

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 **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** .
- 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 : 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 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^o 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.

<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,

Air India
UK



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