



All Travel Agents
United Arab Emirates

09th March 2020

Sub: Waiver for travel between any stations on Air India network due to COVID -19

Dear Travel Partner,

In view of the ongoing crisis due to COVID-19, **One Change on Gratis basis is allowed** for Change of Date/ Flight/Routing on all **bookings** made till **09th March 2020** with **travel date** until **30th April 2020** and **new bookings till 31st March 2020** for travel between **any stations on Air India network**.

Please Note:

- Modifications allowed on **all bookings till 72 hrs prior to departure**
- Waiver code to be incorporated in the remark field is: **18/INT/2020 dated 09 March 2020**
- **AI, 098 ticket stock** only.
- For travel between **any stations on Air India network**
- Ticket must be reissued **on or before 31st March 2020**

Other Information:

- Change Fee will be waived for **One Instance only** -any subsequent changes will be subject to normal reissue fee.
- In case of non-availability of same fare level, difference of fare will be charged. Down selling not permitted.
- Tickets can only be reissued by the agency that originally issued the ticket.
- In case of re-routing, applicable difference of fare will be charged.
- Bulk/Net Fare tickets must be referred to original issuing agent.
- PNR must be documented with Waiver Code Remark or OSI.

Please disseminate this information to all our valued passengers.

Thanking you and assuring you of our close cooperation at all times.

Yours Sincerely
Air India Limited