

Air India Limited

(Formerly known as National Aviation Company of India Limited
hereinafter referred as **Air India**)

GENERAL CONDITIONS OF CARRIAGE FOR PASSENGERS AND BAGGAGE

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Article 1 - DEFINITIONS

"AGREED STOPPING PLACES" means those places, except the place of departure and the place of destination, set forth in the ticket or shown in Carrier's timetables as scheduled stopping places on the passenger's route.

"BAGGAGE" means such articles, effects and other personal property of passenger as are necessary or appropriate for wear; use comfort or convenience in connection with the trip and such other items as can be conveniently carried with the passenger on such trip and are accepted by the Carrier for carriage. Unless otherwise specified it includes both checked and unchecked baggage of the passenger.

"BAGGAGE CHECK" means those portions of the Ticket which relate to the carriage of the passenger's checked baggage.

"BAGGAGE IDENTIFICATION TAG" means a document issued by Carrier solely for identification of checked baggage.

"CARRIER" includes the air Carrier issuing the ticket and all air Carriers that carry or undertake to carry the passenger and/or his baggage hereunder.

"CARRIER'S REGULATIONS" means rules, other than these Conditions as may be laid down by the Carrier and for the time being in force, governing carriage of passengers and/or baggage and shall include the Conditions of Contract as incorporated in the ticket and any applicable tariffs in force.

"CHECKED BAGGAGE" means baggage of which Carrier takes sole custody and for which Carrier has issued a baggage check.

"COMMERCIAL AGREEMENT" means an agreement, other than an agency agreement, made between Carriers and relating to the provision of their joint services for carriage of passengers by air.

"CONJUNCTION TICKET" means a ticket issued to a passenger in conjunction with another ticket which together constitute a single contract of carriage.

"CONVENTION" means the Convention for the Unification of certain Rules relating to International Carriage by Air signed at Montreal on May 28, 1999 or Warsaw on October 12, 1929, or the said Convention as amended by the Hague Protocol of 1955, whichever may be applicable to the carriage under the Contract of Carriage.

"DAMAGE" means death, injury, delay, loss or other damage arising during the course of carriage by air performed by the Carrier or during the course of any of the operations of embarking or disembarking.

"DAYS" means calendar days, including all seven days of the week, provided that, for the purpose of notification, the day upon which notice is despatched shall not be counted; and that for purposes of determining duration of validity the day upon which the ticket is issued, or flight commenced, shall not be counted.

"ELECTRONIC COUPONS" means Electronic Flight Coupons or other value document held in Carrier's database.

"ELECTRONIC TICKET" means the itinerary/receipt issued by or on behalf of Carrier, the electronic coupons and, if applicable, a boarding document"

"FLIGHT COUPON" means that portion of the ticket that bears the notation "good for passage" and indicates the particular places between which passenger is entitled to be carried.

"ITINERARY/RECEIPT" means a document or documents forming part of the Electronic Ticket which contains the information and notices required under the Convention as otherwise required.

"PASSENGER" means any person, except members of the crew, carried or to be carried in an aircraft with the consent of Carrier.

"PASSENGER COUPON" or **"PASSENGER RECEIPT"** means that portion of the ticket issued by or on behalf of Carrier, which is so marked and which ultimately is to be retained by the passenger.

"PRINCIPAL AND PERMANENT RESIDENCE" means the one fixed and permanent abode of the passenger at the time of the accident. The nationality of the passenger shall not be the determining factor in this regard.

"STOPOVER" means a deliberate interruption of a journey by the passenger, at a point between the place of departure and the place of destination, which has been agreed to in advance by Carrier.

"TICKET" means the document entitled "Passenger Ticket and Baggage Check" issued by or on behalf of Carrier and includes the Conditions of Contract and notices and the flight and passenger coupons contained therein.

"UNCHECKED BAGGAGE" means any baggage of the passenger other than checked baggage.

"SPECIAL DRAWING RIGHTS" means Special Drawing Right as defined by the International Monetary Fund, to be converted into the national currency in accordance with the valuation applied by the International Monetary Fund.

Article 2 - APPLICABILITY

2.1 GENERAL

2.1.1 Except as provided in 2.2 to 2.5, these Conditions of Carriage apply to all carriage by air, whether international carriage or carriage which is not international, of passengers and baggage, performed by Carrier for reward.

2.1.2 These Conditions also apply to gratuitous and reduced fare carriage except to the extent that Carrier has provided otherwise in its Regulations or in the relevant contracts, passes or tickets.

2.1.3 In regard to carriage by air which is international, the rules and limitations relating to liability by the Convention as embodied in the Indian Carriage by Air Act, 1972 as amended vide Act No. 28 of 2009, dated 20/03/2009, shall apply.

2.1.4 In regard to carriage by air which is not international, the rules and limitations relating to liability as specified by Notifications issued from time to time under Section 8 of the Indian Carriage by Air Act, 1972, shall apply.

2.2 CARRIAGE TO/ FROM CANADA

These Conditions apply to carriage between places in Canada or between a place in Canada and any place outside thereof, only to the extent they are incorporated in tariffs in force in Canada.

2.3 CHARTERS

If Carriage is performed pursuant to a charter agreement these conditions apply only to the extent they are incorporated by reference by the terms of the charter agreement and the charter ticket.

2.4 OVERRIDING LAW

To the extent that any provision contained or referred herein is contrary to anything contained in the Convention where applicable and any applicable laws, government regulations, orders or requirements that cannot be waived by agreement of the parties, such provision shall not apply. The invalidity of any provision shall not affect the validity of any other provision.

