

Air India Travel Advisory:

Waiver for Passengers Affected by Domestic Airport Closures

13th May 2025 | 11:30 PM

Dear Travel Partners,

Following the recent developments and the temporary closures at Amritsar, Bhuj, Chandigarh, Jammu, Jamnagar, Jodhpur, Leh, Rajkot and Srinagar on **7th May 2025**, the following waiver is being offered to avoid inconvenience and provide flexibility to our valued passengers:

APPLICABILITY:

- **Eligible Sectors:** All flights operating in and out of **ATQ, BHI, IXC, IXJ, JGA, JDH, IXL, HSR, and SXR**, which have been cancelled due to airport closures.
- **Eligible Passengers:** Passengers holding confirmed tickets issued on **098** documents.
- **Ticket Issuance:** Applicable on tickets issued up to **7th May 2025** for travel between **7th May and 22nd May 2025**.
- **Misconnections:** Also applicable to all passengers misconnected due to the closure of **the above-listed airports**.

For connections booked under separate PNRs for onward or return journeys, only the Air India contact centre is authorised to apply and extend the applicable waiver.

WAIVER DETAILS:

- **Rescheduling / Change Fee:**
 - One-time free change/rescheduling is permitted for travel between 7th May and 22nd May 2025, within the ticket validity. The revised travel date can be up to 7 days from the original travel date and no fare difference will be charged.
 - For revised travel dates beyond 7 days, only the change fee will be waived, but fare difference will apply.

- Efforts should be made to rebook in the same RBD; if unavailable, a higher RBD may be selected.
- Change of cabin class is not permitted.
- **Special Case: Armed Forces**
 - Full waiver of cancellation charges for Armed Forces personnel holding confirmed tickets Pan India and booked for travel up to 30th June 2025.
 - This waiver is to be extended only by the Air India Contact Centre or Sales Support Team.
- **Out-of-Sequence Travel:**
 - Customers requesting an alternative sector will have the change penalty waived; however, any fare difference must be paid.
 - Charges for out-of-sequence travel will be waived if passengers choose to travel to a gateway city by their own means.
E.g., A passenger holding a ticket for the itinerary ATQ–DEL–LHR who chooses to travel by surface from ATQ to DEL will still be allowed to fly DEL–LHR using the same ticket.
 - Customers holding confirmed tickets issued on or before 7th May 2025 for flights to and from airports affected by the NOTAM closures will be permitted a port change to the nearest non-NOTAM airport within 7 days of the original travel date. **Additionally, such customers will be allowed to reinstate their bookings and make one change back to the original itinerary.** Only the Air India Contact Centre is authorised to apply and extend this waiver.
- **Cancellation:**
 - Full waiver of cancellation charges will apply to passengers choosing to cancel their tickets.
- **Waiver Code:**
 - **DOM/11/25/AC** (must be properly endorsed on the tickets)

We request your support in facilitating these waivers for impacted passengers and ensuring accurate endorsement of the waiver code.

For any further clarification, please contact your Air India Sales Representative.

**Warm Regards,
Team Air India**