

Dear Travel Trade partner ,

Ref : HCD / 5R / Partial Refund / 119

Agent can process refund of Partially Utilised tickets through GDS .

- 1) Partially utilised tickets are now permitted to be refunded through GDS by ticket issuing agents .
- 2) **Voluntary Refund** : Utilised One way fare of the same or higher RBD , Taxes , NO Show charges , Cancellation Charge as per stringent fare rule Refund Administrative fees , commission and any over riding cut & pay commission are to be deducted from the amount paid Arrive at the charges to be refunded .  
In most partly utilised refund case , cancellation / NO show charges are higher than balance fare + YQ amount hence fare / YQ / YR Becomes non refundable . In such cases only un utilised government taxes are to be refunded .
- 3) **Involuntary Refund** : In case of Cancelled or rescheduled flight ( For international : rescheduled more than 3 hours & Domestic stand alone : more one hour ) where passenger is entitled for full refund .  
Kindly refund half RT Fare plus half YQ & unutilised taxes .  
Apply below applicable waiver code as advised by the airline when flights were cancelled.

**AI Flights cancelled from 19MAR20 TILL 31AUG20 : 23A/REFUND/2020**

**AI International Flights cancelled from 01SEP20 TILL 30SEP20 : 30 / INT /2020 ( EXTENSION II)**

**AI International Flights cancelled from 01OCT20 TILL 30NOV20 : 30 / INT /2020 ( EXTENSION )**

**AI International Flights cancelled from 01DEC20 TILL 22APR21 : 30 / INT /2020**

**AI International Flights cancelled from 23APR21 TILL 31DEC21 : 14A/UK/2021**

**From 01Jan22 , kindly follow ADVISORY SENT TO ALL AGENTS on 21OCT21 , procedure to refund tickets when flights are cancelled or rescheduled .**

- 4) As per GST Law , K3 tax to be refunded till 30Sep22 for tickets issued from 01Apr21 till 31Mar22 .
- 5) Agent should check booking history whether flight was UN or not at the time of cancelling booking .  
If flight was not UN when booking was cancelled then passenger is not entitled for full refund , fare rule will apply for refund in such cases .
- 6) Agent should delete RA's , wherein partial refund had already been processed .

- 7) As a normal practice , the Fare audit team will raise ADM's in case of excess refunds if any . ADM fee 17.5% will apply .
- 8) We request Agent to honour ADM raised for excess refunds claimed if any .

Kindly brief your accounts & refund team accordingly .