2.5 CONDITIONS PREVAIL OVER REGULATIONS

Except provided herein, in the event of inconsistency between these Conditions and Carrier's regulations, these Conditions shall prevail, except where tariffs in force in the United States or Canada apply, in which case the tariffs shall prevail.

Article 3 - TICKETS

3.1 TICKET PRIMA FACIE EVIDENCE OF CONTRACT

3.1.1 The ticket constitutes prima facie evidence of the contract of carriage between Carrier and the passenger named on the ticket. Carrier will provide carriage only to passenger holding such ticket, or holding, as proof of payment or part payment, any other Carrier document issued by Carrier or its authorised agent. The ticket is and remains at all times the property of the issuing Carrier. The Conditions of Contract contained in the ticket are a summary of some of the provisions of these Conditions of Carriage.

3.1.2 Requirement for Ticket

Except in case of an electronic ticket, a person shall not be entitled to be carried on flight unless that person presents a ticket valid and duly issued in accordance with Carrier's Regulations and containing the flight coupon for that flight and all other unused flight coupons and the passenger coupon. A passenger shall furthermore not be entitled to be carried if the ticket presented is mutilated or if it has been altered otherwise than by Carrier or its authorised Agent. In case of an electronic ticket, a person shall not be entitled to be carried on a flight unless that person provides positive identification and has ticket valid and duly issued in accordance with Carriers's Regulation and contained in Carrier's database.

3.1.3 Loss, etc. of Ticket

In case of loss or mutilation of a ticket, or part thereof, or non-presentation of a ticket containing the passenger coupon and all unused flight coupons, the issuing Carrier may at the passenger's request, replace such ticket or part thereof by issuing a new ticket on receipt of proof satisfactory to Carrier that a ticket valid for the flights in question was duly issued and upon compliance with appropriate conditions as may be required by the Carrier including the payment of a service charge.

3.1.4 Ticket not Transferable

A ticket is not transferable. If someone other than the person entitled to be carried on a ticket travels pursuant to that ticket or is given a refund in connection therewith, Carrier shall not be liable to the person so entitled if, in good faith it provides carriage, or makes a refund. If a ticket is presented by someone other than the person entitled to be carried hereunder or to a refund in connection therewith, Carrier shall not be liable to the person so entitled if in good faith it provides carriage or makes a refund to the person presenting the ticket.

3.2 PERIOD OF VALIDITY

A ticket is valid for carriage for one year from the date of commencement of travel or if no portion of the ticket is used from the date of issue thereof, except as otherwise provided in the ticket, these Conditions or Carrier's Regulations.

3.2.1 Extension of validity

3.2.1.1 If a passenger is prevented from travelling within the period of validity of the ticket because Carrier:

1. cancels the flight on which the passenger holds a reservation; or
2. omits a scheduled stop, being the passenger's place of departure, place of destination or a stopover; or
3. fails to operate a flight reasonably according to schedule; or
4. causes the passenger to miss a connection; or
5. substitutes a different class of service; or
6. is unable to provide previously confirmed space; the validity of such passenger's ticket will be extended until Carrier's first flight on which space is available in the class of service for which the fare has been paid.

3.2.1.2 When a passenger holding a ticket, is prevented from travelling within the period of validity of the ticket because at the time such passenger requests reservations, Carrier is unable to provide space on the flight, the validity of such passenger's ticket will be extended in accordance with Carrier's Regulations.

3.2.1.3 When a passenger after having commenced his or her journey is prevented from travelling within the period of validity of the ticket by reason of illness, Carrier may extend (provided such extension is not precluded by Carrier's Regulations applicable to the fare paid by the passenger) the period of validity of such passenger's ticket until the date when the passenger becomes fit to travel according to a medical certificate, or until Carrier's first flight after such date from the point where the journey is resumed on which space is available in the class of service for which the fare has been paid. When the flight coupons remaining in the ticket involve one or more stopovers, the validity of such ticket, subject to Carrier's Regulations, may be extended for not more than three months from the date shown on such certificate. In such circumstances, Carrier may extend similarly the period of validity of tickets of other members of the passenger's immediate family accompanying an incapacitated passenger.

3.2.1.4 In the event of death of a passenger en route, the tickets of the persons accompanying the passenger may be modified by waiving the minimum stay or extending the validity. In the event of a death in the immediate family of a passenger who has commenced travel, the validity of the passenger's tickets and those of his or her immediate family accompanying the passenger may be likewise modified. Any such modification shall be made upon receipt of a proper death certificate and any such extension of validity shall not be for a period longer than forty-five (45) days from the date of the death.

3.3 FLIGHT COUPON SEQUENCE

3.3.1 Carrier will honour flight coupons, or in the case of an electronic ticket, an electronic coupon, only in the sequence from the place of departure as shown on the ticket.

3.3.2 The ticket may not be valid and Carrier may not honour the passenger's ticket if the first flight coupon, or in the case of an electronic ticket, an electronic coupon, for International travel has not been used and the passenger commences his or her journey at any stopover or agreed stopping place.

3.3.3 Each flight coupon, or in the case of an electronic ticket, an electronic coupon, will be accepted for carriage in the class of service specified therein on the date and flight for which accommodation has been reserved. When flight coupons, or in the case of an electronic ticket, an electronic coupon, are issued without a reservation being specified thereon, space will be reserved on application subject to the conditions of the relevant fare and the availability of space on the flight applied for.

