

Air India Schedule Change & Irregular Operations Policy:

Ref. No. AI/Sales/2025/Global/0501
Effective Date : 21st May 2025

Dear Travel Partners,

This document outlines Air India's policy for handling schedule changes affecting passengers. If a schedule change occurs—altering flight times, dates, flight numbers, or resulting in cancellations—passengers will be rebooked on the best available alternative flight.

A **planned schedule change** happens before the flight departs and includes delays, cancellations, route or equipment changes, and terminal modifications occurring more than 72 hours before departure.

An **unplanned or short-term schedule change** occurs within 72 hours of departure and includes disruptions caused by natural events (like weather or natural disasters), political strikes, operational issues (such as aircraft on ground, diversions), or force majeure events.

Reservation and ticketing staff must adhere to the specified procedures to assist passengers during schedule changes and provide alternative options in accordance with this policy. Trade partners hold the primary responsibility of regularly monitoring the queues, as the airline will not be accountable for offering alternative solutions to affected passengers if the queues are not checked and cleared by the trade partners.

POLICY

The Schedule change policy applies to both Planned and Unplanned Schedule change scenarios and outlines the procedures for handling the following situations:

1. If a scheduled flight has been cancelled
2. If a scheduled departure or arrival time has changed:
 - **Domestic flights:** where the departure is advanced or delayed by 01 hour or more from the scheduled departure time
 - **International flights:** where the departure is advanced or delayed by 02 hours or more from the scheduled departure time

3. Where the passenger misconnects due to a schedule change and the connecting leg is part of the same ticket
4. This policy applies to both Ticketed and Un-ticketed bookings, as follows:
 - **Ticketed bookings:** After the re-accommodation offered by Air India, passengers are allowed one change, subject to availability. The new travel date should be either **1 day earlier or up to 6 days (-1/+6 days)** later than the original travel date
 - **Un-Ticketed bookings:** The Un-Ticketed rebooking policy applies only to Individual Inclusive Tour (ITX) bookings in specific markets, with below options:
 - Rebooking at NO ADC is allowed **within 7 days (-1/+6 days)** of the original travel date in **any booking class (RBD)** within the same cabin
 - Rebooking at NO ADC is allowed **beyond 7 days (-1/+6 days)** of the original travel date in **the same booking class (RBD)**. The new travel date should be within three months from original travel date. If the same RBD is not available, passengers will be charged the fare as on the date
5. Any group bookings will be considered as good as ticketed, if the following conditions have been met prior to the schedule change:
 - Ticket has already been issued and / or
 - Contract is signed / Deposit has been collected

They will be re-accommodated/re-protected accordingly by Air India.

Passengers booked and ticketed only on Air India (098) documents where a schedule change is made, must be offered the below options to **rebook** or **refund** their tickets.

1) Rebooking Policy

Passengers may be offered one of the below rebooking options regardless of the itinerary they are originally booked on. The options must be offered in the sequence listed below:

- A. Rebook on another AI operated flight
- B. Rebook on another AI and AI* codeshare
- C. Rebook on another AI and same Interline (OAL) carrier

A. Air India (AI) Operated Flights Only

If a passenger's itinerary includes one or more affected segments on Air India-operated flights, the impacted segment may be rebooked on another Air India flight. The rebooking should be done in the lowest available booking class within the same cabin and same attributes as originally booked.

B. Air India and Air India Codeshare Flights (AI-AI*)

If the itinerary includes a combination of Air India and its codeshare flights, the affected segment may be rebooked on another flight Operated or Marketed by Air India to the same destination. The rebooking should be done in the lowest available booking class within the same cabin and same attributes as originally booked.

C. Interline Flights (AI-XX)

For itineraries involving interline partners:

- Rebook the impacted segment in the same booking class as originally ticketed, unless the interline partner offers protection in a different class.
- If the same class or seats are not available, contact the Air India Sales/Contact Centre team for guidance on approved alternative partners or booking classes.

In the above scenarios, rebooking to a lower RBD is permitted; however, a refund for the fare difference is not allowed.

Note: Air India's schedule change policy specifically addresses schedule changes and re-accommodation guidelines but does not cover compensation for such changes. For compensation-related issues, refer to Air India's compensation policy guidelines.

