Dear Travel agent,

In view of DGCA further extending the ban on International operations ex/into India till 31st December 2020, it has been decided to extend the validity of Waiver no 30/INT/2020 till 31DEC2020.

1. **Full refunds :**

- Cancellation charge waived off .

- Full refund applicable for cancelled  AI SCHEDULED flights : from 01DEC20 to 31DEC20.

- 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 .**

1. **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 AI1172/09NOV20 is 2030 .

1. **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 ) .

1. 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 .
2. Please raise RA on BSP .  For partly utilised ticket , raise RA for applicable part refund only and not for full refund .
3. 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,

Marketing Department Air India