3.4 NAME AND ADDRESS OF CARRIER

Carrier's name may be abbreviated in the ticket. Carrier's address shall be deemed to be the airport of departure shown opposite the first abbreviation of Carrier's name in the "Carrier" box in the ticket.

Article 4 - STOPOVERS

Stopovers may be permitted at agreed stopping places subject to government requirements and Carrier's Regulations.

Article 5 - FARES AND CHARGES

5.1 GENERAL

Fares apply only for carriage from the airport at the point of origin to the airport at the point of destination. Fares do not include ground transport service between airports and between airports and town terminals, unless provided by Carrier without additional charge.

5.2 APPLICABLE FARES

Applicable fares are those published by or on behalf of Carrier or, if not so published, constructed in accordance with Carrier's Regulations. Subject to government requirement and Carrier's Regulations, the applicable fare is the fare for the flight or flights in effect on the date of commencement of the carriage covered by the first flight coupon of the ticket. When the amount that has been collected is not the applicable fare the difference shall be paid by the passenger or, as the case may be, refunded by Carrier, in accordance with Carrier's Regulations.

5.3 ROUTING

Unless otherwise provided in Carrier's Regulations, fares apply only to routings published in connection therewith. If there is more than one routing at the same fare, the passenger may specify the routing prior to the issue of the ticket. If no routing is specified, Carrier may determine the routing.

5.4 TAXES AND CHARGES

Any tax or charge imposed by government or other authority, or by the operator of an airport, in respect of a passenger or the use by a passenger of any service or facilities will be in addition to the published fares and charges and shall be payable by the passenger, except as otherwise provided in Carrier's Regulations. The passenger may be required to pay taxes or fees not already collected on the ticket for any reason.

5.5 CURRENCY

Fares and charges are payable in any currency acceptable to Carrier. When payment is made in a currency other than the currency in which the fare is published, such payment will be made at the rate of exchange established in accordance with Carrier's Regulations.

Article 6 - RESERVATIONS

6.1 RESERVATION REQUIREMENTS

Reservations are not confirmed until recorded as accepted by Carrier or its authorised Agent.

As provided in Carrier's Regulations, certain fares may have conditions which limit or exclude the passenger's right to change or cancel reservations.

6.2 TICKETING TIME LIMITS

If a passenger has not paid for the ticket (or made credit arrangements with Carrier) prior to the specified ticketing time limit, Carrier may cancel the reservation.

6.3 PERSONAL DATA

The passenger recognises that personal data has been given to Carrier for the purposes of making a reservation for carriage and for obtaining ancillary services, facilitating immigration and entry requirements, and making available such data to government agencies who may share such personal data with other government agencies which is beyond the control of the Carriers. For these purposes the passenger authorises Carrier to retain such data and to transmit it to its own offices, other Carriers or the providers of such services, in whatever country they may be located. (A detailed customer data privacy policy is available on the Carrier's website).

6.4 SEATING

Carrier does not guarantee to provide any particular seat in the aircraft and the passenger agrees to accept any seat that may be allotted on the flight in the class of service for which the ticket has been issued.

6.5 SERVICE CHARGE WHEN SPACE NOT OCCUPIED

A service charge, in accordance with Carrier's Regulations, may be payable by a passenger who fails to use space for which a

reservation has been made.

6.6 RECONFIRMATION OF RESERVATIONS

Onward or return reservations may be subject to the requirement to reconfirm the reservation in accordance with and within the time limits specified in Carrier's Regulations. Failure to comply with any such requirement may result in cancellation of any onward or return reservations.

6.7 CANCELLATION OF ONWARD RESERVATIONS MADE BY CARRIER

If a passenger does not use a reservation and fails to advise Carrier, Carrier may cancel or request cancellation of any onward or return reservations.

Article 7 - CHECK-IN

The passenger shall arrive at Carrier's check-in location and boarding gate sufficiently in advance of flight departure to permit completion of any Government formalities and departure procedures and in any event not later than the time that may be indicated by Carrier. If the passenger fails to arrive in time at Carrier's check-in location or boarding gate or appears improperly documented and not ready to travel Carrier may cancel the space reserved for the passenger and will not delay the flight. Carrier is not liable to the passenger for loss or expense due to the passenger's failure to comply with the provisions of this Article.

Article 8 - REFUSAL AND LIMITATION OF CARRIAGE

8.1 RIGHT TO REFUSE CARRIAGE

Carrier may refuse carriage of any passenger or passenger's baggage for reasons of safety or if, in the exercise of its reasonable discretion, Carrier determines that:

8.1.1 such action is necessary in order to comply with any applicable laws, regulations, or orders of any state or country to be flown from, into or over or

8.1.2 the conduct, age, or mental or physical state of the passenger is such as to:

- 8.1.2.1 require special assistance of Carrier, or
- 8.1.2.2 cause discomfort or make himself or herself objectionable to other passengers; or
- 8.1.2.3 involve any hazard or risk to himself or herself or to other persons or to property; or

8.1.3 such action is necessary because the passenger has failed to observe the instructions of Carrier; or

8.1.4 the passenger has refused to submit to a security check; or

8.1.5 the applicable fare or any charges or taxes payable have not been paid, or credit arrangements agreed between Carrier and the passenger (or the person paying for the ticket) have not been complied with; or

8.1.6 the passenger does not appear to be properly documented; or

8.1.7 the ticket presented by the passenger:

1. has been acquired unlawfully or has been purchased from an entity other than the issuing Carrier or its authorised Agent, or
2. has been reported as being lost or stolen, or
3. is a counterfeit ticket, or
4. any flight coupon has been altered by anyone other than Carrier or its authorised Agent, or has been mutilated, and Carrier reserves the right to retain such ticket, or

8.1.8 the person presenting the ticket cannot prove that he or she is the person named in the "Name of Passenger" box, and Carrier reserves the right to retain such ticket.

