

Dear Travel Trade partner ,

Please find below waiver to handle booking of cancelled or reschedule flights :

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1) When International flight are rescheduled for more than 3 hours or passenger missing onward connection (in case rescheduling is less than 3 hours) .

2) When Domestic flight (not connected with International flight) is rescheduled for more than 1 hour . For ex BOM GOI or DEL IXC (only domestic travel within India)

3) AI Flight is cancelled .

1) Ticket re issuance due flight rescheduled or cancelled :

Silent feature while re issuing tickets in your agency for rescheduled flight or cancelled flight.

a) Date / flight change charges are waived .

- b) Original / final destination has to be same as original ticketed .

- c) Passenger to be rebooked on first available flight . (Passenger cannot travel in high season if ticketed on low seasonality fare) .

- d) Passenger to be booked in same ticketed class in same cabin . If same booking class not available then go to next available RBD.

- e) Fare basis has to be same as original ticketed class .

- f) Re issuance waiver code to be inserted in endorsement box : SKED CHANGE / AI ### / DDMMYY

For example COK DEL AI 511 / 01NOV21 is rescheduled or cancelled then insert : SKED CHANGE / AI 511 / 01NOV21

- g) Please note , once tickets are re issued then for any further changes ticketing / fare rule will apply .

2) Refunds : When AI flight is cancelled or re scheduled (International flight more than 3 hours or missing onward connection) / (Domestic only - for more than one hour)

- i) Cancellation charge waived .

- ii) For full refund , insert in coupon remark or in OSI field in booking PNR : OSI : CANCEL / AI ### / DDMMYY

For example AI 130 / 01NOV21 is cancelled , for full refund insert waiver : CANCEL / AI 130 / 01NOV21

iii) Agent can process refund on GDS .

iv) Please ensure entire booking is cancelled to avail full refund .