

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:

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| Type of Waiver | <i>One Change on Gratis basis.</i> |
| Definition of Change | A Change of Date/ Flight/Routing/ Booking Code Modification. |
| Applicability | 1) All Existing Bookings with travel date till 30th April and New bookings booked till 31st March 2020. 2) Modifications allowed on <i>all bookings till 72 hours prior to departure.</i> |
| Ticket Stock Restriction | AI, 098 Ticket Stock only. |
| For Travel Between | <i>Any stations on Air India network.</i> |
| Ticket Must be Reissued on or Before | 31MAY 2020 |
| 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. |

| Waiver for full refund / Date Change for Individual Travellers | | |
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| Sr. No | Countries / Nationals | Remarks |
| 1 | REFUND AND DATE CHANGE FOR KINGDOM OF SAUDI ARABIA (UMRAH & TOURIST VISA) | Full refund allowed on passengers holding Umrah and Tourist Visa |
| 2 | ONLY DATE CHANGE FOR ANY STATIONS ON AIR INDIA NETWORK | Valid for Individual traveller . |
| 3 | FOR TRAVEL PREPONEMENT DUE SUSPENSION OF VISA TO INDIA EFFECTIVE - 13th MARCH 2020 FOR ALL NATIONALS | Valid for Individual Travellers for flights departing any Foreign Stations before 1200 GMT/13 th March 2020. |
| 4 | REFUND AND DATE CHANGE FOR KOREA/ JAPAN/IRAN/ITALY/CHINA/ HONG KONG/ISRAEL NATIONALS - ALL PASSENGERS INCLUDING INDIANS TRAVELLING TO / FROM THESE COUNTRIES | Valid for Individual traveller for travel period 13th March till 15th April. For Israel- Till travel period 31st March 2020. |
| 5 | WAIVER FOR DATE CHANGE FOR ALL FOREIGN NATIONALS AND INDIANS HOLDING OCI CARD FOR TRAVEL TO INDIA FOR PERIOD 13th MARCH 2020-15th APRIL 2020 | Free rescheduling option till 31March 2021. No refunds. |

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 15th 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 **11th March 2020.**

The waiver will be applicable for travel period 12th March 2020 till 31st 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.