Exceptions to Options B & C for disruptions outside 72 hours of flight departure:

- (i) When rebooking an impacted segment that includes a codeshare flight (**e.g., AKL(AI*SQ)-SIN(AI)-BOM**, with the impacted segment being SIN-BOM), to meet the minimum connecting time (MCT) requirement, the passenger may have to be rebooked on another SQ flight. Alternatively, the passenger may be rebooked on another AI*SQ flight for the entire route AKL-SIN-BOM in the same RBD
 - (ii) If seats are not available for rebooking on the same Codeshare or Interline partner, refer to the respective Commercial Waiver policy. Alternatively, contact the Air India's Sales team for guidance on the alternate RBDs to use based on the partner involved in the rebooking or to facilitate with the rebooking
 - (iii) If the originally booked RBD is unavailable on the OAL carrier, passengers booked in First class, Business class, and/or Platinum tier members traveling on revenue RBDs will be eligible for rebooking to an RBD equal to or higher than their booked RBD in the same cabin of travel. For reporting the cost difference, travel agents should get in touch with Air India Sales or call Centre.
- D. In case of Other Airline (OAL) issued documents where AI is the disrupted operating carrier, the bound (Inbound/ Outbound to the destination) will be INVOL rebooked/reissued by Air India and not the entire ticket.

Ticket Reissue Guidelines (under Rebooking Policy):

CONDITIONS	ACTIONS
Fares and Taxes, Fees & Charges	Any difference of fare, taxes, fees, charges, surcharges, and service charge may be waived for the first reissue. Rebooking to a lower RBD is permitted, but a refund for the fare difference is not permitted.
Reissue Penalty Waiver & Additional Collection	Any reissuance fees associated to the date change or rerouting are waived for the first reissue, provided: (i) The origin and destination country remain the same. During instances where passengers accept a rerouting from/to alternate airport in the same country, the passenger must make their own arrangements to get to their departure airport or destination. (iii) All changes are done at the same time. For any subsequent voluntary changes, the applicable fare difference/ penalties are applied.
Baggage Allowance	Passenger is only allowed the original ticket's free baggage allowance.
Mandatory Fare Construction for Reissue	Carry forward the impacted ticket's fare construction and begin with S- for Schedule Change and I- for Irregular Operation. e.g. S -JFK AI X/DEL AI BLR M/IT END XF JFK4.5 e.g. I -JFK AI X/DEL AI BLR M/IT END XF JFK4.5
Mandatory Waiver Code in the Endorsement Box for Reissue	All rebooking/reissues triggered by a change earlier than 72 hours prior to the scheduled departure must be done with "SKCHG" and those changes triggered by an irregularity less than 72 hours from departure must be done with "INVOL". For example: Event/Affected flight number/date e.g. SKCHG/AI####/DDMMYY e.g. INVOL/AI####/DDMMYY
Mandatory PNR OSI Remark for Reissue	3OS AI SKCHG/AI####/DDMMYY (GDS) 3OS AI INVOL/AI####/DDMMYY (GDS)
Unutilized Ancillary services	Seats, Baggage and Upgrade EMDs will be honoured for like services subject to availability, on the new date of travel

1) Refund Policy

Cancellation is unavoidable, even in cases where necessary reaccommodation or protection is provided and guests may be offered refund, if requested.

Ticket Refund Guidelines:

CONDITIONS	ACTIONS
Fares and Taxes, Fees & Charges	Refund of fare and taxes may be processed based on ticket utilization. However, some non-refundable taxes, fees (credit/debit card fees, penalty collected previously, convenience fee etc), and service charges will not be refunded.
Refund Penalty Waiver	If guests wish to refund their ticket in lieu of the schedule change, the refund fee is waived.
Unutilized Ancillary services	Unused/ unfulfilled ancillary EMDs issued for an impacted sector must be refunded, except EMDs issued for Insurance.
Refund Process	All refunds will be processed in the original Form of Payment only. Guests who purchased tickets with Travel Agents should contact their Travel Agent to process refund.
Mandatory Waiver Code in the Endorsement Box for Refund	All refunds triggered by a change earlier than 72 hours prior to the scheduled departure must be done with "SKCHG" and those changes triggered by an irregularity less than 72 hours from departure must be done with "INVOL". For example: W/Event/Affected flight number/date e.g. SKCHG/AI####/DDMMYY e.g. INVOL/AI####/DDMMYY
Mandatory PNR OSI Remark for Refund	3OS AI SKCHG/AI####/DDMMYY (GDS) 3OS AI INVOL/AI####/DDMMYY (GDS)

Other Airline (OAL) Schedule Changes

Schedule changes carried out by Code Share/Interline partners shall reflect in the PNR history. On displaying the PNR history, the disrupted segments shall display with a UN/TK status code. If UN/TK change is recorded in the history of the PNR, tickets may be reissued or refunded due to schedule change. Sometimes OAL's SKCHG/IROP/INVOL, including AI marketing flight numbers operated by OAL, cannot always be verified in the Air India PNR history; hence, travel agents are advised to retain proof from the OAL or a copy of their GDS PNR history. Air India may demand the proof anytime within 1 year from the day of disruption.

