

Dear Travel Partners ,

In reference to below email , to facilitate passenger booked to travel on **Air India's flight cancelled from 15Mar21 till 31Mar21**

Following options are offered:

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.
- Once passenger No showed on domestic leg then fare rule applies for rest of the journey.

- 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 , 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 .

- F) Covid PCR Test to be taken within 72hours of departure from LHR (for all passengers including infants and children's) and from India to UK passengers above the age of 11 years are required to provide RT PCT test before boarding .