

All Travel Agents
United Arab Emirates

18th May 2020

Waiver for travel between any stations on Air India network
due to COVID - 19
Updated as on 17.05.2020

Dear Travel Partner,

In view of further extension of lockdown in India till 31st May 2020 and consequent cancellation of all Air India flights till 31st May 2020, further to earlier waiver no 24/INT/2020 – Revised dated 01st May 2020, it has been decided to make partial amendment to the existing terms and conditions as below,

Applicability:

- Waiver policy is applicable for travel dates from **15th March 2020 to 15th June 2020** on All 098 tickets Domestic & International both Inbound/outbound.

Re-booking of itinerary:

- If passengers is holding a ticket for a flight operating from **15th March 2020 to 15th June 2020** and does not wish to travel; passenger need not visit or call Air India, or concerned Travel Agent. The passenger are not required to report to the airport, for rescheduling their flight. Air India will waive No-Show charges i.e. the ticket will be protected at full value.
- As and when passengers finalise the date of travel (up to 30th September 2020), s(he) can reschedule travel without paying any date change or sector change fee travel. Difference of fare applicable in case of non-availability of same RBD.

Free of Charge Change- in Date/Flight/Routing is allowed.

Residual Validity of tickets/fare at the time of change	Travel to commence by	Booking RBD / Fare *
Less than 6 months validity	30 th September 2020	Booking in same/higher RBD is allowed. No down selling of Fares/RBD is allowed.
More than 6 months validity	31 st March 2021	*Any fare difference is to be collected.

Please note

1. In case the passenger is able to get the same RBD for his/her new date of travel but the fare for the RBD has changed, passenger would not be charged any differential and may be rebooked without charges.
2. In case passenger has used benefit of any waiver for a free date change and due some reasons there is no operations on the new date also, the passenger will be eligible to avail the benefit of waiver again.

It is clarified that Free – Change of routing should be interpreted as any change of route within the Region. The Region in Air India are defined as DOMESTIC, SAARC, UK, EUROPE, GULF AND MIDDLE EAST, (Including Saudi Arabia), AFRICA, AMERICAS, AUSTRALIA, and SOUTH EAST/FAR EAST. Passenger may choose option to travel to alternate destinations within the same region.

Examples:

- Passenger holding DEL-BLR ticket will be allowed to change it to DEL-MAA.
- Passenger holding DXB-DEL ticket will be allowed to get it reissued to DXB-BLR.
- Passenger holding AUH-BOM ticket will be allowed to travel DXB-BOM
- Passenger holding SHJ-MAA ticket will be allowed to travel DXB-MAA

This is limited period waiver. Air India reserves the right to change/withdraw the waiver at any time, without prior notice. The waiver may be amended / extended depending on reassessment of the situation from time to time.

- Waiver code to be incorporated in endorsement/remark field: **24/INT/2020**
- The above waiver applies for Group travel as well.
- No rerouting is allowed on other carriers.
- This supersedes all other waiver issued in respect to COVID-19.

The information may be disseminated to all concerned. We sincerely appreciate the support of our partners during this period.

Yours Sincerely
Air India Limited