

Important Policy Update: Changes to Refund Policy for Flight Delays

Dear Travel Partners,

Air India is committed to providing you with the most up-to-date information regarding our policies and procedures.

Effective immediately, we are implementing changes to our refund policy concerning flight delays. Please be advised that Air India will no longer offer full refunds for flight delays in case of a delay of 60minutes (for Domestic) and 120minutes (For International); we continue to abide with all applicable regulations across geographies wherever Air India operates.

For further inquiries or clarification, please get in touch with your dedicated Air India sales representative or our customer support team.