***Waiver no 33A/COV/2020 dated 13 November 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 **COVID-19 positive certificate not older than D-15 days from date of scheduled flight departure.** |
| **Travel date** | **Confirmed New Travel date should be in the next 30 daysfrom the date of departure.**To avoid no-show, booking needs to be cancelled on time as per fare rules. |
| **Waiver benefit** | One **Free** Date change.No charges for same 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 **only** be waived on very special cases authorised by Regional GMs/RMs (Foreign Station) else applicable charges will apply.  |
| **Documentation** | Covid-19 positive certificate from an authorised diagnostic centre is a **MUST.** |
| **WaiverNo** | ***Waiver no: 33A/COV/2020*** |