

DSL/INC/136/MKTGNR

21st Dec ' 2020

All Travel Partners
Northern Region

**Waiver for Cancellation of Flights Between India and United Kingdom,
Oman and Saudi Arabia**

In view of Government directives due prevailing COVID-19 situation, leading to suspension of flight operations between India and United Kingdom (from 22Dec- 31Dec 20), Oman and Saudi Arabia (22 Dec-29 Dec 2020).

To facilitate the passenger booked to travel on Air India's flight on above mentioned dates, it has been decided to offer following benefits/flexibility for passengers to fly with us again, for travel between India and United Kingdom,

(A) APPLICABILITY: This waiver is applicable for ticket issued on 098 Document.

(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.**

- The new ticket validity will be **31DEC21** and journey must be completed before this date.

(C) PENALTIES:

- a. Change Penalty Waiver: For Ticketed itinerary, between 22DEC20 and 31DEC20 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.
- b. Cancellation fee waiver.

(D) APPLICABILITY OF FARE DIFFERENCE

- a. **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 planned 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:37/INT/20**

Team Air India Marketing,
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