

Dear Valued Partners,

Greetings from IndiGo!

In light of the evolving situation across Iran and the Middle East, IndiGo continues to monitor developments with utmost care. As a precautionary measure, the temporary suspension of select international flights operating through Middle East airspace has been **extended until 2nd March 2026, 2359 hrs. IST**.

For details, please refer to the [**Flight Cancellations Schedule for IndiGo's Domestic & International Flights**](#) available on our website.

We understand that these changes may cause inconvenience. Impacted customers may avail alternate flight options or claim a full refund through [**Plan B**](#).

Plan B Criteria

Customers may opt for a **full refund** or **move to a later date** under the following conditions:

- If the flight has been **cancelled**.
- If the flight is **preponed by one hour or more** from the scheduled departure time.
- If the flight is **postponed by two hours or more** from the scheduled departure time.

When Plan B will prompt an error message:

- If the PNR is in **checked-in status** (customers must undo check-in first).
- After the **scheduled departure time** of the flight.
- If the PNR has been partially utilized, or if the first leg of the journey is marked as a No-Show.

In such cases, please cancel the PNR at your end to avoid a no-show, and then write to the Agency Support or Sales Support Team for further assistance. Additionally, please do not duplicate emails to both support IDs, as this will not expedite resolution and may delay timely action.

Guidelines for Impacted Bookings

1. **Regular Bookings**
 - Customers may choose between a **full refund** or **rescheduling at no additional cost**.
2. **Group Bookings**
 - Only **full refunds** will be offered.
 - **Rescheduling will not be available**, given the uncertainty around flight operations.

To support our customers and partners during this period, we are extending **flexibility and waivers** for travel to and from the Middle East, along with other affected international sectors, until **7th March 2026**, for bookings made on or before **28th February 2026**.

As the situation remains fluid, any further updates will be communicated promptly.

We sincerely appreciate your patience and understanding as we navigate this period with prudence. Our teams remain available to assist you in every possible way.

IndiGo Sales Team