated on regular
20. Refunds will cover the total amount paid for seat selection, excluding any taxes that are non-refundable.
21. For flights already completed, refunds will be based on the last confirmed seat assignment before the involuntary change.
22. Passengers are not eligible for a seat selection refund in the following cases where:
 - The passenger is travelling in a higher cabin class due to voluntary or involuntary upgrade;
 - The passenger voluntarily selects a lower-value seat after purchasing a higher-value one;
 - The passenger adds a Sheba Miles membership to the booking after purchasing seats;
 - The passenger makes voluntary changes to their flight itinerary, including flight dates, destinations, or changes to flights operated by another airline.
23. 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) – Washington DC (WAS).

24. If any flight in your itinerary includes a technical stop where passengers remain on board, you may select one seat for all flight segments operating under the same flight number. For example, if you are travelling from Addis Ababa to Washington DC on flight ET500, which makes a technical stop in Dublin, you will be able to select one seat for the entire journey, provided you do not voluntarily disembark in Dublin.