UN indicates that the original segment was cancelled

TK indicates the new segment with new date/time/flight number change

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3  AI 856 K 25APR 4 DELBOM UN1 1445 1700 25APR E AI
  /1A /CA/C/D/CAB Y/ / /0001/ / /
4  AI 624 K 25APR 4 DELBOM TK1 A1910 2120 25APR E AI
  /1A /CA/C/D/CAB Y/ / / / / /
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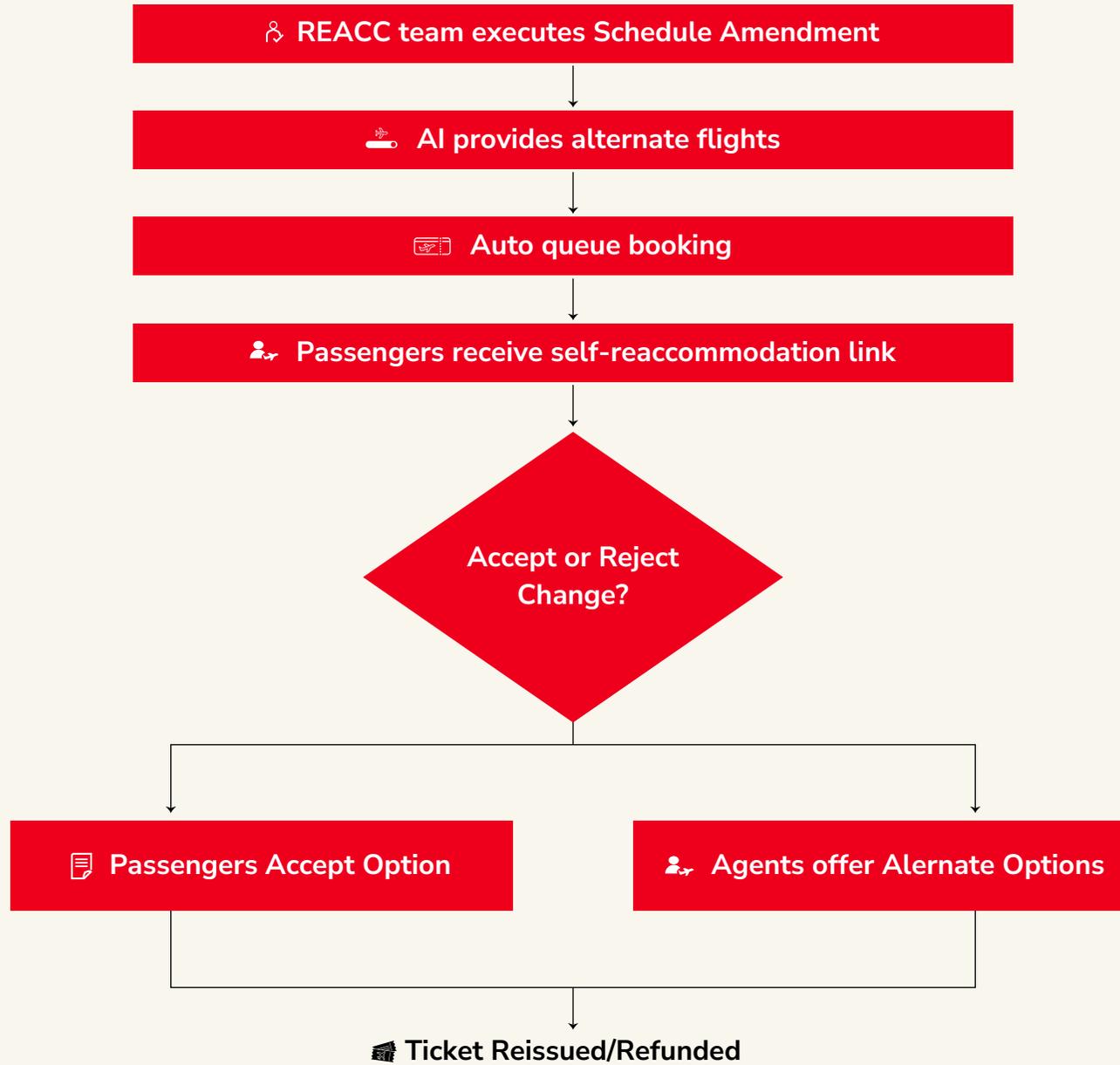
Rebooking & Refund Procedure by type of impact

When the changes are outside the day of departure of a journey, bookings (PNRs) are auto queued to the respective original booking office schedule change queues. **PNR owners are responsible for communicating the changes to their guests and reissuing/re-validating tickets according to the procedure outlined below.** When there is a schedule change on an itinerary, the PNR is updated with UN/TK segment and queued back to the booking office.

