

DSL/INC/165B/20-21/MKTGNR

Dated: 12 MAR 2021

All Travel Partner's
Northern Region

Subject : Waiver for Cancellation of Flights Between India & United Kingdom.

In view of extension of GOI directives leading to curtailment of flight operations between India and United Kingdom till **31 MARCH 2021**.

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 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**.

a. 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 **16 MAR 21 TO 31 MAR 21** 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 planed 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/2020

Stay Safe, Stay Healthy.

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