

Dear Travel Agent ,

Waiver no 33/COV/2020 dated 18 September 2020

It has been decided that in case of passenger falling sick and is diagnosed as **COVID-19 positive** necessitating a change in confirmed travel plan, passenger may be allowed to avail one **free date change** for his/her confirmed ticket.

Applicability	For all 098 documents across the AI network.
Passenger type	Valid for all passengers. Passengers are required to produce a <u>COVID-19 positive certificate not older than 72 hrs from date of scheduled flight departure.</u>
Travel date	Confirmed New Travel date should be in the next 30 days. To avoid no-show, booking needs to be cancelled on time as per fare rules.
Waiver benefit	One <u>Free</u> Date change. No charges for <u>same</u> RBD available even if fare is higher, however, difference of fare to be charged in case of higher RBD. No down-selling is allowed.
Cancellation /Refund	In case of refund, cancellation fees will <u>only</u> be waived on very special cases else applicable charges will apply.
Documentation	<u>Covid-19 positive certificate</u> from an authorised diagnostic centre is a <u>MUST.</u>
WaiverNo	<i>Waiver no: 33/COV/2020</i>