

Dear Travel Agent ,

Further to our email dated 01Sep20 on refunds , please find below revised advisory due Covid 19 :

**Waiver No- Waiver30/INT/2020 (Extension II) - 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 **15<sup>th</sup> March 2020 onwards till 30 September2020.**

Further, for passengers who are OCI Card holders/Foreign nationals and holding bookings to travel to India from a foreign station, the waiver will be applicable from 13<sup>th</sup> Mar 2020, in view of suspension of entry for OCI card holders /Foreign nationals by Bureau of Immigration, India from 12<sup>th</sup> March20.

**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 31<sup>st</sup> December 2021 and **journey must be completed latest by 31<sup>st</sup> 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  $\frac{1}{2}$  RT fare.
- ii. However, no differential fare refund will be permitted in case new ticket fare is lower than the existing ticket fare.

Full refunds : Waiver of cancellation charges: Cancellation charges will stand waived for

- a) International flights : cancelled from 19Mar20 to 30SEP20 and
- b) Domestic flights : cancelled from 25th March 2020 to 31<sup>st</sup> July2020 .
- c) For refunds please cancel booking and raise RA on BSP .
- d) Please note that since Domestic Operations have somewhat stabilized, the Waiver 25/refund/ 2020 for domestic flights is **not extended** any further.

**Waiver Code to be used: Waiver30/INT/2020 (Extension II ) for both reissuing ticket for net dates and for refunding International ticket on BSP for travel effective on & after 01SEP20.**

This waiver ( dated 31Aug20) supersedes all earlier waivers issued related to COVID-19 for International Tickets.

Thanks and Rgds,

Air India  
UK