



Dated: 15 May, 2017

Clarification on Churn Bookings:

Churning Definition as per BIDT policy

Churning

Churning refers to repeated canceling and rebooking of same itinerary in the same or different classes of service across one or more PNRs or GDS/CRSs. Churning is often done to circumvent ticketing time limits. This practice is totally unacceptable as it blocks seats from other Service Providers dis-servicing all of our customers. Your Compliance with all booking and ticketing requirements is requested. Any passenger booking seen 6 or more times will be liable for cancellation of all existing bookings, with appropriate cost recovery and penal action.

"Churning" is not permitted for any reason including, without limitation, to circumvent or extend ticketing time limits, to hold inventory, or to find a fare, or carry forward special remarks from one itinerary to another.

As per Air India BIDT policy, if the passenger is not ticketed Air India exempts up to five churns.

Irrespective of whether the travel agent has cancelled the booking or not in their GDS system, Air India is still going to charge for all the churns above five. The reason for Air India to charge for the churnings above the set limit is because, it blocks Air India inventory from other prospective passengers leading to revenue loss.

***Executive Director
Revenue Management & Industry
Affairs Air India Ltd***