

Dear Travel Trade Partner ,

Please be advised that following flight stands :

- **SATURDAY DEP AI 118 BHX 1930 ATQ 0735 : Cancelled eff 30OCT21**

Effective from 05Nov21 we will have FRIDAY DEP AI 118 BHX 2000 ATQ 0845

We offer following option for cancelled SAT flight AI 118 BHX ATQ

Option 1 : Travel Agent to re issue ticket via LHR / BHX :

a) Flight application (subject to seat availability) :

- i) Passenger can travel ex BHX or ex LHR .
- ii) Passenger ticketed for low season cannot travel during peak period .

c) Booking class :

- If same ticketed class not available , then re book in next available higher class .

d) Fare basis :

- Irrespective of booking class , fare basis has to be same as original ticketed class .
For example , fare basis on original ticket was SLE6MUK then on re issued ticket fare basis has to be SLE6MUK even though passenger rebooked in T class .

e) Re routing : OPTION

- ATQ passenger can terminate their journey at DEL but there will be no refund for DEL ATQ OR ATQ DEL COUPON .
- Rerouting to different destination is not permitted .
For example , passenger travelling BHX ATQ cannot be rerouted to BHX HYD.

f) Waivers :

- Date change charge / fare & tax difference will be waived .
- Once ticket is re issued as per passenger choice , then for any further changes fare rule will apply .
- Any deviation from above re issuance condition , ADM may be raised .
- **Agent ticket re issuance code to insert in ticket endorsement box : AI IRR / AI 118 / SAT**

Option 2 : Ticket office to re issue ticket via LHR / BHX :

- f) For any further assistance please send email to ticket office on ticketoffice@airindiauk.com .

Option 3 : Full Refund (for cancelled AI 118 of SAT departure) :

- i) Passenger of above cancelled flight are entitled for full refund without cancellation penalty.
- ii) Please cancel their entire booking to avoid no show charge.
- iii) **Full refund waiver : AI CANCEL / AI 118 / SAT**

- iv) Agent to process full refund in their offices by applying above refund waiver .
- v) For partly utilised ticket , please raise RA on BSP .