



DSL/ INC/271/2961/20-21/MKTGNR

Dated: 31st JAN 2022

All Travel Partner's
Northern Region.

SUB: Revision of Penalties on Domestic Sectors effective 29th Jan22

The Reissuance/date change, Cancellation and No-Show charges have been revised Effective 29th January, 2022. Details are as under.

CLASS	RBD	No Show Window	CHANGE	NO SHOW	CANCELLATION
			Charges for Reissuance	Charges for No-Show	Charges for Refund
			A CHANGE is Date/ Flight/Routing/ Booking modification	NO-SHOW is when a passenger fails to change/ cancel the booking at least number of hours as mentioned below, before the departure of flight.	CANCELLATION of booking at least number of hours as mentioned below, before the departure of flight.
First Class	F/A	D-2	NIL	INR. 5000/-	INR.6000/-
Business Class	C/D	D-2	NIL	INR. 5000/-	INR. 3000/-
	J	D-2	INR. 2500/-	INR. 6000/-	INR.3500/-
	Z	D-2	INR. 3000/-	INR. 6000/-	INR.4000/-
Economy Class	M/B/Y	D-2	NIL	INR.3000/- or basicfare whichever is lower	INR.3000/ -
	V/Q/K/H	D-2	INR.2000/- or basic fare whichever is lower	INR.3000/- or basic fare whichever is lower	INR.3000/- or basic fare whichever is lower
	U/L/G/W	D-2	INR.2500/- or basic fare whichever is lower	INR.4000/- or basic fare whichever is lower	INR.3500/- or basic fare whichever is lower



	S/T	D-24	INR. 3000/- or basic fare whichever is lower	*Non-Refundable (Basic fare forfeited)	INR. 4000/- or basic fare whichever is lower
--	-----	------	--	--	--

Applicable GST will be additional, as mentioned below:
<u>GST on Change/Re-issuance Fee For:</u>
· First Class & Business Class Ticket: 12% of Reissuance amount.
· Economy Class Tickets: 5% of Reissuance amount, wherever applicable.
<u>GST Cancellation /Refund Fee For:</u>
· First Class & Business Class Ticket: 12% of Cancellation/Refund Fee amount or Basicfare whichever is lower.
· Economy Class Tickets: 5% of Cancellation/Refund Fee amount, or Basic fare whichever is lower; whichever may be applicable as mentioned above.
· Against " Non-Refundable" Tickets, only Basic Fare to be forfeited. Statutory Taxes including GST and other Non-Airline charges are Refundable.
*In terms of CAR issued by DGCA file no. 23-16/2016-AED effective 1st August 2016 Under no circumstances, the cancellation charges shall be more than the basic fare plus fuel surcharge. (In Air India on Domestic Sectors Fuel charge is already merged with Basic Fare.)
<u>GST on No-Show Fee For:</u>
· First Class & Business Class Ticket: 12% of No-Show Fee.
· Economy Class Tickets: 5% of No-Show Fee.
In case of NO-SHOW if a ticket is presented for change / refund both no show & change/refund fee or base fare plus YR whichever is lower will apply.
** EXCEPTION No-Show charges waiver at airport for domestic sector for RBDs – H, K, Q, V, W, G, L, U, T&S Only in case, the passenger has reported at the Airport, (after closure of counter but before departure of flight) for a Domestic sector, and only when passenger is being rolled over / travelling on the next available flight of Air India. In such case to facilitate a no-show passenger the waiver of no-show INR.3500/- Plus 12% GST for Business Class Ticket or 5% GST for Economy Class ticket, to be authorized by the Airport Duty Manager at the time of flight only, and cannot be levied / waived at CBO.
Further, fare difference if any as per the RBD / Fare Basis available / applicable on the next available flight, will have to be charged plus GST from the passenger in addition to the rollover no-show penalty as mentioned above.



NOTE:

- GST is not applicable for Passenger embarking from or disembarking to an airport located in the state of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura or Bagdogra in West Bengal. The exemption therefore applies to/from the following airports: Dibrugarh, Guwahati, Jorhat, Lilabari, Silchar, Tezpur, Imphal, Shillong, Aizawl, Dimapur, Agartala and Bagdogra. However, this exemption will not apply to passengers using the above airports only as transfer points.
- Supply of transport of passenger by air services provided to United Nations, Foreign diplomatic mission or a specified international organization is subject to levy of GST.

Stay Safe, Stay Healthy.

Team Air India Marketing,
Northern Region, N.Delhi

www.airindia.in

www.facebook.com/AirIndia

<https://twitter.com/airindiain>