

Dear Travel Trade partner , (Revised advisory)

In view of the West Bengal State Regulatory restrictions, AI 164 (LHR/CCU) stands cancelled from 08 Jan 2022 till 05 Feb 2022 & AI 163 (CCU / LHR) stands cancelled from 09 Jan 2022 till 06 Feb 2022.

1) Ticket re issuance for cancelled AI 163 / 164 flight :

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

- a) Passengers travelling on direct LHR CCU OR CCU LHR flight can travel via DEL / BOM / BLR to / from CCU .
- b) Original / final destination has to be same as original ticketed .
- c) Passenger to be rebooked on first available flight .
- d) Passenger cannot travel in high season if ticketed on low seasonality fare .
- e) Passenger to be booked in same ticketed class in same cabin .
(If same booking class not available then go to next available RBD).
- f) Fare basis has to be same as original ticketed class .

g) 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

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

2) Refunds : For cancelled AI AI 163 / 164 LHR CCU LHR 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 .