

DSL/INC/014A/2021-22/MKTG NR DATED 29TH APR 2021

**All Travel Partner's
Northern Region.**

SUBJECT: Waiver 14A/UK/2021- UNITED KINGDOM.

Based on several queries from stations, the terms & conditions have been re-framed for easier understanding. This waiver no **14A**, detailed below will also **supersede** the earlier Waiver no: **14**.

In view of UK Govt. New Compliance Measures effective 04:00 AM - 23rd APR 21, which has resulted in changed travel conditions for passengers and also reduced frequency on IN-UK-IN route, please find Waiver for facilitating passengers booked to travel on itineraries involving India-UK-India route.

Ticket Stock: The waiver is applicable for tickets issued on 098 documents.

Applicability:

(A) For all confirmed tickets issued prior to 23.04.2021 - New Compliance measures

(B) For all confirmed tickets both pre and post 23.04.2021 - Flight is cancelled as a result of flight curtailment.

Travel dates for which waiver applicable: From 23 April 2021 onwards till flight conditions are normalized.

Waiver of Penalties:

a. **Change Penalty Waiver:** For **A & B**, between 23 Apr 2021 till normalcy of flight schedule, charges for Date/Flight will be waived. First change will be free, for any subsequent changes, original ticketing conditions w.r.t penalties i.e., Change, No-show will apply.

b. **Cancellation fee waiver:** In case passenger's **scheduled flight is cancelled**, for passengers desiring to take refunds, **NIL** charges will apply.

Rebooking Window:

Passenger will be allowed to re-book for a future date before 29 October 2021. Except

Black-out period as mentioned below:

Ex-India : 01 Aug- 10 Sep 2021

Ex-UK: 15 Jul- 15 Aug 2021

In case of same RBD not available, passengers may be booked in available RBD maintaining the same cabin class, although efforts must be made to book in the next higher RBD. Down selling of RBD/FARE is not permitted. Free change can be availed only once, in case of subsequent changes, rules as per the original booking RBD will apply.

Waiver to be used: **14A/UK/2021 (Please ignore Waiver 14/UK/2021)**

Please also note that this waiver **supersedes Waiver 37**, usage of which is **invalid** from now on.

Stay Safe, Stay Healthy,