TYPE OF IMPACT	SCENARIO	ACTION REQUIRED
<p>Schedule Change - Changes outside (>)72hours of the flight scheduled departure</p> <p>(i) Change in Departure / Arrival is more than : - 01 hours from the scheduled departure for Domestic itineraries -02 hours from the scheduled departure for International itineraries</p> <p>(ii) Flight number / Equipment Change / Discontinuation of Route</p> <p>(iii) Flight Cancellation</p>	<p>Passenger is holding AI (098) ticket: - travelling AMD-DEL-SYD, where both segments are operated on Air India (AI) or - travelling FRA-DEL booked as AI*LH where Air India is the Marketing carrier, and the sector is Operated by Lufthansa or - travelling DEL-JFK-MIA booked on AI and B6</p> <p>and any one of the segments is impacted by a Schedule change</p>	<p>(i) Passenger should be reaccommodated on alternate flight/s as per the options provided, in the same sequence of priority, as shown under the Rebooking policy section 1 of this policy.</p> <p>(ii) Rebook passengers on the lowest available RBD in the same cabin with same attributes in which the passenger was originally booked. However, for interline sectors the impacted segments are to be booked in the same ticketed RBD, unless re-protected by the interline carrier in an RBD other than the ticketed RBD</p> <p>(iii) Booking source to reissue ticket, that is, if a ticket is issued by a Travel Agent it will be reissued by them or at any Air India offices (ATO/CTO/Call Centre)</p> <p>(iv) Follow the Ticket Reissue Guidelines section to reissue the ticket</p>
	<p>Passenger is holding ticket on Other Airline(OAL) - travelling BBA-SCL-LHR-BOM, where the LHR-BOM operated by AI is the impacted sector or - travelling CMB-BLR booked as UL*AI, where the Marketing carrier is UL and the sector operated by AI is the impacted sector</p>	<p>(i) Rebook passenger only for the AI impacted sector as reissuance will be carried out on the OAL carrier ticket stock by the Travel Agent.</p>



TYPE OF IMPACT	SCENARIO	ACTION REQUIRED
<p>Irregular Operations – Disruption or change to a flight’s operation within 72hours of scheduled departure</p>	<p>Passenger is holding AI (098) ticket: - travelling AMD-DEL-SYD, where both segments are operated on Air India (AI) or - travelling FRA-DEL booked as AI*LH where Air India is the Marketing carrier, and the sector is operated by Lufthansa or - travelling DEL-JFK-MIA booked on AI and B6 and any one of the segments is impacted by a Schedule change</p>	<p>(i) The Auto Reaccommodation tool is programmed to rebook and reissue the tickets, issued from any Air India direct booking office, based on the logic stated above under Schedule change. Travel Agency PNRs will be queue placed on the Agent’s queue for further action.</p> <p>(ii) In case of failure in rebooking the impacted codeshare / interline segments during Reaccommodation, where flights no longer connect or meet the required minimum connecting time, the PNRs are auto queue placed to the PNR’s origin booking Office ID for further action (refer the guidelines stated under Rebooking policy section 1 of this policy, for rebooking the passenger).</p> <p>Once the passenger has accepted an alternative rebooking and the ticket is reissued, any further change or refund is considered voluntary</p>
	<p>Passenger is holding ticket on Other Airline (OAL) - travelling BBA-SCL-LHR-BOM-LHR-SCL-BBA, where the LHR-BOM operated by AI is the impacted sector or - travelling CMB-BLR booked as UL*AI, where the Marketing carrier is UL and the sector operated by AI is the impacted sector</p>	<p>(i) Rebook passenger only for the AI impacted sector, as reissuance will be carried out by the OAL carrier.</p> <p>(ii) In instances where IRROPS affects the first coupon or a connecting sector's coupon, AI/Travel Agent can reissue the affected coupon(s) for the whole bound journey (inbound or outbound) rather than the entire ticket bearing in mind the connections to/from the impacted leg.</p>