8.2 LIMITATION ON CARRIAGE

Acceptance for carriage of unaccompanied children, incapacitated persons, pregnant women or person with illness may be subject to prior arrangement with Carrier, in accordance with Carrier's Regulations.

Article 9 - BAGGAGE

9.1 ITEMS UNACCEPTABLE AS BAGGAGE

9.1.1 The passenger shall not include in his or her baggage:

9.1.1.1 Items which do not constitute baggage as defined in Article 1 thereof;

9.1.1.2 Items which are likely to endanger the aircraft or persons or property on board the aircraft, such as those specified in the Dangerous Goods Regulations of the International Civil Aviation Organisation (ICAO) and the International Air Transport Association (IATA), and in Carrier's Regulations (further information is available from Carrier on request);

9.1.1.3 Items the carriage of which is prohibited by the applicable laws, regulations or orders of any state to be flown from, to or over;

9.1.1.4 Items which in the opinion of Carrier are unsuitable for carriage by reason of their weight; size or character, such as fragile or perishable items;

9.1.1.5 Live animals, except as provided for in 9.10

9.1.2 Firearms and ammunition other than for hunting and sporting purposes are prohibited from carriage as baggage. Firearms and ammunition for hunting and sporting purposes may be accepted as checked baggage in accordance with Carrier's Regulations. Firearms must be unloaded with the safety catch on, and suitably packed. Carriage of ammunition is subject to ICAO and IATA Dangerous Goods Regulations.

9.1.3 The passenger shall not include in checked baggage fragile or perishable items, money, jewellery, precious metals, silverware, negotiable papers, securities or other valuables, business documents, passports and other identification documents or samples.

9.1.4 Weapons such as antique firearms, swords, knives and similar items may be accepted as baggage in accordance with Carrier's Regulations.

9.1.5 If any item referred to in 9.1.1 or 9.1.2 are carried, whether or not they are prohibited from carriage as baggage, the carriage thereof shall be subject to the charges, limitations of liability and other provisions of these Conditions applicable to the carriage of baggage.

9.2 RIGHT TO REFUSE CARRIAGE

9.2.1 Carrier may refuse carriage as baggage of such items described in 9.1 as are prohibited from carriage as baggage and may refuse further carriage of any such items on discovery thereof.

9.2.2 Carrier may refuse to carry as baggage any item because of its size, shape, weight or character.

9.2.3 Unless advance arrangements for its carriage has been made with Carrier, Carrier may carry on later flight baggage, which is in excess of the applicable free allowance.

9.2.4 Carrier may refuse to accept baggage as checked baggage unless it is properly packed in suitcases or other suitable containers to ensure safe carriage with ordinary care in handling.

9.3 RIGHT OF SEARCH

For reasons of safety and security, Carrier may request the passenger to permit a search to be made of his or her person and his or her baggage, and may search or have searched the passenger's baggage in his or her absence if the passenger is not available, for the purpose of determining whether he or she is in possession of or whether his or her baggage contains any item described in 9.1. If the passenger is unwilling to comply with such request, Carrier may refuse to carry the passenger or baggage.

9.4 CHECKED BAGGAGE

9.4.1 Upon delivery to Carrier of baggage to be checked Carrier shall take custody thereof and issue a baggage identification tag for each piece of checked baggage.

9.4.2 If baggage has no name, initials or other personal identification, the passenger shall affix such identification to the baggage prior to acceptance.

9.4.3 Checked baggage will be carried on the same aircraft as the passenger unless Carrier decides that this is impracticable, in which case Carrier will carry checked baggage on the next flight on which space is available.

9.5 FREE BAGGAGE ALLOWANCE

Passenger may carry free of charge baggage as specified and subject to the conditions and limitations in Carrier's Regulations.

9.6 EXCESS BAGGAGE

A passenger shall pay charge for the carriage of baggage in excess of the free baggage allowance at the rate and in the manner

provided in Carrier's Regulations.

9.7 EXCESS VALUE DECLARATION AND CHARGE

9.7.1 If, in accordance with Carrier's Regulations Carrier offers an excess valuation facility, a passenger may declare a value for checked baggage in excess of the applicable liability limits. If the passenger makes such a declaration the passenger shall pay any applicable charges.

9.7.2 Carrier will refuse to accept an excess value declaration on checked baggage when a portion of the carriage is to be provided by another Carrier which does not offer the facility.

9.8 UNCHECKED BAGGAGE

9.8.1 Baggage which the passenger carries on to the aircraft must fit under the seat in front of the passenger or in an enclosed storage compartment in the cabin. Items determined by Carrier to be of excessive weight or size will not be permitted in the cabin.

9.8.2 Objects not suitable for transport in the cargo compartment (such as delicate musical instruments and the like) will only be accepted for transportation in the cabin compartment if due notice has been given in advance and permission granted by Carrier. The transport of such objects may be charged for separately.

9.9 COLLECTION AND DELIVERY OF BAGGAGE

9.9.1 The passenger shall collect his or her baggage as soon as it is available for collection at place of destination or stopover.

