

Please find below amended waiver code reference on Refunds .

Rest all is same as advised by email dated 19Mar20.

New amended advisory dated 20 Mar2020 :

In order to reduce the stress & anxiety of the passengers who plan to travel during this trying times amid COVID-19 outbreak, and also to facilitate those

who wants to postpone the date of travel, Air India has decided to extend following waiver.

1. **WAIVER APPLICABILITY for Travel Period :**
 - For all AI (098) tickets issued : till 31May2020 .
 - For Travel period : From 01 Mar 2020 till 31 Dec 2020.

2. **BOOKING FLEXIBILITY:**
 - **Tickets (S / T / L / U / Z class)** with less than 6 months : validity extended for travel commencing on or before 30Sep.2020
 - **Tickets (from G to Y / J / D / C / F / A)** with more than 6 months : validity stands extended for travel commencing on or before 31 Mar 2021.

3. **PENALTY** : Free **Change in Date/Flight/Routing** *subject to cancellation o/ booking* at least 48 hours before departure of the flight.
 - For travel till 31May2020 : Free Multiple changes permitted .
 - For travel effective from 01Jun2020 till 31DEC2020 : One free change (either outbound or inbound) permitted ..
 - *Down selling of fare/RBD is not permitted. Revised booking is only permitted in the same or higher RBD.*
 - **Waiver is only on penalty charges. Fore & tax 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 or 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-48 hrs (48 hours before departure) of the flight and copy of the ticket details to be retained.
 - In case, the booking is not cancelled at least 48 hours before departure of the flight, 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 mcv 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.
 - Reissuance is permitted on 098 documents only.

- Air India offices/ Travel agents may reissue the tickets after adjusting any penalties and collecting any fare & tax difference , if any .
- **Travel agents** can only reissue tickets originally issued by them. Waiver code must be incorporated in endorsement field: 23/INT/2020.
(please make sure passenger is not NO showed as only date / flight / routing change is waived) .

5. Ticket re issuance WAIVER CODE (for free date change / flight / routing) :

- For ticket re issuance Waiver code must be incorporated in remark / endorsement field : 23/INT/2020.

VALIDITY OF THE WAIVER:

- This waiver is applicable effect. 19 Mar. 2020 till 31 May. 2020

6. Refund :

a) Full refund only authorized for cancelled AI flights for ticket issued in UK in GBP .

Agent can process full refund for cancelled flights in their offices by incorporating waiver code IN TICKET ENDORSEMENT BOX : 23A / REFUND / 2020 .

For partly utilized ticket , please raise RA on BSP .

b) AI flights operating as per schedule : Cancellation / No show charge will apply in accordance with fare rule .

c) No Show : Since, the announcement of suspension of visa was sudden, to facilitate passenger, it has been decided that No-Show charges will be waived till 20th March 2020.

In case passenger has not cancelled the booking and wanted to avail the benefit of the waiver.

However, beyond 20th March 2020, any booking which is not cancelled will attract applicable no-show charges.