

FOR INTERNAL CIRCULATION AND FOR TRAVEL AGENTS ONLY

Waiver No: 23/INT/2020

Dated 19th March 2020

In order to reduce the stress & anxiety of the passengers who plan to travel during this trying times amid COVID-19 outbreak, and also to facilitate those who wants to postpone the date of travel, Air India has decided to extend following waiver.

1. WAIVER APPLICABILITY:

- **On Existing Bookings :** All tickets issued on 098 documents(Domestic & International) issued till 19 Mar 2020 for travel period from 01 Mar 2020 till 31 Dec 2020.
- **On Fresh Bookings :** All tickets issued on 098 documents(Domestic & International) issued between 20 Mar. 2020 till 31 May. 2020 for travel period from 20 Mar 2020 till 31 Dec 2020.

2. BOOKING FLEXIBILITY:

- Tickets with less than 6 months validity stands extended for travel commencing on/before 30 Sep.2020
- Tickets with more than 6 months validity stands extended for travel commencing on/before 31 Mar 2021.
- Reissuance is permitted on 098 documents only.

3. PENALTY : Free Change in Date/Flight/Routing subject to cancellation of booking at least 48 hours before departure of the flight.

- NIL : Free Multiple changes permitted for travel till 31 May 2020.
- NIL : One free change permitted for travel effective 01 Jun 2020 till 31 Dec 2020
- *Down selling of fare/RBD is not permitted. Revised booking is only permitted in the same or higher RBD.*
- *Waiver is only on penalty charges. Fare difference, if any, would be applicable.*

4. RE-ISSUANCE : Through Air India City booking offices/ Airport/ Call centre/ Travel agents:

- In case the flight is not operating /cancelled, only copy of the ticket details to be retained for further use. No penalties to be applicable in such cases.
- In case flight is in operation, cancellation of booking must be done at least D-48 hrs (48 hours before departure) of the flight and copy of the ticket details to be retained. In case, the booking is not cancelled at least 48 hours before departure of the flight, applicable penalties as per fare rules is applicable.
- Once the travel date is decided, Air India offices or Travel agents may be contacted for reissuance of the ticket(s).
- Travel agents may contact their respective GDS for retrieving PNR history and to check penalty charges ,if any.
- ATO/CTO/call centre to check the PNR history for penalty charges ,if any.
- Air India offices/ travel agents may resissue the tickets after adjusting applicable penalties & difference of fare, if any.
- Travel agents can only resissue tickets originally issued by them.

5. WAIVER CODE:

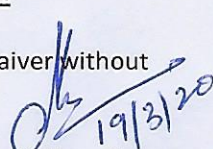
- Waiver code must be incorporated in remark field: **23/INT/2020**.

6. VALIDITY OF THE WAIVER:

- This waiver is applicable effect. 19 Mar. 2020 till 31 May. 2020

This circular supersedes all previous circular on COVID-19 waivers.

This is a limited period waiver. Air India reserves the right to change/withdraw this waiver without prior notice.


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