SCENARIO	DESCRIPTION OF CHANGE	REISSUE GUIDELINE	REFUND GUIDELINES
CHANGE IN FLIGHT TIMINGS	Departure Time Change – Point-to-Point Itinerary	1. Auto revalidation is performed and tickets will reflect the changes	
	The new departure at point of origin is more than 2 hours prior to the original scheduled departure time DEL – MEL 12:45 – 17:55 HK1 § DEL – MEL 10:00 – 15:10 TK1		
	Arrival Time Change – Point-to-Point Itinerary		
	The new arrival at final point of destination is more than 2 hours after the original scheduled arrival time DEL – LHR 12:45 – 17:55 HK1 § DEL – LHR 13:15 – 20:30 TK1		
MISCONNECTION DUE FLIGHT TIME CHANGE	Departure Time Change / Change on Transit point – Origin & Destination (O&D) Itinerary	1. Regardless of the itinerary passengers are originally booked on, they may be rebooked: (i) On another AI operated flight (ii) On another AI and AI* codeshare (iii) On another AI and same Interline (OAL) carrier (more details as shared under the Rebooking Policy) 2. Any fees associated with a date change or rerouting due to a change after the reaccommodation of the passenger will be waived one time.	(i) Fully utilized - Full refund of Fare/ taxes (ii) Partially Utilized (Return Fare) Ticket - Refund the unused sectors on half RT basis based on the utilization. (iii) Partially Utilized Through- fare Ticket - Refund the unused sectors on pro-rate basis. An email with the details on the refundable balance maybe sent to aiagencyrefunds@airindia.com compute the prorate value of the ticket
	The new departure at point of origin is more than 2 hours prior to the original scheduled departure time JFK – DEL 16:00 – 00:50+1 HK1 / DEL – HYD 01:40+1 – 12:40+1 HK1 § JFK – BOM 13:30 – 22:45 TK1 / BOM – HYD 01:40+1 – 12:40+1 HK1		
	Arrival Time Change – Origin & Destination (O&D) Itinerary		
	The new arrival at final point of destination is more than 2 hours after the original scheduled arrival time LHR – DEL 16:00 – 00:50+1 HK1 / DEL – ATQ 01:40+1 – 12:40+1 HK1 § LHR – DEL 18:00 – 01:50+1 HK1 / DEL – ATQ 01:40+1 – 15:00+1 TK1		
	Misconnection on the same Ticket		
The schedule change at the origin results in the misconnection at DEL (invalid connection) on the same Ticket: FRA – DEL 16:00 – 00:50+1 HK1 / DEL – BKK 01:40+1 – 12:40+1 HK1 § FRA – DEL 16:00 – 02:50+1 TK1 / DEL – BKK 00:40+1 – 12:40+1 HK1			
AIRPORT CHANGE	Changes in airport of operation	1. Reissue the ticket to reflect the new arrival airport	
	Schedule change in airport of operation (e.g. change in destination from NRT to HAN): DEL – NRT 16:00 – 00:50+1 UN1 § DEL – HND 21:55 – 06:45+1 TK1		
	Changes in airport of operation	1. Validate the Minimum CT is met at NRT to connect to the KIX flt, else rebook and reissue passenger on a later flight from NRT - KIX	
	Schedule change in airport of operation (e.g. change in destination from NRT to HAN): DEL – NRT 16:00 – 00:50+1 UN1 / NRT – KIX 01:40+1 – 12:40+1 UN1 § DEL – HND 21:55 – 06:45+1 TK1 /-- NRT – KIX 08:00+1 – 19:00+1 TK1		
EQUIPMENT CHANGE	Downgrade in cabin class of Service	1. When the downgrade is accepted, ticket has to be reissued to match the new RBD, however the details of fare/tax paid must be maintained. 2. An alternate date when the cabin is available may also be offered, provided, it is within 7 days of original travel	
	Schedule Change results in downgrade of cabin served (any cabin downgrade): DEL – JGA 12:45 – 1755 UN1 RBD C (Business Class) § DEL – JGA 12:45 – 1755 TK1 RBD E (Premium Economy Class)		
FLIGHT CANCELLATION	Cancellation in class of Service	1. Reissue the ticket to reflect the new itinerary unless the passenger is reaccommodated onto another like flight as in Scenario 1.	
	Schedule Change results in cancellation of BOM- flight / discontinuation of service or force majeure situations beyond operating carrier's control, where the Automated reaccommodation may offer alternative connection: AI 123 MEL – BOM 12:45 – 1755 UN1 § AI*5678 MEL- BOM 14:45 – 1955 TK1		

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

**Warm Regards,
Team Air India**