9.9.2 Only the bearer of the baggage check and identification tag, delivered to the passenger at the time the baggage was checked, is entitled to delivery of baggage. Failure to exhibit the baggage identification tag shall not prevent delivery provided the baggage check is produced and the baggage is identified by other means.

9.9.3 If a person claiming the baggage is unable to produce the baggage check and identify the baggage by means of a baggage (identification) tag, Carrier will deliver the baggage to such person only on condition that he or she establishes to Carrier's satisfaction his or her right thereto, and if required by Carrier, such person shall furnish adequate security to indemnify Carrier for any loss, damage or expense which may be incurred by Carrier as a result of such delivery.

9.9.4 Acceptance of baggage by the bearer of the baggage check without complaint at the time of delivery is prime facie evidence that the baggage has been delivered in good condition and in accordance with the contract of carriage.

9.10 ANIMALS

9.10.1 Animals such as dogs, cats, household birds and other pets, when properly crated and accompanied by valid health and vaccination certificates, entry permits, and other documents required by countries of entry or transit will, with the advance agreement of Carrier, be accepted for carriage, subject to Carrier's Regulations.

9.10.2 If accepted as baggage, the animal, together with its container and food carried, shall not be included in the free baggage allowance of the passenger but constitute excess baggage, for which the passenger shall pay the applicable rate.

9.10.3 Guide dogs accompanying sight/hearing impaired and physically handicapped passengers together with containers and food, will be carried free of charge in addition to the normal free baggage allowance, subject to Carrier's Regulations.

9.10.4 Acceptance for carriage of animals is subject to the condition that the passenger assumes full responsibility for such animal. Carrier shall not be liable for injury to or loss, delay, sickness or death of such animal in the event that it is refused entry into or passage through any country, state or territory.

Article 10 - SCHEDULES, CANCELLATION OF FLIGHTS

10.1 SCHEDULES

Carrier undertakes to use its best efforts to carry the passenger and his or her baggage with reasonable despatch and to adhere to published schedules in effect on the date of travel.

10.2 CANCELLATION, CHANGES OF SCHEDULE, ETC.

If due circumstances beyond its control Carrier cancels or delays a flight, is unable to provide previously confirmed space, fails to stop at passenger's stopover or destination point, or causes the passenger to miss a connection flight on which the passenger holds a reservation, Carrier shall either:

10.2.1 Carry the passenger on another of its scheduled passenger services on which space is available or

10.2.2 Reroute the passenger to the destination indicated on the ticket or applicable portion thereof by its own scheduled services or the scheduled services of another Carrier, or by means of surface transportation. If the sum of the fare, excess baggage charge and any applicable service charge for the revised routing is higher than the refund value of the ticket or applicable portion thereof, Carrier shall require no additional fare or charge from the passenger, and shall refund the difference if

the fare and charges for the revised routing are lower; or

10.2.3 Make a refund in accordance with the provisions of Article 11; and shall be under no further liability to the passenger.

Except in the case of its acts or omissions done with intent to cause damage or recklessly and with knowledge that damage would probably result, Carrier shall not be liable for errors or omissions in timetables or other published schedules, or for representations made by employees, agent or representative or Carrier as to the dates or times of departure or arrival or as to the operation of any flight.

Article 11 - REFUNDS

11.1 GENERAL

On failure by Carrier to provide carriage in accordance with the Contract of carriage, or where the passenger requests a voluntary change of his or her arrangements, refund for an unused ticket or portion thereof shall be made by Carrier in accordance with this Article and with Carrier's Regulations.

11.2 PERSON TO WHOM REFUND WILL BE MADE

11.2.1 Except as herein after provided in this Article, Carrier shall be entitled to make refund either to the person named in the ticket, or to the person who has paid for the ticket upon presentation of satisfactory proof. In the event payment for the ticket is made through a travel agent, refund shall normally be made through such travel agent.

11.2.2 If a ticket has been paid for by a person other than the passenger named in the ticket, and Carrier has indicated on the ticket that there is a restriction on refund, Carrier shall make a refund only to the person paying for the ticket or to that person's order.

11.2.3 Except in the case of lost tickets, refunds will only be made on surrender to Carrier of the passenger coupon or passenger receipt and surrender of all unused flight coupons.

11.2.4 A refund made to anyone presenting the passenger coupon on passenger receipt and all unused flight coupons and holding himself or herself out as a person to whom refund may be made in terms of 11.2.2 shall be deemed a proper refund and shall discharge Carrier from liability and any further claim for refund.

11.3 INVOLUNTARY REFUNDS

If Carrier cancels a flight, fails to operate a flight reasonably according to schedule, fails to stop at a point to which the passenger is destined or ticketed to stop over, is unable to provide previously confirmed space or causes the passenger to miss a connecting flight on which the passenger holds a reservation, the amount of the refunds shall be:

11.3.1 If no portion of the ticket has been used, an amount equal to the fare paid;

11.3.2 If a portion of the ticket has been used, the refund will be the higher of :

11.3.2.1 The one way fare (less applicable discounts and charges) from point of interruption to destination or point of next stopover, or

11.3.2.2 The difference between the fare paid and the fare for the transportation used.

11.4 VOLUNTARY REFUNDS

If the passenger wishes a refund of his or her ticket for reasons other than those set out in Paragraphs of this Article the amount of the refund shall be:

11.4.1 If a portion of the ticket has been used, the refund will be an amount equal to the difference between the fare paid and the applicable fare for travel between the points for which the ticket has been used, less any applicable service charges or cancellation fees.

