

1) Ticket re issuance due flight rescheduled or cancelled :

- a) **BOM CCJ BOM can be rebooked on BOM COK COM or DEL COK DEL** in K RBD and in case same ticketed class not available then rebook in next available higher RBD on involuntary basis .
- b) **Cannot rebook on direct LGW COK LGW flight .**
- c) Passenger to be rebooked on first available flight . (Passenger cannot travel in high season if ticketed on low seasonality fare) .
- d) Fare basis has to be same as original ticketed class .
- e) **Re issuance waiver code to be inserted in endorsement box : AI CANCEL / AI ### / DDMMYY**
For example LHRBOM AI 130 / 01APR23 is cancelled then insert : AI CANCEL / AI 130 / 01APR23
- f) Please note , once tickets are re issued then for any further changes ticketing / fare rule will apply .

2) Refunds :

- Full refund : Cancellation charge waived for cancelled flights .
- **Please insert in coupon remark or in OSI field in booking PNR : OSI : AI CANCEL / AI ### / DDMMYY**
For example AI 130 / 01NOV21 is cancelled , for full refund insert waiver : AI CANCEL / AI 130 / 01NOV21
- Agent can process refund on GDS .
- Please ensure entire booking is cancelled to avail full refund .

Kindly follow above ADVISORY , any tickets reissued or refunded without valid waiver code in exchanged ticket endorsement box will attract ADM .

ADM fees 17.5% applies.

Please be disseminated to all concerned (i.e Ticketing staff & Refund dept) .