

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** can avail the following options.

New Travel Validity:

All tickets irrespective of their date of purchase will 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 31st December 2021** and **journey to be completed latest by 31st December 2021.**

Waiver :

Change:

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

Applicable conditions with respect to change

1) Date/Flight/Booking CodeChange:

a. For Travel Till 24th August 2020

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

b. After 24th August 2020

- i. In case of same RBD available on same route but fare is higher, fare difference will be waived.
- ii. Applicable fare difference will 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 will 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. 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.