11.5 REFUND ON LOST TICKET

11.5.1 If a ticket or portion thereof is lost, refund will be made on proof of loss satisfactory to Carrier and upon payment of any applicable service charge, on condition.

11.5.2 That the person to whom the refund is made undertakes, in such form as may be prescribed by Carrier, to repay to Carrier the amount refunded in the event and to the extent that the lost ticket or portion thereof is used by any person or that refund thereof is made to any person in possession of the ticket.

11.6 RIGHT TO REFUSE REFUND

11.6.1 After the expiry of the validity of the ticket, Carrier may refuse refund when application therefore is made later than the time prescribed in Carrier's Regulations.

11.6.2 Carrier may refuse refund on a ticket which has been presented to Carrier or to Government officials of country as

evidence of intention to depart there from, unless the passenger establishes to the Carrier's satisfaction that he or she has permission to remain in the country and that he or she will depart there from by another carrier or another means of transport.

11.7 CURRENCY

All refunds will be subject to Government laws, rules and regulations or orders of the country in which the ticket was originally purchased and of the country in which the refund is being made. Subject to the foregoing provision, refunds will normally be made in the currency and in the country in which the ticket was paid for.

11.8 BY WHOM TICKET REFUNDABLE

Voluntary refunds will be made only by the Carrier which originally issued the ticket or by its Agent if so authorised.

Article 12 - CONDUCT ABOARD AIRCRAFT

12.1.1 If the passenger conducts himself or herself aboard the aircraft so as to endanger the aircraft or any person or property on board, or obstructs the crew in the performance of their duties, or fails to comply with any instruction of the crew, or behaves in a manner to which other passengers may reasonably object, Carrier may take such measure as it deems necessary to prevent continuation of such conduct including restraint of the passenger.

12.1.2 The passenger may not operate aboard the aircraft portable radios, electronic games or transmitting devices including radio controlled toys and walkie-talkies. The passenger shall not operate any other electronic devices on board without Carrier's permission, except that portable recorders, hearing aids and heart pacemakers may be used.

12.1.3 The Carrier may prohibit the taking of photograph where Government Regulations so require.

Article 13 - ARRANGEMENTS BY CARRIER

If in the course of concluding the contract of carriage by air, Carrier also agrees to make arrangements for the provision of additional service, Carrier shall have no liability to the passenger except for wilful negligence on its part in making such arrangements.

Article 14 - ADMINISTRATIVE FORMALITIES

14.1 GENERAL

The passenger shall be solely responsible for complying with all laws, regulations, orders, demands and travel requirements of countries to be flown from, into or over and with Carrier's Regulations and instructions. Carrier shall not be liable for any aid or information given by any agent or employee of Carrier to any passenger in connection with obtaining necessary documents or visas or complying with such laws, regulations, orders, demands, and requirements, whether given in writing or otherwise or for the consequences to any passenger resulting from his or her failure to obtain such documents or visas or to comply with such laws, regulations, orders, demands, requirements, rules or instructions.

14.2 TRAVEL DOCUMENTS

The passenger shall present all exit, entry, health and other documents required by laws, regulations, orders, demands or requirements of the countries concerned. Carrier reserves the right to refuse carriage of any passenger who has not complied with applicable laws, regulations, orders, demands or requirements or whose documents do not appear to be in order.

14.3 REFUSAL OF ENTRY

The passenger agrees to pay the applicable fare whenever Carrier, on Government order, is required to return a passenger to his or her point of origin or elsewhere, owing to the passenger's inadmissibility into a country, whether of transit or of destination. Carrier may apply to the payment of such fare any funds paid to Carrier for unused carriage, or any funds of the passenger in the possession of Carrier. The fare collected for carriage to the point of refusal of entry or deportation will not be refunded by Carrier.

14.4 PASSENGER RESPONSIBLE FOR FINES, DETENTION COSTS, ETC.

If Carrier is required to pay or deposit any fine or penalty or to incur any expenditure by reason of the passenger's failure to comply with laws, regulations, orders, demands and travel requirements of the countries concerned or to produce the required documents, the passenger shall on demand reimburse to Carrier any amount so paid or deposited and any expenditure so

incurred. Carrier may use towards such expenditure any funds paid to Carrier for unused carriage, or any funds of the passenger in the possession of Carrier.

14.5 CUSTOMS INSPECTION

If required, the passenger shall attend inspection of his or her baggage, checked or unchecked, by customs or other Government officials. Carrier is not liable to the passenger for any loss or damage suffered by the passenger through failure to comply with this requirement.

14.6 SECURITY INSPECTION

The passenger shall submit to any security checks by Government or airport officials or by Carrier.

Article 15 - SUCCESSIVE CARRIERS

Carriage to be performed by several successive Carrier under one ticket, or under a ticket and any conjunction ticket issued in connection therewith, is regarded as a single operation.

Article 16 - LIABILITY FOR DAMAGE

16.1. The carrier shall be liable for damages sustained in case of death or bodily injury of a passenger upon condition only that the accident which caused the death or injury took place on board the aircraft or in the course of any of the operations of embarking or disembarking.

16.2 The carrier shall be liable for damages sustained in case of destruction or loss of, or of damage to checked baggage upon condition only that the event which caused the destruction, loss or damage took place on board the aircraft or during any period within which the checked baggage was in the charge of the Carrier. However the Carrier shall not be liable if and to the extent that the damage resulted from inherent defect, quality or vice of the baggage. In the case of unchecked baggage including personal items, the Carrier is liable if the damage has resulted from its fault or that of its servant or agents.

