



AGENT BULLETIN 20-07

--- MARCH 26, 2020 ---

Further Suspension of International Flights To/From India

Further to AB 20-06, in accordance with a newly released Government of India directive, all international flights to/from India are cancelled through 14th April. Domestic flights remain suspended through 31st March.

COVID Waiver 24/INT/2020

In view of changing scenario with regards to COVID-19, it has been decided that earlier domestic only provisions will now be extended to all International Markets. Passengers holding confirmed tickets during the mentioned period of travel need not call up or visit Air India offices for cancellation of their bookings. No-show charges will be waived off and the full ticket value will be protected.

Applicable for travel between 23rd Mar'20 to 30th Apr'20

- ❖ All 098 tickets Domestic & International both Inbound/outbound.

Re-booking / Cancellation of itinerary:

- ❖ If passengers are holding a ticket for a flight operating between 23rd Mar'20 to 30th Apr'20 and do not wish to travel; they need not visit or call Air India or their travel agent to reschedule their flight.
- ❖ Air India will waive No-Show charges i.e. the ticket will be protected at full value.

Free of Charge Change in Date/Flight/Routing is allowed as follows

Residual Validity of tickets/fare at the time of change	Booking can made until	Booking RBD / Fare *
6 months or less	30-Sep-20	Booking in the same/higher RBD is allowed. No down-selling of Fares/RBD is allowed. Any fare difference is to be collected , except as noted below.
More than 6 months	31-Mar-21	
<ul style="list-style-type: none">❖ In case the passenger is able to get the same RBD for his/her new date of travel but the fare for the RBD has changed, passenger should not be charged any differential and may be rebooked without charges for travel commencing on/before September 20, 2020 only.❖ In case, passenger has used benefit of any waiver for a free date change and due some reasons there is no operations on the new date also, passenger will be eligible to avail the benefit of waiver again.		

- ❖ Waiver code to be incorporated in endorsement/remark field: **24/INT/2020**
- ❖ No rerouting is allowed on other carriers.
- ❖ 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.