

Dear Travel agent ,

In view of DGCA further extending the ban on International operations ex/into India till 30th November 2020, it has been decided to extend the validity of Waiver no 30/INT/2020 till 30th November 2020.

Major Highlight in the Waiver extension is extending refund validity,

A) Full refunds :

- Cancellation charge waived off .
- Full refund applicable for cancelled AI SCHEDULED flights : from 01NOV20 to 30NOV20.
- Please cancel booking and raise RA on BSP .
- **Waiver Code to be used: Waiver 30/INT/2020 (Extension).**
- **Please insert waiver code in RA reason box with cancelled flight details .**

B) Full refund waiver only applicable when :

- Scheduled International flight is cancelled (UN) and there is no AI flight operating on the same date .
- Scheduled International flight is cancelled but AI flight operating under Air bubble agreement on same travel date with different departure time rescheduled for more than 3 hours .
For example : Before 31Mar20 scheduled LHR AMD AI 172/09NOV20 departure time was 1330 but with Air bubble agreement new departure time for AI172/09NOV20 is 2030 .

C) Full refund waiver will not be applicable when :

- International Scheduled flight is cancelled (UN) and there is AI flight operating on same date with same departure time or rescheduled within 3 hours of original scheduled flight .
- Domestic Scheduled flight is cancelled (UN) and there is AI flight operating on same date with same departure time or rescheduled within 1 hour of original scheduled flight .
(This is for Domestic ticketed issued for Domestic sectors like DEL IXC only) .

D) Agent to cancel booking to avoid NO show . If passenger is NO showed on any live sector of the booking then Full refund waiver will not be applicable .

E) Please raise RA on BSP . For partly utilised ticket , raise RA for applicable part refund only and not for full refund .

F) If RA raised is raised wrong refund amount and got approved in error by the Airline , then AI reserves right to raise an ADM to recall over paid refund amount . 17% ADM admin fee applies.

Please circulate to all concerned including your ticketing / accounts staff & sub agents accordingly .

Thanks and Rgds,

Air India

UK



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