

Hi Naveen,

Please see below the guidelines regarding flight cancellations for the flights that are cancelled for the period 23rd-31st December 2020:

**Flight Changes:**

We can offer 1 free date change, valid for travel until 31st December 2021. The change fee will be waived, but the difference in fare will be charged, if any.

**Refunds:**

We can offer a full refund if the customer insists on this. The full refund is authorized only for the cases where flights are cancelled by the airline. The refund needs to be processed in the GDS.

Cases where flights are/were operational and full refund is processed, may result in ADM's.