

## **Etihad Airways (EY) Chauffeur Service**

### **Detail and Customer Examples**

Etihad Airways (EY) provides complementary chauffeur services to all eligible Diamond first class and Pearl business travellers in selected cities across the Etihad Airways network.

The list of cities where Etihad Chauffeur service is available can be found at the following web page and includes the mileage limitations <http://www.etihad.com/en-us/experience-etihad/etihad-chauffeur/>

*Note: If surcharges apply: 'All surcharges to be paid directly to the chauffeur at the end of service. Such charges must be paid directly by the guest to the chauffeur at the beginning or end of the trip. Etihad Airways has no obligation towards collecting fees or reimbursing suppliers who failed to collect such charges after trip is completed.'*

### **Eligibility**

Etihad Airways chauffeur service is available to travellers holding tickets with confirmed reservations in Diamond first and Pearl business zones on Etihad operated flights.

Passengers travelling in Pearl business class who are not Silver, Gold or Gold elite members of Etihad's guest loyalty programme are limited to a maximum of two chauffeur transfers per ticketed itinerary.

*Note: This restriction does not apply to first class travel.*

Etihad Guest members traveling with Etihad in Pearl business class to or from Abu Dhabi, or having a stopover in Abu Dhabi, are able to enjoy Etihad chauffeur transfers in all points of the journey within the United Arab Emirates.

Etihad Chauffeur service can be requested up to 24 hours prior to the flight arrival or departure. (Any request made less than 24hrs before departure, is subject to confirmation).

Etihad operated flights marketed by other airlines (OAL) are eligible for Etihad chauffeur service.

Other airline operated flights marketed by Etihad are not eligible for chauffeur service.

One limo is provided for one adult guest (maximum up to two guests and baggage per limo).

Etihad chauffeur is not applicable for un-accompanied minors.

Children (0-12 years of age) are not eligible for the Etihad chauffeur service.

Etihad chauffeur service is not eligible for transiting travellers at Abu Dhabi international airport.

Etihad Airways network Mileage limitations are applicable to each city where this service is offered.

Etihad chauffeur service is available for ticketed PNRs only.

### **Programmatic SSR EY Limo**

Passenger and segment Programmatic SSR LIMO functionality is available for Etihad Airways (EY), when requesting 'chauffer service' for eligible customers. The EY LIMO SSR will follow the current programmatic SSR entries and allowed character count.

### **Structure of SSR EY Limo**

SI.P1/LIMO\*LHR PU 1200 LONDON HOTEL DO LHR APT CTC 0011234567

Limo Limo indicator

N1      Need one limo  
/        Delimiter  
LHR     City or airport code for Limo requested service  
PU      Pick up at Free form text = It is highly recommended to add the following information:  
          Pick-up time, Address with land marks and postal code  
DO      Drop off at  
          Valid passenger mobile contact number with CTC including country and city code.

Note: EY will not confirm the Limo service if the SSR does not contain the above data.  
Separate Limo Service requests are required for the arrival and departure transfer from the same city.

#### **Maximum number of characters in free form text**

Travelport Galileo allow 180 characters as maximum in this field.  
Special characters such as '\*' and '&' etc. should not be used in this free form text field.

#### **Booking Process for Etihad Airways (EY) Chauffeur Service**

- ☑ Create the PNR or booking file with EY segments in First class or business class, end transact the PNR.
- ☑ Issue the ticket(s). This includes ticket issuance and ticket exchanges.
- ☑ Add the SSR(s) for the Chauffeur Service according to the SSR EY Limo structure.
- ☑ Multiple EY Chauffeur service requests need to be done before the PNR is end transacted.

Note: EY will not confirm the Limo service if the order of this booking process is not followed, these steps are according to how the logic of the 'EY Chauffeur service' server works.

#### **Etihad chauffeur service Response**

If Limo Service is confirmed, EY will respond with a KK1 SSR Limo.  
If Limo Service is NOT confirmed, EY will respond with UC status code in the SSR EY Limo and with the reason in a SSR OTHS (vendor remark)

Pick-up time will only be confirmed by the supplier 24 hours prior to departure pick-up either by contacting the traveller's mobile number or through SMS.

#### **Changing or Cancelling a confirmed EY Limo Service**

- ☑ Cancel the EY Limo SSR and end transact the PNR.
- ☑ Wait 3-5 minutes before a new EY Limo is requested.

Note: When an EY segment is cancelled and it has an EY Limo service confirmed, the EY Limo SSR is cancelled automatically.

- ☑ If the cancellation occurs within 24 hours of flight departure, the limo cancellation should be made through EY local contact centre or sales office.
- ☑ If the change is with regard to the pick-up details, this needs to be requested through EY local contact centre or sales office.

#### **Schedule Changes**

In the event of a schedule change or flight disruption, Etihad will advise the new pick up time by updating the details into an OTHS SSR (vendor remark) in the PNR.