

Dear Travel Trade partners ,

Please find attached restricted flight schedule introduced effective 16th MAY till 31st MAY 21.

- 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which waiver applicable: For tickets having confirmed travel dates after 23 April 2021 till New Compliance measures are withdrawn and flight schedule is normalised.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 flights :**

- 1) **Full refund** : In case passenger wants to cancel tickets then NIL cancellation charges will apply.
- 2) Please cancel booking and raise RA on BSP.
- 3) Full refund Waiver code : 14 / UK / 2021 (to be inserted in Reason box with flight details)**
- 4) To avoid No show , please cancel domestic leg wherever international flight is cancelled**