

Dear Travel Trade Partner,

In view of recent uncertainties due to surge in COVID cases India and as a toll to instil passenger confidence, with immediate effect it has been decided to offer ONE FREE CHANGE for all tickets with confirmed travel on/before 31 March 2022.

Terms & Conditions below,

One free change applicable to all confirmed tickets with travel date **till 31 March 2022**, both FIT and Ticketed Groups.

Change is defined as **change in date or flight number or sector.**

(For Convenience the One Free Change rule has been filed in Category -16.)

Terms & Conditions:

1. **Applicable to all 098 documents issued with PURE Domestic itinerary within India**.
2. Travel date – **Applicable on all tickets issued with current Travel Date on/before 31 March 2022 and passenger can rebook for any new future date within the validity of their existing tickets.**
3. Free change option is offered irrespective of date of purchase of the ticket.
4. Passengers availing Free change option has to necessarily follow respective timelines for change as per fare rules. Failure may result in no-show.
5. In case passengers decides to **change sector ONLY** reissuance charges to be waived once, other charges to apply.
6. Applicable for **all classes** and also all types of concessionary tickets and FFP redemption tickets.
7. In case of change option exercised and passenger is unable to get the same RBD for the new date, applicable difference of fare will be charged.
 - a. NO DOWNSELLING will be permitted.
 - b. In case same RBD is available but fare is higher, passenger will be given the benefit of not paying the additional charges.
 - c. In case, same RBD available but tax differential is applicable, additional difference will have to be collected from the passenger.
8. Passengers who have already availed a Free change under any earlier waiver can use this option to additionally avail a change.

Any subsequent change, after availing this one time Free change will be governed by respective fare rules.

For Groups, this facility can only be used for cases where ticketing has been completed. In case, any single passenger of the Group wants to cancel their journey, cancellation charges will be as per existing Group Norms. Please note that all transactions post-ticketing to be handled out of the module as is done presently.

Other T&Cs will be similar to existing options open for FIT passengers except that in case of Groups, **the cancellation of booking is to be done before D-72 hrs.**

In case, the Group request has not moved till the ticketing stage and agents want to cancel and avail a roll-over of deposit, the present system will be followed and will be decided on the merit of the case.

Waiver code to be used:

For FIT : FREE1F22

For Groups : FREE1G22

Kindly brief your ticketing & reservation staff and sub agents accordingly .