

Dear Travel Agent ,

In view of GOI directives leading to curtailment of **flight operations between India and UK from 06 January to 24 January 21** further extended till 29 January 21 .

(Further to existing flights till 22nd JAN 21, Air India has been permitted to operate with limited flight between UK & India for the period 25th JAN 21 to 29th JAN 21.

All the remaining flights between UK & India stands cancelled. **For 23rd & 24th JAN 21, AI do not have flight operations**) .

Please find attached two attachments :

- 1) **New flight schedule effective 25th JAN 21 till 29th JAN 21**
- 2) Flights cancelled from 25Jan21 till 31Jan21 .

To facilitate the passenger booked to travel on Air India's flight which have been cancelled during the above mentioned dates , it has been

decided to offer following benefits / flexibility for passengers , for travel between India & UK .

A) Date / Flight / Routing change : free for first instance

- 1) Travel agent can re book their own passenger in same ticketed class or next available higher class of same cabin on AI .
- 2) If passengers ticketed / scheduled flight is cancelled and on departure date but there is no flight operating under Air Transport bubble agreement , then

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

- 3) Fare basis has to be same as original ticket .
- 4) **For first instance** , Agent to re issue ticket with NIL ADC. Only collect tax difference to be collected if any .
- 5) **For first instance** : charges for date change , Flight , routing , sector will be waived.
- 6) **For any subsequent change** , only fare to be re assessed and difference in fare to be collected as per original issue .
- 7) Rerouting on other carriers not permitted.
- 8) Down selling of RBD / FARE is not permitted .
- 9) **Please insert re issuance waiver number in the ticket endorsement box : 37 / INT / 2020 .**

B) Refunds / Cancellation charge :

- Cancellation charge waived off .
- Full refund applicable for cancelled AI SCHEDULED flights (as advised in the cancelled flight schedule)..
- Please cancel booking and raise RA on BSP.
- Full refund Waiver code : **Waiver 30/INT/2020 (Extension)**

- Please insert waiver code in RA reason box with **cancelled flight details** .

C) Domestic flights within India : **Before booking onward connections to Domestic point please check institutional Isolation rule of that STATE .**

- Only International UK IND UK flights are cancelled .
- Domestic flights within India is operating as per schedule .
- If passenger routing involves domestic sector , then please cancel onward domestic booking to avoid No show .

D) COVID RT PCR TEST : Information is uploaded on AI website , please inform your passengers who are embarking from UK as per letter from Health Ministry Specifies that section 3 ,

subsection (i to iii) we would not be accepting passengers who are not carrying RT – PCR test negative report conducted within 72 hours prior departure.

Ref our email dated 15DEC12 ,CITY DOC is offering discounted price to Air India passengers for COVID -19 RT PCR Testing .

E) COVID RT PCR TEST is mandatory for passengers departing from LHR to India and from India to LHR . Covid PCR Test to be taken within 72hours of departure .