

Dear Travel agent ,

**Waiver no 23/INT/2020 for Revised Travel advisory due Corona Virus part 7a dated 20Mar20 is applicable for all travel before 22Mar20 :**

Please note Air India cancelled both International and domestic flights till 14Apr20 in view of the latest guidelines from GOI / MOCA / DGCA for the 21 days - country wide lockdown till 1830 GMT of 14<sup>th</sup> April 2020 to contain **SARS-CoV2** novel coronavirus (**COVID-19**).

**New Travel advisory dated 26 Mar2020 :**

A ) **Applicable: (For travel between 23<sup>rd</sup> Mar'20 to 30<sup>th</sup> Apr'20):** All 098 tickets Domestic & International both Inbound/outbound.

a. **Re-booking /Cancellation of itinerary:**

i. If you are holding a ticket for a flight operating between 23<sup>rd</sup> Mar'20 to 30<sup>th</sup> Apr'20 and you do not wish to travel; you need not visit or call Air India, or your travel agent.

You don't even have to report to the airport, for rescheduling your flight.

ii. Air India will waive No-Show charges i.e. your ticket will be protected at full

iii. **Free of Charge Change-** in **Date/Flight/Routing** is allowed ( Difference of fare applicable in case of non-availability of same RBD )

Based on queries from the field, the following points are clarified further,

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 should not be charged any differential and may be re booked 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, passenger will be eligible to avail the benefit of waiver again.

**B) BOOKING FLEXIBILITY: All Travel has to be completed within Ticket validity .**

Suppose ticket issued in 01Nov19 , outbound travel date 01Mar20 / inbound 30Mar , with T class fare 6 months validity , passenger has to complete inbound before 30Sep.

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

- Waiver code to be incorporated in endorsement/remark field: **24/INT/2020**

**C) Ticket re issuance WAIVER CODE ( for free date change / flight / routing ) : must be incorporated in remark / endorsement field : 24 /INT/2020.**

- Ticket can be reissued by AI office or by Travel agent who has issued original ticket .

**D) Refund :**

- Full refund only authorized for cancelled AI flights ( till 14APR20 ) 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 .
- Rerouting or endorsement not allowed on other carriers.
  - Air India reserves the right to change/withdraw the waiver at any time.
  - The waiver may be amended/extend depending on reassessment of the situation from time to time.

Please disseminate to all concerned and **brief your passengers / booking staff & sub agents accordingly** .