

## Revenue Management & Marketing Automation

### New Delhi

Dated : 17 June 2020

### Waiver-No 29/DOM/2020 – Air India Domestic tickets

#### Application:

Passengers holding Air India Documents (098) and have/had their flights cancelled or were not allowed to travel on the flight, owing to changed entry restrictions due COVID-19 from **15 March 20 onwards till 24 Aug 2020.**

#### Passenger type:

Individual/ Group Travellers.

#### New Travel Validity:

All tickets irrespective of their date of purchase to be considered valid till **31 Dec 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 31<sup>st</sup> December 2021** and **journey to be completed latest by 31<sup>st</sup> December 2021.**

#### Waiver :

Change:

**One FREE Change** (Date/Flight/Routing/Booking Code) will be allowed including change of routing.

Applicable conditions w.r.t Change

#### 1) Date/Flight/Booking Code Change:

##### a. For Travel Till 24<sup>th</sup> August 2020

i. For Date and Flight Change, No Change fee, to be collected irrespective of Booking Code in Same Cabin.

##### b. After 24<sup>th</sup> August 2020

i. No Down selling of fare and RBD allowed

ii. In case of same RBD available on same route but fare is higher, fare difference is waived.

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

#### 2) 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 alongwith difference of fare, if applicable. No reissuance charges will be levied for such cases.

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

Waiver Code to be used: **Waiver29/DOM/2020**

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This waiver supersedes all earlier waivers issued related to COVID-19 exceptions below:

As per Office Memorandum from MoCA under ref: AV FNo29011/27/2020-DT dated 16th April 2020 on the subject, " Refund of air fare during the lockdown period, suspending Domestic and International flight operations"- based on the instructions in the referred memo, it has been decided to **allow full refunds without levying any cancellation charges** for all bookings made and payment received during the lockdown period from 25th March 2020 to 03rd May 2020 for travel during the same period. This applies for tickets sold for both Domestic and International Travel in India.

As per Waiver no: 25/2020 dated 31 May Ver 02: Passengers holding tickets for Travel dates between 25th-31st May 2020, which got cancelled, will be eligible for refund **subject to the tickets being purchased post- 22nd May 2020**, when booking resumed for Domestic Flights as per MoCA guidelines.

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