

Dear Travel trade partner ,

As per current requirement , it is mandatory to have Covid test taken within 72 hours of departure .

If passenger is tested COVID Positive then

- 1) **Booking** : Agent to cancel booking to avoid No show charges .
- 2) **New Travel date** : Passenger to confirm travel date within next 30 days of departure.
- 3) **Fare & tax difference** : There is no charge for same ticketed RBD even if fare is higher , however fare difference to be charged for higher class .
- 4) **Date Change** : date change penalty is waived off .
- 5) **NO show charge** : If passenger tested positive , receives RT PCR TEST result within 12 hours of flight departure then No show charge will be waived off .
- 6) **Date change or No show charge** to be collected : For Passenger who is tested positive receives RT PCR test result before day of departure and forget to cancel booking ,
- 7) **Documentation** : **RT PCR COVID 19 POSITIVE TEST CERTIFICATE from an authorised diagnostic centre is a must** .
- 8) **Family member** : **To avail above waiver** for family member travelling together then document to prove relationship with Covid positive tested passenger is required .
- 9) **Ticketing** :
 - a) Travel agent to re issue ticket with new travel date .
 - b) **Insert Waiver reference in endorsement box : 04/COV/2021** .
 - c) Send email to marketing@airindiauk.com with re issued ticket number and Covid test certificate to be verified by Fare Audit team .

- 10) **Refund** : If passenger decides to cancel booking then Cancellation charge will apply . Full refund not permitted .

Above circular replaces and supercedes previous Covid Positive circular dated 27Nov20 (**Waiver no: 33A/COV/2020 stands withdrawn**) .