

Dear Travel agent ,

Waiver No- 29/INT/2020 (**for Air India DOMESTIC tickets only**) .

(A) **Applicability: For Travel dates between 15th Mar'20 to 24AUG20 (for** Passengers holding Air India Documents (098) and have/had their flights cancelled or are/were not allowed to travel on the flight, owing to changed visa restrictions due COVID-19).

(B) **New Travel Validity:** All tickets irrespective of their date of purchase to be considered valid till 31 December 2021 irrespective of their current validity and ticket type i.e. The Value of the ticket will be fully protected. The booking must be done before 31st December 2021 and journey must be completed latest by 31st December 2021.

(C) **Waiver :**

a) For domestic travel date till 24th August 2020 :

- One free Date and Flight Change, No Change fee, to be collected irrespective of Booking Code in Same Cabin.

- For No show : fare rule will apply .

b) For domestic travel date from 25th August 2020 :

- Date and Flight Change is not free , Change fee applies.

- No Down selling of fare and RBD allowed

- In case of same RBD available but fare is higher, fare difference will be waived.

- Applicable fare difference to be charged in case of fare in other RBD (other than lower or same RBD) is higher

- For No show : fare rule will apply .

(D) **Routing Change :**

i. Passenger desiring a change in routing of the ticket may be allowed to adjust the value of the existing ticket against the new fare. Ticket will have to be reissued along with difference of fare, if applicable.

ii. No reissuance charges to be levied.

iii. For partly utilized tickets (RT tickets), residual value may be calculated taking ½ RT fare.

iv. However, no differential fare refund will be permitted in case new ticket fare is lower than the existing ticket fare.

- Waiver code to be incorporated in endorsement/remark field : **29/INT/2020 (for re issuing tickets)**
- 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.

(E) **Full Refunds for domestic tickets** on cancelled **domestic flights within India** : Only for tickets issued in UK in GBP .

- Full refund only authorized for cancelled domestic flights for travel period from **25th March 2020 to 31st July2020.**
Please allow full refunds without levying any cancellation charges for all bookings made / payment received and
Travel during above lockdown period for domestic travel [within India](#) .
- Please raise RA for full refund on BSP incorporating **domestic refund waiver code : 25 / REFUND / 2020**

This waiver supersedes all earlier waivers issued related to COVID-19 [for domestic travel within India](#) .

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