

Dear Travel agent ,

**This revised travel advisory replaces and supercedes all previous advisory due Corona Virus .**

In view of extension of lockdown in India till 31<sup>ST</sup> May 2020, and further to earlier waiver no 24/INT/2020 –

Revised dated 01May20, it has been decided to make partial amendment to the existing terms and conditions as below,

- (A) **Applicability: For travel dates between 15th Mar'20 to 15th Jun'20** on All 098 tickets Domestic & International both Inbound/outbound.

**New revised Travel advisory dated 17<sup>th</sup> May2020 :**

A ) **Applicable: (For travel between 15<sup>th</sup> Mar'20 to 15<sup>th</sup> Jun 2020):** 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 15<sup>th</sup> Mar'20 to 15<sup>th</sup> June 20 and you do not wish to travel; you need not visit or call Air India, or your travel agent. Passenger don't even have to report to the airport, for rescheduling new flight.
- ii. Air India will waive No-Show charges i.e. your ticket will be protected at full .
- iii. As and when you finalise the date of your travel (upto 30th Sep'20), you can reschedule your travel without paying any date change or sector change fee for your travel. Difference of fare applicable in case of non-availability of same RBD.

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

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 .**

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 all No down selling of Fares/ RBD is
More than 6 months validity	31st March 2021	*Any fare difference is to be co

- 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.
- 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.

**C) Refund :**

- **Full refund only authorized for cancelled AI flights ( from 19<sup>th</sup> Mar20 till 31st May2020 ) for ticket issued in UK in GBP .**
  - **Agent may raise RA for full refund on BSP by incorporating waiver code IN TICKET ENDORSEMENT BOX : 23A / REFUND / 2020 .**
  - **For cancelled flights , please cancel PNR before raising 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.

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