16.3 The Carrier shall be liable for damages occasioned by delay in the carriage by air of passengers, baggage or cargo. Nevertheless, the Carrier shall not be liable for damage occasioned by delay if it proves that it and its servants and agents took all measures that could reasonably be required to avoid the damage or that it was impossible for it or them to take such measures.

16.4 If the Carrier proves that the damages was caused or contributed to by the negligence or other wrongful act or omission of the person claiming compensation, or the person from whom he or she derives his or her rights, the Carrier shall be wholly or partly exonerated from its liability to the claimant to the extent that such negligence or wrongful act or omission caused or contributed to the damage. When by reason of death or injury of a passenger, compensation is claimed by a person other than the passenger, the Carrier shall likewise be wholly or partly exonerated from its liability to the extent that it proves that the damage was caused or contributed to by the negligence or other wrongful act or omission of that passenger.

16.5 All the compensation shall be subject to limits on compensation as provided under these conditions.

Article 17 - LIMITS OF COMPENSATION

17.1 International Carriage hereunder is subject to the rules and limitations relating to liability established by the Convention as embodied in the Indian Carriage by Air Act 1972 as amended vide Act No. 28 of 2009, dated 20/03/2009 unless otherwise specified in 17.5.

(1) Pursuant to Notification No S.O. 1283(e) issued by the Government of India notifying The Carriage by Air Amendment Act, 2009, Carrier hereby agrees that its liability for damages in international carriage would extend up to:

- (a) Liability for death or bodily injury to passengers shall be in accordance with Air India's conditions of carriage, but is limited as per the Montreal Convention 1999. In case of death or injury of passengers the liability of the Carrier for each passenger is limited to the sum of 1,00,000 SDR.

Provided that the carrier shall not be liable beyond this limit if it proves that:

- i. Such damage is not due to negligence or other wrongful act or omission of the carrier or its servants or agents.
- ii. Such damage was solely due to the negligence or other wrongful act or omission of a third party.

- (b) The liability for loss, delay or damage to baggage is limited by the Montreal Convention 1999 such liability is limited to a maximum of 1,131 SDRs per passenger unless the passenger has made, at the time of when checked baggage was handed over to the carrier, a special declaration of interest in delivery at destination and has paid a supplementary sum, if so required and in that case, the carrier shall be liable to pay a sum

not exceeding the declared sum, unless it proves that the sum is greater than the passenger's actual interest in delivery at destination.

- (c) The liability for damage occasioned by delay in the carriage by air is limited by Montreal Convention 1999 such liability is limited to 4,694 SDR unless certain defenses specified by that convention apply.
- (d) The liability for destruction, loss, damage or delay with respect to cargo is limited by Montreal Convention 1999. Such liability is limited to 17 SDR per kilogram of cargo.

17.2 Carriage hereunder which is not international subject to the rules and limitations relating to liability as specified by Notifications issued from time to time under Section 8 of the Indian Carriage by Air Act, 1972 :

(1) Pursuant to Notification No S.O. 3129(E), dated August 22, 2019, issued by the Ministry of Civil Aviation, Government of India, Carrier hereby agrees that its liability shall be as under:

(a) For damages arising under article 16.1 not exceeding Rupees Twenty-Five Lakhs Fifty Thousand for each passenger, Carrier shall not be able to exclude or limit its liability.

(b) Carrier shall not be liable for damages arising under article 16.1, to the extent that they exceed for each passenger, Rupees Twenty-Five Lakhs Fifty Thousand if Carrier proves that -

- (i) such damage was not due to the negligence or other wrongful act or omission of Carrier or its servants or agents; or
- (ii) such damage was solely due to the negligence or other wrongful act or omission of a third party.

(c) In the case of damage caused by delay in carriage of persons as specified in article 16.3 in the carriage by air of passengers, the liability of Carrier for each passenger is limited to Rupees One Lakh per passenger. Nevertheless, Carrier shall not be liable for damage occasioned by delay if it proves that it and its servants and agents took all measures that could reasonably be required to avoid the damage or that it was impossible for it or them to take such measures.

(d) In the carriage of baggage, the liability of Carrier in the case of destruction, loss, damage or delay shall be limited to Rupees Twenty-Five Thousand for each passenger unless the passenger has made, at the time when the checked baggage was handed over to Carrier, a special declaration of interest in delivery at destination and has paid a supplementary sum, if so required. In that case, Carrier shall be liable to pay a sum not exceeding the declared sum, unless it proves that the declared sum is greater than the passenger's actual interest.

(e) In the carriage of cargo, the liability of Carrier in case of destruction, loss, damage or delay is limited to a sum of Rupees Four Hundred and Fifty per kilogram, unless the consignor has made, at the time when the package was handed over to Carrier, a special declaration of interest in delivery at destination and has paid a supplementary sum, if so required. In that case, Carrier shall be liable to pay a sum not exceeding the declared sum, unless it proves that the sum is greater than the consignor's actual interest in delivery at destination.

