



Revenue Management & Marketing Automation
New Delhi

Date: 01 December 2021

WAIVER 27/MISCON/2021- Misconnecting passengers due RT-PCR test formalities on International arrival at All Indian airports.

In view of the recent Revised Guidelines for International Travel issued by Ministry of Health and Family Welfare dated 28NOV2 (Updated 30Nov2021), indicating Guidelines for International Travel in view of reporting of New Covid Variant (SARS-COV-2B.1.1.529: named Omicron) passengers arriving from the following origin airports viz. **Singapore, Hong Kong, Tel Aviv (Israel), Frankfurt (Germany), Paris (France), London (United Kingdom) and Birmingham (United Kingdom)** to **Indian Airports** will be **mandatorily** required to undertake RT-PCR test and will be allowed travel to their onward destinations only in case of negative results.

It is likely that the new development will cause misconnections for passengers holding onward connection within 6 hours of their flight arrival, which may not be possible after completion of COVID test formalities.

With regards to above, to facilitate passenger convenience, **passengers may be allowed to re-book on the first available service to the same or nearest alternate destination, in case flight to the original destination is not available. Rebooking will be allowed to any available RBD maintaining Cabin Class. Re-booking charges will stand waived. No stop-over will be allowed.**

Applicability: Applicable for all 098 documents, having a firm ticketed itinerary with an onward Connecting flight within 6 Hours on Air India flights only.

The waiver will only be **applicable for firm tickets issued till 30NOV21 for travel date 01DEC21 onwards.**

The waiver will also be applicable for passengers arriving from other International Stations and are randomly selected for RT-PCR testing and having an onward connection within 6 hours.

Waiver to be used: **27/MISCON/2021**

This waiver **supersedes 26/MCT-DEL/2021** dated 30.11.2021, which stands **withdrawn.**

Please disseminate to all concerned.

(Pratik Majumdar)
DGM-C
RMMA-DEL

Cc: ED-C: As discussed and approved