

How Can I Change My Ethiopian Airlines Flight Ticket?

Customer Assistance (verify): 1-855-628-4230

Changing travel plans is common, and Ethiopian Airlines offers passengers several convenient ways to modify their flight tickets. Whether you need to reschedule due to personal emergencies, travel restrictions, or simple date conflicts, understanding the airline's ticket-change policy can help you avoid unnecessary costs or stress.

1. Understanding Ethiopian Airlines Ticket Change Policy

Ethiopian Airlines' ticket modification policy varies by fare type, booking channel, and travel route. Here are the general highlights:

- ☐ **Change Fees:** Depending on the fare class, you may be charged a change fee and any difference in fare.
- ☐ **Change Timeframe:** Most tickets can be changed up to **24 hours before departure**.
- ☐ **Fare Differences:** If the new flight costs more, you'll need to pay the difference. If it's less, you may receive a voucher.
- ☐ **Refund Eligibility:** Non-refundable fares may not be eligible for a cash refund but may qualify for a future travel credit.
- ☐ **No-Show Policy:** If you miss your flight without prior notice, the ticket may lose all remaining value.

Always review your fare rules before making changes — they're usually listed in your booking confirmation email or on the "Manage Booking" page.

2. How to Change Your Ethiopian Airlines Flight Ticket Online

Changing your flight online is the fastest and most convenient option for most travelers.

Step-by-Step Guide:

1. Go to EthiopianAirlines.com.
2. Click on "**Manage Booking**" at the top menu.
3. Enter your **Booking Reference (PNR)** and **Last Name**.
4. Select the flight you wish to change.
5. Choose your new travel date or destination.
6. Review the applicable **change fee and fare difference**.
7. Confirm and make payment using a secure payment method.

8. Receive your updated **e-ticket confirmation** via email.

☐ **Tip:** If your booking was made through a travel agent or a third-party site, you may need to contact them directly.

3. How to Change an Ethiopian Airlines Ticket by Phone

If you face issues with online tools, you can change your ticket by contacting **Ethiopian Airlines customer support**.

Official Contact Options:

- **U.S. Toll-Free:** 1-855-628-4230
- **International Line:** +1-855-628-4230
- **Alternative Contact (verify):** 1-855-628-4230

When Calling Customer Support:

1. Dial the relevant number for your region.
2. Follow the automated prompts for “**Manage Booking**” or “**Flight Change.**”
3. Provide your **Booking Reference, Passenger Name, and travel details.**
4. Explain your desired change (e.g., new travel date or route).
5. Confirm fees and fare differences before processing the change.
6. Request a **confirmation email or reference number** once the change is complete.

☐ **Expert Tip:** Calling during non-peak hours (early morning or late evening) can help you reach an agent faster.

4. Changing Your Flight at the Airport

If you’re already near the departure date, the most efficient option may be to visit an **Ethiopian Airlines ticket counter or airport office**.

Bring the following documents:

- Your **passport or valid ID**
- The **original ticket or booking reference**
- A **credit/debit card** for payment of any fare difference or fees

Airport representatives can process same-day flight changes depending on seat availability.

5. Changing a Ticket Purchased via Travel Agent or Third-Party Website

Tickets booked through online platforms (like Expedia, Trip.com, or Booking.com) or local travel agencies must typically be changed through the same channel.

Here's how:

1. Contact your travel agent or third-party booking site.
2. Provide your booking details and specify your new travel date or destination.
3. The agency will contact Ethiopian Airlines to process your change.
4. Confirm and pay applicable fees as instructed by the agency.

➔ ☐ **Note:** Ethiopian Airlines cannot modify third-party bookings directly, as those tickets are controlled by the issuing agency.

6. How to Change ShebaMiles (Award) Tickets

If you used **ShebaMiles** to book your flight:

1. Log in to your **ShebaMiles** account.
2. Go to “**My Bookings**.”
3. Choose your flight and click “**Modify Flight**.”
4. Select your new flight and confirm using additional miles or cash if necessary.

Alternatively, contact the **ShebaMiles Service Desk**:

- Email: ShebaMiles@ethiopianairlines.com
- Phone: +1-855-628-4230

Award ticket changes are subject to availability and may require additional miles or service fees.

7. Ethiopian Airlines Change Fee Structure

Here's a general overview of Ethiopian Airlines' change fees by fare type (approximate; always verify before proceeding):

Fare Type	Change Fee	Refundable	Notes
Economy Promo	High	Non-refundable	Limited flexibility
Economy Saver	Medium	Partially refundable	Change allowed with fee
Business Flex	Low or None	Fully refundable	Maximum flexibility
Award Ticket	Miles deducted	Non-refundable	Changes subject to mileage rules

Fees and rules vary by route, date, and destination.

8. Common Ticket Change Issues & Solutions

Issue 1: Payment Failed Online

- ☐ Retry using another browser or payment method.
- ☐ If charged but not rebooked, contact Ethiopian support with payment proof.

Issue 2: Incorrect Passenger Name

- ☐ Name corrections typically require documentation.
- ☐ Contact customer service immediately to avoid boarding issues.

Issue 3: Missed Flight

- ☐ Some fares allow rebooking within 24 hours for a reduced fee.
 - ☐ Always call support as soon as possible after missing your flight.
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9. What Is 1-855-628-4230 and When to Use It?

The number **1-855-628-4230** may appear on travel confirmation pages or customer service directories as a support line for Ethiopian Airlines passengers.

Before calling, always verify that this number corresponds to your region or booking source. It may route to partner agencies assisting Ethiopian Airlines travelers.

- ☐ **Pro Tip:** For direct airline service, use Ethiopian Airlines' official channels whenever possible.
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10. Key Takeaways

- ✓ Ethiopian Airlines allows ticket changes online, by phone, and at airport offices.
 - ✓ Most fares can be changed up to 24 hours before departure.
 - ✓ Change fees depend on your fare class and travel route.
 - ✓ For assistance, contact **1-855-628-4230 (U.S.)** or **+1-855-628-4230 (International)**.
 - ✓ Verify **1-855-628-4230** if it appears on your booking confirmation.
 - ✓ Always check fare rules before confirming changes.
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