

Dated 22nd May 2020**Guidelines for passengers holding existing Air India tickets (098 documents) for booking on Domestic Flights effective 25 May 2020**

On resumption of select Domestic Flights from 25th May 2020, any passenger holding Air India tickets with travel dates during the lockdown period i.e **23rd March 2020 upto 24th May 2020** will be allowed to book in available flights for the period **25th May 2020 till 24th August 2020** at no extra charge in the same class of original booking.

The above changes can be done through **Air India call centres** and **Air India booking offices only**.

In order to reduce the stress & anxiety of the passengers who must travel during these trying times and also to facilitate those who want to cancel or postpone the date of travel, Air India has decided to extend following waivers.

Applicable:

(For travel between 15th March 2020 to 15th June 2020): All 098 tickets Domestic & International both Inbound/outbound.

Re-booking /Cancellation of itinerary:

- i. If you are holding a ticket for a flight operating between 15th March 2020 to 15th June 2020 and you do not wish to travel; you need not visit or call Air India, or your travel agent. You don't even have to report to the airport, for rescheduling your flight till normalcy of operations is restored.
- ii. Air India will waive No-Show charges i.e. your ticket will be protected at full value.
- iii. As and when you finalise the date of your travel (up to 30th September 2020), you can reschedule your travel without paying any date change or sector change fee for your travel.
- iv. Difference of fare applicable in case of non-availability of same RBD.
- v. **Free of Charge Change- in *Date/Flight/Routing*** is allowed**

Residual Validity of tickets/fare at the time of change	Booking can be made till	Booking RBD / Fare *
Less than 6 months validity	30 th September 2020	Booking in same/higher RBD is allowed. No down selling of Fares/ RBD is allowed. *Any fare difference will be collected.
More than 6 months validity	31 st March 2021	Booking in same/higher RBD is allowed. No down selling of Fares/ RBD is allowed. *Any fare difference will be collected

**Change of Routing implies change of routing within the region. Regions are defined as DOMESTIC, SAARC, UK, EUROPE, GULF(including Nairobi), AMERICAS, AUSTRALIA, SOUTH EAST/FAR EAST. Passengers may choose option to travel to alternate destinations within the same region.

Examples:

1. Passenger holding DELHI-BANGALORE ticket will be allowed to change to DELHI-CHENNAI.
2. Passenger holding DELHI-FRANKFURT ticket will be allowed to change to DELHI-VIENNA.

- In all cases, please retain a copy of the ticket and PNR till you complete your itinerary.
- The above waiver applies for Individual as well as Group travel.
- No rerouting is allowed on other carriers.
- The above also applies to tickets issued through travel agents/online travel portals
- 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.