

DSL/INC/010/2021/MKTG NR

Dated: 19th APR 2021

All Travel Partner's
Northern Region

Subject: One Free change on Domestic Tickets - W.I.E TILL 31 MAY 2021

In view of continually changing COVID measures adopted by different state governments to contain the pandemic, the travelling public is faced with many uncertainties.

In order to facilitate passenger convenience, it has been decided to offer **one free change** applicable to all tickets for travel period with immediate effect till 31st May
Change on Domestic Tickets, as per details below,

One free change applicable to all tickets for travel period with **immediate effect till 31 May 2021.**

Change is defined as **change in date or flight number or sector.**

(For Convenience the One Free Change rule has been filed in Category -16.)

Terms & Conditions:

1. Applicable to all 098 documents issued for **PURE Domestic itinerary.**
2. Travel date – **Applicable to all tickets issued with existing Travel Date on/before 31st May 2021 and passenger can rebook for new dates as per validity of their existing tickets.**
3. Free change option is offered irrespective of date of purchase of the ticket.
4. Passengers availing Free change option has to necessarily follow respective timelines for change as per fare rules. Failure may result in no-show.
5. In case passengers decides to **change sector ONLY** reissuance charges to be **waived once**, other charges to apply.
6. Applicable for **all classes** and also all types of concessionary tickets and FFP redemption tickets.
7. In case of change option exercised and passenger is unable to get the same RBD for the new date, **applicable difference of fare will be charged.**
 - a. **NO DOWNSELLING** will be permitted.
 - b. In case same RBD is available but fare is higher, passenger will be given the benefit of not paying the additional charges.
 - c. In case, same RBD available but tax differential is applicable, additional difference will have to be collected from the passenger.

Passengers who have already availed a Free change under any earlier waiver can use this option to additionally avail a change.

Any subsequent change, after availing this one time Free change will be governed by respective fare rules.

Stay Safe, Stay Healthy.

Team Air India Marketing,
Northern Region, N. Delhi

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