Subject: New Schedule Air India - Flight schedule till 15May21

Importance: High

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Dear Travel Trade Partners.

Please find attached new schedule as India added to the UK Government's red list of travel ban countries .

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 for flights cancelled till 15th May21.

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

- 1) Travel agent can re book their own passenger in <u>same ticketed class or next available</u> higher class of same cabin on Al .
- 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
- 10) Once ticket re issued, then for any further changes fare rule will apply.

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: <u>Before booking onward connections to Domestic point please check institutional Isolation rule of that STATE.</u>
 - 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) COIVD 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) COIVD RT PCR TEST is mandatory for passengers departing from LHR to India and from India to LHR.
- F) Covid PCR Test or Lamp Test to be taken within 72hours of departure from LHR (for all passengers including infant and children's).
- G) Covid PCR Test from India to UK (passengers above the age of 11 years are required to provide RT PCT test before boarding).
 - i) Pre Departure Negative Test report valid within 3 days prior to departure.
 - ii) Pre Booked Managed Hotel Quarantine confirmation (This will be applicable Eff' 04:00 AM 23rd APR 21, INDIA has been added to RED LIST)

(MHQ Booking Cost : £1750 per adult / Additional 1 adult : £650 / Additional 1 Child 5-12 yrs. : £325)

(MHQ Cost includes Hotel Stay, food and beverages, transfers, security and 2 COVID-19 Tests to be taken on Day 2 & Day 8 by all passengers)

H) Kind attention all concerned, please note UK Govt. New Compliance Measures effective 04:00 AM - 23rd APR 21.

 $\underline{https://www.gov.uk/government/news/india-added-to-red-list-as-cases-of-new-variant-rise}$

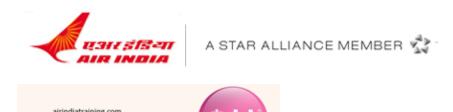
- Travel ban implemented for visitors from India from 4am on Friday 23 April
- British, Irish and third-country nationals with residence rights (including long-term visa holders) arriving from India will be required to self-isolate in a government-approved hotel quarantine facility for 10 days.

Kindly inform all you passengers, sub agents and update your Web site accordingly.

Thanks and Rgds,

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Air India UK



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