

WAIVER: VBMAB/32-INT/OCT20

ENHANCED & FLEXIBLE OFFER FOR HOLDING TICKETS, FOR TRAVEL ON FLIGHT, OPERATING UNDER AIR TRANSPORT BUBBLE AGREEMENT AND MODALITIES THEREOF

Due continued impact of COVID-19, Air India has decided to offer following benefits/flexibility for passengers for their continued patronage, who are Holding Tickets, for travel between India and a Country with whom Air Transport Bubble Agreement is there,

- (i) Discontinue with EMD amount,
- (ii) Offer Flexibility if Routing Change,
- (iii) Offer Flexibility of Sector Change,
- (iv) Enhance Travel Validity,
- (v) Offer Waiver for Fare Difference and Change penalty,
- (vi) Flexibility of Cabin Change

AIR TRANSPORT BUBBLE AGREEMENT COUNTRIES ARE:

As on date such agreement is there between INDIA and AFGHANISTAN/BAHRAIN/CANADA/ FRANCE/ GERMANY/ IRAQ/JAPAN/ KENYA/ MALDIVES/ OMAN/QATAR/ UAE / UNITED KINGDOM /UNITED STATES OF AMERICA.

Holding ticket passengers, who were booked to travel between India and these countries, are eligible for these modalities.

HOLDING TICKET (PASSENGER):

A Revenue ticket issued on 098 document and booked to travel on Air India operated and marketed, scheduled (non-VBM) flights,

- 1) **from 15MAR20 till 31MAR21** and his/her travel plan got disrupted due to **cancellation of booked flight** due to **COVID-19** epidemic **OR**
- 2) **from 15MAR20 till 31MAR21** and not able to travel from India to any destination due **change in (destination country's) visa regulation** owing to **COVID-19** epidemic, **OR**
- 3) Holding Ticket Passenger, who is **OCI Card Holder or Foreign National** and not able to travel to India, **due Suspension of entry** for such passenger by Bureau of Immigration, India; **from 13MAR20 till such time the prohibition** on international travel of passengers to India **is lifted** by the G.O.I.

(A) **MODALITIES**

- a. Passengers needs to visit AI CTO/ATO (Operational) or Authorized Travel Agent (henceforth referred as agents) from where ticket were originally issued or Call up the call-center.
- b. **Same Sector Travel (With/Without Routing Change):** 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*. Reissue/Revalidation to be done preferably in original/same RBD or next highest available RBD for Air India's Sector. Interline sector if any on Holding Ticketed itinerary, same needs to be booked as per original RBD only.
- c. **Sector Change-Provided no change in Origin and Destination Country:** Any holding ticket passenger, permitted to change the sector- from Air India's one Online Station to another Online Station, provided ***there is no change in Origin and Destination 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. e.g. CCU-DEL-LHR holding ticket will not be permitted to issue ticket COK-BLR-DEL-LHR.
- d. **Sector Change- Change in either Origin &/or Destination Country:** 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, where in there is change in either Origin &/or Destination Country***, passenger will have to ***purchase a new ticket for new sector*** and value of **holding** 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. Ticket needs to be reissued for new sector collecting difference of fare if applicable. If new routing/ Origin & Destination, results in a lower fare, any unutilized balance will be forfeited, and Air India will **not** refund the balance.
- e. **Same Sector Travel & Cabin Upgrade:** Any passenger holding Economy/Business Class ticket and wanting to ***upgrade*** to Business/First Class respectively, please **reissue** the ticket by ***collecting difference*** in fare **as on date** Business/First Class Evacuation OW /RT Fare **for desired flight** and **holding** tickets residual (in case of partially used ticket) value or total (in case of totally unutilized ticket) value.

- 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, below mentioned waiver number, needs to be incorporated in Endorsement box of reissued ticket and in PNR.
- h. Whenever tickets are revalidated, below mentioned waiver number to be incorporated in ticket coupon remark and in PNR

(B) NEW TICKET TRAVEL VALIDITY:

New tickets travel validity, irrespective of date of purchase, will be as detailed below or will be as per Holding Tickets/Fares Standard Validity, **whichever is later or maximum.**

- a. Passengers ticketed/scheduled **flight is cancelled**, and on **scheduled departure date there is no flight operating under Air Transport Bubble Agreement**, the new ticket validity will be **31DEC21** and journey must be completed before this date.
- b. Passengers ticketed/**scheduled flight is cancelled**, however on scheduled **departure date flight is operating under Air Transport Bubble Agreement, but passenger is apprehensive of travelling due prevailing COVID19 situation**, the new ticket validity will be **31MAR21** and journey must be completed before this date.

(C) PENALTIES:

- a. Change Penalty Waiver: For Holding Tickets, only for first instance, charges for Date, Flight, Routing, Sector and Booking Code will be waived. For any subsequent change, original ticketing conditions **w.r.t penalties i.e. Change, No-show will apply.**

(D) APPLICABILITY OF FARE DIFFERENCE

- a. Refer sub points in paragraph (A), where in NIL ADC is mentioned, the **NIL fare difference will be applicable for First Instance only.**
- b. **For any subsequent change, only fare to be reassessed and difference in fare to be collected as per Original Issue**, by using manual tariffication, and ignoring Fare Validity (if it is lower, for new planed itinerary). The benefit of new validity will be as mentioned in point (B) may be offered to the passenger. **Down selling of RBD/FARE is not permitted.**

(E) WAIVER NUMBER: **VBMAB/32-INT/OCT20**