Congratulations on being eligible to take up the offer of a 50% discount on a Business or Economy Class flight with Etihad Airways (EY).

Eligibility:

Who is eligible for the 50% off fare offer?
Any FCTG employee, board member or FCTG guest who attended the 2017 Hawaii Global Gathering is eligible. Suppliers and sponsors are not eligible. If you are not eligible and you received this email in error, please reply to EtihadGGoffer@flightcentre.com to let us know.

Please note: you must still be an employee of FCTG at time of booking and ticketing to be eligible.

What fares apply?
You are entitled to 50% off any adult fares for the following:

- Economy Class (E,T,U,V,L,M,Q,K) fares only
- Business Class (Z, W, D, C, J) fares only

This is based on publicly available fares out of each local market.

Are any fares excluded?
Yes. The discount does not apply to any corporate or private FCTG fares. Only return fares are eligible, one way fares do not apply. Child and Infant fares are not eligible.

When can we book and travel?
The fares must be booked and ticketed between 24 July and 16 August 2017 and apply for travel between 5 September 2017 and 31 May 2018. All travel must be completed by 15 June 2018. There will be no extensions or exceptions.

Are there any travel blackout dates?
Yes. You cannot depart or return during any of the following blackout periods:

- 22Nov17-25Nov17
- 15Dec17-23Dec17
- 30Dec17-14Jan18
- 29Mar18-16Apr18
- 17Feb18-25Feb18

Can my travelling companion get the discount also?
Yes. The 50% discount offer applies to a travelling companion for the attendees of the 2017 Hawaii Global Gathering.

Before you book:

Before you look at locking in your flights, please go through this short checklist:

✅ Has your annual leave been approved by your leader(s)?
✅ Do you have a valid passport with at least 6 months validity from your return date of travel?
✅ Will you require a visa for your chosen destination? We can help but this is your responsibility.
✅ Are you certain about your preferred dates of travel and do you have a plan B, just in case?

Correct as at 16 July 2017 and subject to change at anytime
Fare rules and inclusions:

Do normal fare rules apply?
Yes. All the rules will apply as per the fare basis. Information for those who do not have access to fares will be outlined below.

Do the normal inclusions apply?
- You will earn normal frequent flyer points and status credits as per the fare rules.
- Chauffeur drive does not apply on most routes – please refer to GDS fare rules for eligibility
- You may request meals, seating, special requests etc.

Are taxes discounted also?
Any surcharges included as part of the fare will be subject to the discount. All taxes or surcharges separate to the fare will not be discounted but this may vary slightly from market to market.

Can I make changes?
Changes and cancellations will be as per the fare rules.

Are there any booking fees?
There is no fee to book these fares (through Travelwise Australia) but there will be fees to change or cancel. You will pay the associated airline fees (as per the rules) plus AUD$50 for any change or reissue. You will also pay any applicable fare and tax difference required for reissue. This additional collection (ADCOL) will not be subject to a 50% discount.

What is the ticketing time limit (TTL)?
The fare TTL will be as per the rules or 16 August 2017, whichever is sooner. There will be no exceptions or extensions.

Can I book an Etihad fare ex another country?
No. Your Etihad fare must be booked with your country as the point of origin. Where Etihad does not fly in or out of your country (such as New Zealand), we understand that your fare will be via another country or may originate in another country.

Can we book codeshare flights?
Yes, if the fare rules allow for it. The fare must be plated to Etihad however.

Ready to book:

For those who do NOT have access to the GDS / fares:
- If you are not a consultant or you do not have access to view fares, you can do a little research on destinations that Etihad flies to on the carrier’s website: [http://www.etihad.com/en-au](http://www.etihad.com/en-au)
  (or your local website)
- When you know what you want and would like to request a quote / booking, please click on the link below to submit your request. Please note: you will need your passport information to complete this form:
  [https://docs.google.com/a/flightcentre.com/forms/d/e/1FAIpQLSdbRBoEw9u9Sr5Z8vWJJScjTXkuXCiYPrA_yK6V7kxKEd0Rg/viewform](https://docs.google.com/a/flightcentre.com/forms/d/e/1FAIpQLSdbRBoEw9u9Sr5Z8vWJJScjTXkuXCiYPrA_yK6V7kxKEd0Rg/viewform)

For those who do have access to the GDS / fares:

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How to Book FAQ

- When you know what you would like to book, you can hold your flights yourself or leave for us to book for you...
- Then click on the link below and complete the form to submit your request. Please note: you will need your passport information to complete this form: https://docs.google.com/a/flightcentre.com/forms/d/e/1FAIpQLSeILjBbYPnuesWy8hbs6PZ0H0ds6IEX9tnQDHgncgfEQ/viewform
- If you have created your own PNR, please complete the form and then email a screen shot of your PNR with your RELOC / Surname and TTL in the subject line to: EtihadGGoffer@flightcentre.com

What if I have any questions or follow up?
- Please email all enquiries to EtihadGGoffer@flightcentre.com with a brief description of your enquiry in the subject line

Payment:

Will we be charged in Australian dollars for the fares?
Yes. For those people booking outside of Australia, your fare will be converted in AUD$ and this rate may change up until the point of ticketing.

What is the form of payment?
- Australian employees may use (post tax) salary sacrifice, BPay, debit card or credit card.
- Other countries must use credit card

I am outside of Australia. How will I be able to pay with credit card?
When ready to finalise your booking, we will send you a secure link to provide credit card information.

Do I need to pay in full or can I pay this off?
The bookings(s) will need to be paid in full on the date specified in the fare rules or by 16 August 2017 whichever is sooner.

Other stuff:

What if I want to book my companions myself?
You can do that. Just make sure that you connect (TCP) your bookings in the system or ask us to help you do it.

What if things change or I can’t take my trip?
First and foremost, you MUST have travel insurance! That will help protect you from unforeseen circumstances.

If you need to change or cancel the booking you will be subject to the conditions of the fare and the fees applied by the airline. You will also pay AUD$50 (plus any additional collection of fares/taxes) for any change or reissue.

Please note that you will not be able to change your departure date to be after 31 May 2018.

What if I want to buy insurance, accommodation, tours etc?

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We can help you with that too! Please be aware though that securing and ticketing all these flights is our highest priority so there may be a short delay getting the other components of your booking locked in.

What if I need to speak to someone urgently?
We don’t have the man power to handle phone calls from more than 3,000 people from all over the world unfortunately so please keep your contact to our email: EtihadGGoffer@flightcentre.com. If your matter is urgent, please note ‘URGENT’ in the subject line and let us know you would like to speak to someone. Let us know where you are (so we can check the time difference) and advise the best time and number for us to call you.