

DSL/INC/010C/2021-22/IMS/MKTGNR

Dated: 02ND JUL 2021

All Travel Partner's
Northern Region.

SUBJECT: ONE FREE CHANGE ON DOMESTIC TICKET.

In view of continuing COVID conditions in India which may disrupt passenger travel plans, in order to add to passengers confidence, it has been decided to extend the One Free Change till 31st July 2021, as per terms and conditions below,

One free change applicable to all confirmed tickets with travel period **till 31 July 2021**, both FIT and Ticketed Groups.

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 with **PURE Domestic itinerary.**
2. Offer is **NOT** applicable for tickets issued on Air India Website and Mobile app (As Free change option already offered)
3. Travel date – **Applicable to all tickets issued with current Travel Date on/before 31 July 2021 and passenger can rebook for new dates as per validity of their existing tickets.**
4. Free change option is offered irrespective of date of purchase of the ticket.
5. Passengers availing Free change option has to necessarily follow respective timelines for change as per fare rules. Failure may result in no-show.
6. In case passengers decides to **change sector ONLY** reissuance charges to be **waived once**, other charges to apply.
7. Applicable for **all classes** and also all types of **concessionary tickets and FFP redemption tickets.**

8. 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.
- NO DOWNSELLING will be permitted.
 - In case same RBD is available but fare is higher, passenger will be given the benefit of not paying the additional charges.
 - In case, same RBD available but tax differential is applicable, additional difference will have to be collected from the passenger.
9. Pa 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.

For Groups, this facility can only used for cases where ticketing has been completed.

In case, any single passenger of the Group wants to cancel their journey, cancellation charges will be as per existing Group Norms. Please note that all transactions post-ticketing to be handled out of the module as is done today.

Other T&Cs will be similar to existing option open for FIT passengers except that in case of Groups, **the cancellation of booking is to be done before D-72 hrs.**

In case, the Group request has not moved till the ticketing stage and agents wants to cancel and avail a roll-over of deposit, the present system will be followed and will be decided on the merit of the case.

Stay Safe, Stay Healthy.

Team Air India Marketing,
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