

Dear Travel Trade partner ,

Please note scheduled flight **AI 170 / 25 NOV23 had been cancelled**

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We apologise for the inconvenience caused by the flight cancellation.

**1) Ticket re issuance due flight rescheduled or cancelled :**

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

- a) Date / flight change charges are waived .
- b) Pax can be rebooked to travel LGW ATQ or LHR ATQ ( VIA DEL OR BOM) or LHR DEL ( if pax wants to travel only to DEL ) .**
- c) Passenger to be rebooked on first available flight . ( Passenger cannot travel in high season if ticketed on low seasonality fare ) .
- d) Passenger to be booked in same ticketed class in same cabin . If same booking class not available then rebook in next available RBD.
- e) Fare basis has to be same as original ticketed class .
- f) Re issuance waiver code to be inserted in endorsement box : AI CANCEL / AI 170 / 25NOV23**
- g) Please note , once tickets are re issued then for any further changes ticketing / fare rule will apply .

**2) We offer full refund to ticketed passengers of cancelled AI 170 / 25Nov23 .**

- i) Cancellation charge waived .
- ii) For full refund , insert in coupon remark or in OSI field in booking PNR : OSI : AI CANCEL / AI 170 / 25NOV23**
- iii) Agent can process refund on GDS .
- iv) Please ensure entire booking is cancelled to avail full refund .**