

## **COVID-19**

*Air India has decided to permit **One Free Change for** the passengers to postpone any international or domestic bookings made to/from areas with a risk of exposure subject to the conditions stated below:*

Type of Waiver	<b>One Change on Gratis basis.</b>
Definition of Change	A Change of Date/ Flight/Routing/ Booking Code Modification.
Applicability	1) <b>All Existing Bookings with travel date till 30<sup>th</sup> April and New bookings booked till 31<sup>st</sup> March 2020.</b> 2) Modifications allowed on <i>all bookings till 72 hours prior to departure.</i>
Ticket Stock Restriction	<b>AI, 098 Ticket Stock</b> only.
For Travel Between	<b><i>Any stations on Air India network.</i></b>
Ticket Must be Reissued on or Before	<b>31MAY 2020</b>
Other Information	1) Change Fee will be waived for One Instance only -any subsequent changes will be subject to normal reissue fee. 2) In case of non-availability of same fare level, difference of fare will be charged. 3) Tickets can only be reissued by the agency that originally issued the ticket. 4) In case of re-routing, applicable difference of fare will be charged.

## ***Passenger Advisories:***

### **1. Suspension of Umrah/Tourist visas by Saudi Authorities:**

**Reissue/No-show/Cancellation and Refund charges** for all **International tickets for Travel to/ from Kingdom of Saudi Arabia issued till 27 Feb.2020** and travel effective 27 Feb.2020 to 31 Mar.2020 or **till such time the travel advisory is withdrawn by the Saudi official whichever is early shall be waived.**

Applicable ONLY for Passengers booked and travelling on "UMRAH" and "TOURIST" visas.

Waiver is ONLY on the penalty charges. In case of date change, any fare difference will be additional.

### **2. For all passengers (including Indians) travelling between India & People's Republic of China (Including Hong Kong), Iran, Italy, South Korea and Japan and vice versa.**

**Reissue/Cancellation and Refund charges** will be waived for tickets issued **till 03 Mar.2020. The waiver will also include** standalone India domestic sectors, if passengers are arriving by other carriers. The waivers will also be applicable to all Indians travelling to/from these countries.

The waiver is **valid** with **Immediate effect and till 15<sup>th</sup> April 2020** or **till such time the travel advisory is withdrawn by the Concerned Authorities whichever is earlier.**

Waiver will be entertained only against the **submission of valid documents** (For e.g. Copy of passport and/or Proof of travel history to any mentioned country(ies) as mentioned above.

### **3. For passengers travelling to Israel:**

As per, Directives by the Israel Population and Immigration Authority, ***Israel denies entry into Israel to every passenger who is not an Israeli citizen or resident***, subject to **exceptions**, as below,

- a. Crew members that adhere to special procedures published by Israeli airports authority ;
- b. Passengers that have a specific entry approval from the population and immigration authority from the Ministry of Health;
- c. Foreign passengers that:
  - Will stay in Israel for more than 14 days
  - Are able to proof assurance for home quarantine by providing address and phone number of a person in Israel who will provide them with home quarantine according to the Israeli Ministry of health instructions

For all passengers, who are **not Israeli Citizen and residents and do not fall in the exceptions category** as mentioned above, **Reissue/Cancellation and Refund charges** will be waived for tickets issued **11<sup>th</sup> March 2020**.

**The waiver will be applicable for travel period 12<sup>th</sup> March 2020 till 31<sup>st</sup> March 2020.**

Waiver will be entertained only against the **submission of valid documents** (For e.g. Copy of passport and/or Proof of travel history to any mentioned country(ies) as mentioned above.