

Dated: 20th July 2020

**All Travel Partner's
Northern Region**

Subject: Vande Bharat Mission (VBM) flights to USA, Germany and Paris: Ver-1.1

This has further reference to Communication no 041 under the subject Guidelines for issuance of Tickets on VBM flights dated 18th July 2020 wherein information related to VBM flight booking by agents was issued.

Travel Trade bodies have raised certain queries seeking further clarification w.r.t. to the bookings to be made on these flights.

Following is the inline response to the inquiries made:

1. Registration number (as required on AI website) for inbound. Now for outbound is it required if booked on gds?

AI Response:

Inbound flights into India

Registration for travel ex-foreign stations to India on VBM flights is a mandatory requirement of MEA, Government of India

- a) Agents must ensure that the Registration for Repatriation Form is filled for every passenger at Ministry of External Affairs, Government of India website

The form can be accessed at the URL:

<https://repat.videshapps.gov.in/regis>

- b. A copy of the filled form must be saved and printed to be carried by the passenger on the day of travel

- c. Agents must also ensure that the Registration number is also entered in the PNR through an OSI input

Passengers may be advised that in absence of Registration No. travel may not be permitted

Outbound flights from India

Not required for outbound flights.

2. Return booking permitted in same pnr?
3. Two one ways (return) tickets permitted to be issued?

Air India Response: to Query 2 & 3: Yes, but the return booking has to be on a VBM flight (Subject to all conditions being fulfilled). However, since RT fares are unavailable for VBM flights, the return fare shall be a summation of 2 OW fares.

Detailed explanation:

a) Only One Way (OW) fares are filed in headline currency of Point of Origin (POO) Country on VBM flights in each direction.

b) Agents can make a Return Booking (two segments) in a single PNR, however for pricing, they need to select each directional segment at a time and price the same to issue the ticket. Hence for making Return Bookings in a single PNR, Agent has to issue Two Ticket- One Ticket for outbound journey with outbound OW filed fare and Another Ticket for Return Journey, with the fare filed for that sector.

It is further clarified that, tickets issued only on 098 documents will be accepted for travel on Vande Bharat Mission (VBM) flights.

Agents are advised:

aa) Not to book any onward connection on these tickets.

bb) Not to use any other Airlines document to issue tickets on VBM flights.

Non adherence to above two points may lead to cancellation of PNR/
Tickets which may cause inconvenience to the passengers.

In case any agent has issued ticket on other Airlines the same may be cancelled and help may be sought from Air India team to issue fresh ticket on VBM flight.

4. Is Covid test mandatory to fly out or only declaration is required?
5. Pre ticket issuance any forms to be filled up or Covid tests to be done by passengers and to be updated by agent on gds or to be submitted by pax during checkin?

AI Response: Point 4 & 5: The Country Wise COVID-19 Travel Advisory including norms for Covid-19 testing, forms / declarations to be submitted, etc published on AI website provides requirements as notified by Country of Outbound Travel. Passengers should also consult the concerned Country's Embassy / regulatory authority's website for latest updates. Links to the same (wherever available) have been provided in the advisory.

No requirement has been notified till date w.r.t. updation to be done for Covid-19 test / form submission through GDS.

6. If return ticket is issued, on return leg will pax require covid tests to be done again and also need to update any registration number?

AI Response: As these flights are being operated under VBM, the requirements as notified by MHA-India and the country concerned regulations would apply on the return segment of the flight.

7. Many pax are also inquiring if water/ food/beverages will be served on board international flights.

AI Response: To minimize interaction between passengers and crew on International flights, a meal box containing dry snacks/drinks, like sandwiches, muffins, nuts, juice, water etc. will be placed on the passenger seat before boarding commences on the flight. However, there shall be no other beverage service like alcoholic beverages, tea / coffee etc. Additionally, as on date, no hot meals are served to passengers.

The above information may be circulated among all your teams.

Stay Safe, Stay Healthy.

Team Air India Marketing,
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