

To provide higher flexibility to passengers with travel plans affected due to COVID pandemic, it has now been decided to allow **NAME CHANGE** as per details below

Application:

Passengers holding Air India Documents (098) and have/had their flights cancelled or were not allowed to travel on the flight, owing to changed entry restrictions due COVID-19 from 15th March 20 onwards till 24th August 2020 can avail the name change option.

New Travel Validity:

All tickets irrespective of their date of purchase will be considered valid till 31st December 2021 irrespective of their current validity and ticket type i.e. The Value of the ticket will be fully protected. The booking must be done on/before 31st December 2021 and journey to be completed latest by 31st December 2021.

Waiver:

Change: ONE FREE Change (Date/Flight/Routing/Booking Code/Name) will be allowed.

Applicable conditions with respect to change

1) Date/Flight/Booking Code Change:

a. For Travel Till 24th August 2020 -

For Date and Flight Change, No Change fee will be collected irrespective of Booking Code in same Cabin.

b. For travel after 24th August 2020 –

i. No down selling of fare and booking code will be allowed.

ii. In case if same booking code is available on same route but fare is higher, fare difference will be waived.

ii. Applicable fare difference will be charged in case of fare in other booking code (other than lower or same booking code) is higher.

2) Routing Change

i. Passenger desiring a change in routing of the ticket will be allowed to adjust the value of the existing ticket against the new fare. Ticket will have to be reissued along with difference of fare, if applicable. No reissuance charges will be levied for such cases.

ii. However, no differential fare refund will be permitted in case new ticket fare is lower than the existing ticket fare.

3) Name Change:

The value of the existing ticket will be locked and passengers will be allowed to get the ticket reissued for a new passenger nominated by him/her, allowing him freedom from the limitation of self-travel only for a future date. However, conditions as mentioned in Point 1 & 2 will apply. Facility will only be available through Air India City Booking Offices.

Rules for Name Change:

1. Only Domestic sector tickets issued in India by Airport/City ticketing office and agents will be considered.
2. The facility to issue fresh tickets, involving name change can be availed at Air India offices in all Domestic stations on Air India network.
3. This scheme will cover tickets issued with Cash and Credit card payment only.
4. Only fully unutilised tickets will be considered.