

Dated 20 March 2020

### **Advisory for passengers –COVID 19**

The National Carrier **Air India** has always been in the forefront to augment the efforts of the Central Government in times of national calamities. Amid COVID-19 outbreak, the ongoing evacuation of fellow citizens from affected countries by team Air India has been applauded by no less than The Hon'ble President and The Prime Minister of India.

In order to reduce the stress & anxiety of the passengers who must travel during this trying times and also to facilitate those who wants to postpone the date of travel, Air India has decided to extend following waivers.

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| 1   | <b>Applicability:</b>                         | For all 098 tickets Domestic & International issued till 31 <sup>st</sup> March 2020. |
| 2   | <b>Applicable Travel period:</b>              | 18 <sup>th</sup> Mar'20 to 30 <sup>th</sup> Apr'20. (both Inbound/outbound)           |
| 3   | <b>1. Cancellation of booking itinerary :</b> |   |
| <b>(a) International Sectors:</b>   |   |   |
| i. If your flight operating between 19 <sup>th</sup> Mar'20 to 30 <sup>th</sup> Apr'20is <b>cancelled or you decided not to fly</b> , you need not call Air India or your Travel Agent. You don't even have to report to airport for rescheduling of the flight.                            |   |   |
| ii. No show charges is waived and Your ticket will be protected at full value/unutilised value.   |   |   |
| iii. You can reschedule your travel without paying any date change or sector change fees for upto 30 <sup>th</sup> September 2020. Any fare difference is payable.  |   |   |
| iv. Once you decide the date for travel, you can call your travel agent or contact Air India depending upon how ticket was originally booked and get the ticket reissued.   |   |   |
| v. Passenger must retain a copy of e-ticket with ticket number for endorsement.   |   |   |
| <b>(b) Domestic Sectors:</b>  |   |   |
| i. To avail the waiver, passenger must produce the ticket(s) at least D-48 hrs (48 hours before departure) of the flight. Booking can be cancelled at any of the Air India office, call Centre or by travel agent who has issued the ticket.  |   |   |
| ii. <b>Rebooking/Re-issuance:</b> - Passenger can rebook the ticket at the time of cancellation at Air India offices/Call centre or in case, no future date is planned, passenger must cancel the booking/itinerary and retain the copy of e-ticket with Ticket Number & PNR for later use. |   |   |