

Dear Travel Trade partners ,

In view of UK Govt. New Compliance Measures effective 04:00 AM - 23rd APR 21, which has resulted in changed travel conditions for passengers and also reduced frequency on IN-UK- IN route,
please find Waiver for facilitating passengers booked to travel on itineraries involving India-UK-India route.

- Ticket Stock: The waiver is applicable for tickets issued on 098 documents.
- Tickets issuance date: Applicable to **all tickets issued prior to 23.04.21 and after 23.04.21.**
- Travel dates for which waiver applicable: For tickets having confirmed travel dates after 23 April 2021 till New Compliance measures are withdrawn and flight schedule is normalised.
- Kindly book your passengers in line with UK Govt. New Compliance measures that is in place effective 23Apr21.

Waiver of Penalties:

a. **Change Penalty Waiver:**

- 1)** For Ticketed itinerary, between 23 Apr 2021 till normalcy of flight schedule, charges for Date/Flight will be waived.
- 2)** First change will be free, for any subsequent changes, original ticketing conditions w.r.t penalties i.e., Change, No-show will apply.
- 3)** In case of same RBD not available, passengers may be booked in available RBD maintaining the same cabin class, although efforts must be made to book in the next higher RBD.
- 4)** Down selling of RBD/FARE is not permitted.
- 5)** Agent can re book any travel date till 29OCT2021 (except black out period : ***Ex-India : 01 Aug- 10 Sep 2021 / Ex-UK: 15 Jul- 15 Aug 2021***)
- 6)** Ticket re issue with Nil ADC .
- 7)** **Ticket re issuance waiver code : 14A / UK / 2021 (to be inserted in exchanged ticket Endorsement box).**
- 8)** Free change can be availed only once, in case of subsequent changes, rules as per the original booking RBD will apply.

b. **Cancellation fee waiver for cancelled UK / IND / UK flights :**

- 1) In case passenger wants to cancel for tickets issued prior to 23 April 21 and travel post 23rd April 21, NIL cancellation charges will apply.
- 2) Full refund as Cancellation charge waived off .
- 3) Please cancel booking and raise RA on BSP.
- 4) For cancelled flights Full refund Waiver code : 14A / UK / 2021 (to be inserted in Reason box with flight details)**
- 5) To avoid No show , please cancel domestic leg wherever international flight is cancelled**

Above advisory will replace and supercedes all previous advisory sent for cancelled flights.