

Dear Travel Trade partner ,

In view of the West Bengal State Regulatory restrictions, AI 164 (LHR/CCU) effective 08 Jan 2022 stand cancelled till 05 Feb 2022.

We are adding additional AI 130 (LHR/BOM) on day 6 effective 08 Jan to 05 Feb 2022 .

1) Ticket re issuance for cancelled AI 164 LHR CCU flight :

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

- a) Direct LHR CCU passengers can travel to CCU via DEL / BOM / BLR .
- 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 LHR CCU AI 164 / 08JAN22 IS cancelled then insert : SKED CHANGE / AI 164 / 08JAN22

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

2) Refunds : For cancelled AI 164 LHR CCU flight

- 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 164 / 08JAN22 is cancelled , for full refund please insert waiver code : CANCEL / AI 164 / 08JAN22

- iii) Agent can process refund on GDS .
- iv) Please ensure entire booking is cancelled to avail full refund .



A STAR ALLIANCE MEMBER 