17.3 To the extent not in conflict with the foregoing and whether or not the convention applies:

1. Carrier is liable only for damage occurring on its own line. A Carrier issuing a ticket or checking baggage over the lines of another Carrier does so only as agent for such other Carrier. Nevertheless, with respect to checked baggage the passenger shall also have a right of action against the first or last Carrier:
2. Carrier is not liable for damage to unchecked baggage unless such damage is caused by the negligence of Carrier. If there has been contributory negligence on the part of the passenger, Carrier's liability shall be subject to the applicable law relating to contributory negligence;
3. Carrier is not liable for any damage arising from its compliance with any laws or Government regulations, orders or requirements, or from failure of the passenger to comply with the same;
4. If the weight of the baggage is not recorded on the baggage check, it is presumed that the total weight of the checked baggage does not exceed the applicable free baggage allowance for the class of service concerned as provided in Carrier's Regulations. If in the case of checked baggage a higher value is declared pursuant to 9.7, the liability of Carrier shall be limited to such higher declared value;
5. Carrier's liability shall not exceed the amount of proven damages. Carrier shall furthermore not be liable for indirect or consequential damage;

6. Carrier is not liable for injury to a passenger or for damage to a passenger's baggage caused by property contained in such passenger's baggage. Any passenger whose property causes injury to another person or damage to another person's property or to the property of Carrier shall indemnify Carrier for all losses and expenses incurred by Carrier as a result thereof;
 7. Carrier is not liable for damage to fragile or perishable items, money, jewellery, precious metals, silverware, negotiable papers, securities, or other valuables, business documents, passports and other identification documents, or samples, which are included in the passenger's checked baggage;
 8. If a passenger is carried whose age or mental or physical condition is such as to involve any hazard or risk to himself or herself, Carrier shall not be liable for any illness, injury or disability, including death, attributable to such condition or for the aggravation of such condition;
 9. Any exclusion or limitation of liability of Carrier shall apply to and be for the benefit of agents, employees and representatives of Carrier and any person whose aircraft is used by Carrier and such person's agents, employees and representatives. The aggregate amount recoverable from Carrier and from such agents, employees, representative and person shall not exceed the amount of Carrier's limit of liability.
- 17.4 Unless so expressly provided nothing herein contained shall waive any exclusion or limitation of liability of Carrier under the Convention or applicable laws.

17.5 Special Provision

SPECIAL AGREEMENT

Special Agreement applicable to carriage to, from or with an agreed stopping place in the United States of America (see applicable US Tariffs) .

Carrier shall avail itself of the limitation of liability provided in the Convention. However, in accordance with Article 22(1) of the Convention, Carrier and certain other Carriers agree that as to all international carriage by such carriers to which the Convention applies and which according to the contract of Carriage includes a point in the United States of America as a point of origin, a point of destination or agreed stopping place:

- a. the limit of liability for each passenger for death, wounding or other bodily injury shall be the sum of US\$75,000 inclusive of legal fees and costs except that, in the case of a claim brought in a State where provision is made for separate award of legal fees and costs, the limit shall be the sum of US\$ 58,000 exclusive of legal fees and costs;
- b. Such Carriers shall not, with respect to any claim arising out of the death, wounding or other bodily injury of a passenger, avail themselves of any defense under Article 20(I) of the Convention.

Nothing herein shall be deemed to affect the rights and liabilities of such Carriers with regard to any claim brought by, on behalf of, or in respect of, any person who has wilfully caused damage which resulted in death, wounding or other bodily injury of a passenger.

The names of Carriers party to the Agreement referred to in this paragraph are available at all ticket offices of such Carriers and may be examined on request. Each of such Carriers has entered into the said agreement solely on its own behalf and with respect to Carriage performed by it and has not thereby imposed any liability on any other Carrier with respect to the portion of the Carriage performed by such other Carrier or assumed any liability with respect to the portion of the Carriage performed by such other Carrier.

Article 18 - TIME LIMITATION ON CLAIMS AND ACTIONS

18.1 NOTICE OF CLAIMS

No action shall lie in the case of damage to checked baggage unless the person entitled to delivery complains to Carrier forthwith after the discovery of the damage, and, at the latest, within seven (7) days from the date of receipt and in the case of delay unless the complaint is made at the latest within twenty-one (21) days from the date on which the baggage has been placed at his or her disposal. Every complaint must be made in writing and dispatched within the times aforesaid. If no complaint is made within the time period specified above, no action shall lie against the Carrier, except in the case of fraud committed by the Carrier.

18.2 LIMITATION OF ACTIONS

Any right to damages shall be extinguished if an action is not brought within two years reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped. The method of calculating the period of limitation shall be determined by the law of the court seized of the case.

18.3 JURISDICTION

An action for damages in respect of baggage shall be brought, at the option of the claimant of damages, in the territory of one of the state parties, either before the court of domicile of the Carrier or of its principal place of business, or where it has a place of business, or where it has a place of business through which the contract has been made or before the court at the place of destination.

An action for damages in case of death may be brought in the above mentioned courts or in the territory of a state party in which at the time of accident, the passenger has his or her principal place and permanent residence and to or from which the Carrier operates services for the carriage of passenger by air, either on its own aircraft, or on another Carrier's aircraft pursuant to a commercial agreement, and in which the Carrier conducts its business of carriage of passengers by air from premises leased or owned by the Carrier itself or by another Carrier with which it has a commercial agreement.

In case of carriage of air performed by a Carrier (i.e. actual Carrier) other than the contracting Carrier, an action for damages must be brought, at the option of the complainant, in the territory of one of the state parties, either before a court in which an action may be brought against the contracting Carrier, or before the court having jurisdiction at the place where the actual Carrier has its domicile or its principle place of business.

Article 19 - MODIFICATION AND WAIVER

No Agent, employee or representative of Carrier has authority to alter, modify or waive any provision of these Conditions of Carriage.