

Passengers holding Air India Documents (098) and have/had their flights cancelled or are/were not allowed to travel on the flight, owing to changed visa restrictions due COVID-19 from **15th March 2020** onwards till 30th September 2020 can avail following options.

However, this waiver will **not be applicable** for the routes on which Air India is operating **International Vande Bharat Mission flights under Air Bubble arrangement** to routes viz. **UK, USA, Canada, Gulf, Frankfurt, and Paris**. Passengers can be re-booked on these flights following the existing modalities on Vande Bharat Mission flights for passengers holding existing tickets.

Further, or passengers who are OCI Card holders/Foreign nationals and holding bookings to travel to India from a foreign station, the waiver will be applicable from 13thMar 2020, in view of suspension of entry for OCI cardholders/Foreign nationals by Bureau of Immigration, India from 12th March 20.

New Travel Validity:

All tickets irrespective of their date of purchase will be considered valid till **31 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 **before 31st December 2021** and **journey must be completed latest by 31st December 2021**.

Waiver:

Change: **One FREE** Change (Date/Flight/Routing/Booking Code) will be allowed.

Applicable conditions w.r.t change

1) Date/Flight/Booking Code Change:

- a. In case of same RBD available but fare is higher, fare difference will be waived.
- b. Applicable fare difference will be charged in case of fare in other RBD (other than lower or same RBD) 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 partly utilized tickets (RT tickets), residual value will be calculated taking half return fare.
- ii. However, no differential fare refund will be permitted in case new ticket fare is lower than the existing ticket fare.

Waiver of cancellation charges: Cancellation charges will be waived for flights cancelled during the above period.