

All Travel Agents  
United Arab Emirates

21<sup>th</sup> March 2020

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

**(Updated as on 19<sup>th</sup> March 2020)**

Dear Travel Partner,

**1. WAIVER APPLICABILITY:**

- **On Existing Bookings:** All tickets issued on 098 documents (Domestic & International) issued till **19MAR2020** for travel period from **01MAR2020** till **31DEC2020**.
- **On fresh bookings:** All tickets on 098 documents (Domestic & International) issued between **20MAR2020** till **31MAY2020** for travel period from **20MAR2020** till **31DEC2020**.

**2. BOOKING FLEXIBILITY:**

- Ticket with less than 06 Month validity stands extended for travel commencing on/before 30SEP2020.
- Ticket with less than 06 Month validity stands extended for travel commencing on/before 31MAR2021.
- Reissuance is permitted on 098 documents only.

**3. PENALTY:** Free change in Date/Flight/Routing subject to cancellation of booking at least 48 hours before departure of the flight.

- NIL: Free Multiple Changes Permitted for travel till 31MAY2020.
- NIL: One free change permitted for travel effective 01JUN2020 till 31DEC2020.
- Down selling of fare/RBD is no Permitted. Revised booking is only permitted in the same or higher RBD.
- Waiver is only on penalty charges. Fare difference, if any, would be applicable.

**4. RE-ISSUANCE:** Through Air India City Booking offices/Airport/Call centre/Travel agents:

- In case the flight is not operating/cancelled, only copy of the ticket details to be retained for further use. No penalties to be applicable in such cases.
- In case flight is in operation, cancellation of booking must be done at least D-48hrs (48 hours before departure) of the flight and copy of the ticket details to be retained. In case, the booking is not cancelled at D-48hrs, applicable penalties as per fare rules is applicable.
- Once the travel date is decided, Air India offices or Travel agents may be contacted for reissuance of the ticket(s).

- Travel agents may contact their respective GDS for retrieving PNR history and to check penalty charges, If any.
- ATO/CTO/Call centre to check the PNR history for penalty charges, if any.
- Air India offices/Travel agents may reissue the tickets after adjusting applicable penalties & difference of fare, if any.
- Travel agents can only reissue tickets originally issued by them.

**5. WAIVER CODE:**

- Waiver code must be incorporated in remark field: **23/INT/2020.**

**6. VALIDITY OF THE WAIVER:**

- This waiver is applicable effect 19MAR2020 till 30MAY2020

**This circular supersedes all previous circular on COVID-19 waivers.**

This is a limited period waiver. Air India reserves the right to change/withdraw the waiver without prior notice.

Yours Sincerely  
Air India Limited