

Revenue Management & Marketing Automation

New Delhi

Dated : 17 June 2020

Waiver No- Waiver30/INT/2020 – Air India International tickets

Application:

Passengers holding Air India Documents (098) and have/had their flights cancelled or are/were not allowed to travel on the flight, owing to changed visa restrictions due COVID-19 from **15th March 2020 onwards till 31st July 2020.**

Passenger type:

Individual/ Group Travellers.

New Travel Validity:

All tickets irrespective of their date of purchase to be considered valid till **31 December 2021** irrespective of their current validity and ticket type i.e. The Value of the ticket will be fully protected.

The booking must be done **before 31st December 2021** and **journey must be completed latest by 31st December 2021.**

Waiver :

Change: One FREE Change (Date/Flight/Routing/Booking Code) will be allowed.

Applicable conditions w.r.t Change

1) Date/Flight/Booking Code Change:

- a. No Down selling of fare and RBD allowed
- b. In case of same RBD available but fare is higher, fare difference will be waived.
- c. Applicable fare difference to be charged in case of fare in other RBD (other than lower or same RBD) is higher

2) Routing Change

- i. Passenger desiring a change in routing of the ticket may be allowed to adjust the value of the existing ticket against the new fare. Ticket will have to be reissued alongwith difference of fare, if applicable. No reissuance charges to be levied. For partly utilized tickets (RT tickets), residual value may be calculated taking ½ RT fare.
- ii. However, no differential fare refund will be permitted in case new ticket fare is lower than the existing ticket fare.

This waiver supersedes all earlier waivers issued related to COVID-19.

Waiver Code to be used: **Waiver30/INT/2020**

NB: As per Office Memorandum from MoCA under ref: AV FNo29011/27/2020-DT dated 16th April 2020 on the subject, " Refund of air fare during the lockdown period, suspending Domestic and International flight operations"- based on the instructions in the referred memo, it has been decided to **allow full refunds without levying any cancellation charges** for all bookings made and payment received during the lockdown period from 25th March 2020 to 03rd May 2020 for travel during the same period. This applies for tickets sold for both Domestic and International Travel in India.
