

Dated: 03rd September 2020

Revised Ticketing Modalities for Holding Tickets on UK/CDG/FRA sector for travel effective 03rdSeptember 2020

With immediate effect, it has been decided, do away with EMD amount, for a passenger who are Holding (NON-VBM and 098 document only) Tickets for sectors, India to UK/CDG/FRA and vice-versa, and wish to travel on ticketed sector and in same cabin only, which are currently being operated as VBM, under Bilateral Air Bubble transport arrangements,

Ticketing modalities:

(A) Modalities

- a. Passengers will be required to visit AI CTO/ATO (Operational) or Call up the call-center or Authorized Travel Agent (henceforth referred as agents) from where ticket were originally issued.
- b. ATO/CTO either can revalidate the ticket (***Provided Same Cabin***) or reissue the ticket with NIL ADC. **Call Centre and Agents needs to re-issue** the holding ticket with NIL ADC.
- c. Any passenger holding Economy/Business Class ticket and wanting to ***upgrade*** to Business/First Class respectively, please ***reissue*** the ticket by ***collecting difference*** in Existing Business/First Class Evacuation OW **/RT** Fare and existing ticket residual (in case of partially used ticket) value or total (in case of totally unutilized ticket) value.
- d. Any holding ticket passenger, permitted to change the sector, provided ***Origin and Destination is in the same Country***. Ticket needs to be ***reissued, with NIL ADC***, no fare difference to be charged. E.g. Passenger holding CCU-DEL-LHR ticket, want to travel COK-DEL-LHR i.e. ***route change is permitted***, maximum number of permitted add-ons for new routing, will be as that of holding ticket. For. Eg. CCU-DEL-LHR holding ticket will not be permitted to issue ticket COK-BLR-DEL-LHR.
- e. It may please be noted that in case passenger is ***holding a ticket for a specific sector and wants to fly on a separate sector*** passenger will have to ***purchase a new ticket*** and old value of ticket may be adjusted against the new fare. For partly utilized tickets (RT tickets), residual value may be calculated taking ½ RT fare – as per normal procedure. Tickets needs to be reissued for new sector collecting difference of fare if applicable. No

downselling will be allowed and no refund will also be given to passenger, in case, the new tickets value is lower than the holding ticket.

- f. Please note that, Agents ***are only allowed to reissue the holding tickets***, which were originally issued from their stock, in view of same they are ***also*** allowed to upgrade ticket to higher cabin, do Sector Change, as mentioned in aforementioned point number (c), (d) and (e).
- g. Whenever tickets are reissued, all are advised to incorporate appropriate remark in Endorsement box of reissued ticket.
- h. Whenever tickets are revalidated, appropriate remark and cross reference to be added in both documents.

(B) Penalties:

- (a) Only for first instant, No date change charges will be applicable on both postponement and preponement in case passenger holding existing tickets of AI scheduled flights issued for travel till **30th November 2020.**

(C) Excess baggage: Due limitations at the airports, carriage of Excess baggage to be discouraged. In case of unavoidable circumstances normal baggage rules apply and excess baggage will be charged at the applicable rate.

(D) Airport Upgrade against payment: In case passenger is willing to upgrade at the airport, it may be done so charging the normal applicable GUF rate for the sector. Airport upgrades should only be done at D-4.
