

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

1. These Terms and Conditions govern CIP Lounge Access Offers of Ethiopian airlines.
2. CIP Lounge pass service and access
  1. Addis Ababa Bole International Airport CIP 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 CIP Lounge pass service is available at VIP 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
    - c. Peaceful and comfortable area including couch to relax in our CIP lounge
  4. The service
    - Is subject to availability We will accommodate every passenger who purchase the CIP 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.
  5. Eligible Customers can access CIP Lounge on the day of the Eligible Flight, before departure.
  6. 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 CIP 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 CIP 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 CIP lounge pass from Sheba platinum /Gold lounge to Sheba cloud nine lounge pass by paying the price difference at the entrance of the CIP lounge but downgrading is not permitted.

#### 4. Refund and changes

1. Purchased CIP 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. CIP 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](mailto: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](#).

## **FAQ**

1. I am transiting through Addis Ababa; can I purchase a CIP lounge pass at the airport?  
Yes, you can purchase your CIP lounge access from the agents at Addis Ababa Bole International Airport.
2. What is included with a CIP lounge pass? Are there any extra fees at the lounge?  
The services included in the pass are;
  - Complementary refreshments such as Ethiopian Coffee
  - Free Wi-Fi, TV
  - Peaceful and comfortable area including couch to relax
3. Where can I purchase my CIP lounge pass?  
You can purchase your CIP lounge pass online; through our website & mobile app, from any of our offices at local ticket offices and Addis Ababa International Airport.
4. What form of payment is accepted to purchase a CIP lounge pass?  
All forms of payment currently applicable for ticket sales is also applicable for lounge pass purchase. These options include credit/Debit card, through bank transfer, bank deposit and cash.
5. I'm part of a loyalty programme. Am I exempted from paying CIP lounge access pass?  
You can enjoy the services for free if you are a **platinum or gold** member of Ethiopian Sheba miles at the Sheba Platinum lounge. Other members will be charged for accessing this lounge.
6. Can I request access for CIP lounges all over the world?  
This service is currently available for Addis Ababa Bole international airport. CIP Lounge located at VIP entrance at Addis Ababa bole international airport

7. Can I make a change to my CIP lounge pass if I want to change my travel date?

Yes, you can make a change to your lounge pass along with your flight booking subject to availability of the service on the changed date.

8. What happens if I need to cancel my lounge pass purchase?

If you cancel your lounge pass voluntarily, the lounge pass fee will be non-refundable. Refund is only applicable for involuntary changes such as;

- I. Flight cancelations/rerouting
- II. Denied service due to over sale
- III. Schedule change

You can request refund you can contact our global contact Centre by emailing at [reservation@ethiopianairlines.com](mailto:reservation@ethiopianairlines.com) or by calling on our Global Contact Centre Numbers.

9. For how long is a CIP lounge access receipt valid?

The CIP lounge access receipt is valid for one year from the date of issue.

10. Where should I go to get my CIP lounge access receipt re-issued?

Visit the nearest Ethiopian Airlines sales office/Ticket offices or contact us through our Global Contact Centre Numbers.

11. How do I use a previously purchased, but unutilised CIP lounge access receipt for another booking?

Open CIP lounge access receipts can be re-issued if not used before the validity of the pass expires by visiting the nearest Ethiopian airlines sales office/Ticket offices or contacting us through our global contact centre numbers.