

Dear Travel Trade partners ,

Please note below waiver is for booking made on domestic flights within India where ticket is issued only for domestic sectors e.g BOM COK and not for International flights

Below waiver is not applicable for International flight with domestic leg e.g LHR BOM HYD .

In view of similar nature of Waiver no 25 and 26, it has been decided to make one comprehensive waiver to address the concerns of passengers due to Lockdown and Flight Cancellation. Please find the waiver below,

Waiver 25 dated 25 May 2020 (Amendment)

Guidelines for passengers holding existing Air India tickets (098 documents) for booking on Domestic Flights within India : Effective 25 May 2020

On resumption of selected Domestic Flights from 25th May 2020, it has been decided that any passenger holding Air India confirmed tickets with travel dates during the lockdown period i.e **23rd March 2020 to 31st May 2020 and have had their domestic flight cancelled** will be allowed to book in available flights for the period **25th May 2020 till 24 August 2020** at no extra charge. In case of non-availability of same RBD, passengers holding existing ticket may be booked in any available RBD subject to maintaining same cabin class.

Tickets may be Reissued or Revalidated on **NIL charge basis**.

Waiver code to be used will be **Waiver 25/2020**.

However, in case of passenger requesting a change of routing, only the rerouting charges will be waived as per Waiver 24, but applicable difference of fare will be charged. Also note in such cases, no down-selling will not be permitted.

The above changes can be done through **Air India call centres/AI booking offices only and AI Travel agents**.

As for Travel agents, since they will not be able to revalidate the tickets, they may be advised to re-issue the tickets on No-ADC basis.

Please advise your booking staff , accounts & sub agents accordingly .

Thanks and Rgds,

Air India

UK

