

Change / Refund Is Just a Click Away

Air India introduces automated Change and Refund feature for tickets booked on Air India website www.airindia.in. This feature enables passengers with a self-service facility to make changes in their bookings or to cancel bookings and refund their tickets online. This facility is currently available only for tickets booked through the Air India Website.

Terms and Conditions for Online Rebooking /Change Process

- The facility of online Rebooking/ Change is permitted for bookings with active reservation status i.e., bookings/tickets should be either fully unutilised or partially utilised.
- Changes on the existing tickets can be done through Manage Booking tab under Manage Your Trip on www.airindia.in
- Rebooking & Reissue is permitted only for first change. For subsequent changes please contact AI call centre or nearest AI office.
- Rebooking charges and difference in fare if any, will be collected through the system in accordance with the applicable fare rules.
- Ancillary services purchased such as Preferred Seat, Excess Baggage and Insurance cannot be modified online through the Manage Booking facility. After making changes to their bookings passengers will have to contact the call centre or nearest Air India office to modify ancillary services. Revalidation of the ancillary services will be governed by the applicable rules.
- For modifications in the insurance policy purchased online on the Air India website, passengers may send their request to the insurance partner on customersupportba@icicilombard.com or call the insurance partner on 18001032292.
- Passengers holding open tickets should contact the nearest Air India office/ AI call centre for any changes in these tickets. Re-Bookings cannot be made online for open tickets

Terms and Conditions for Online Cancel & Refund Process

- The facility of online cancel & refund is permitted for fully unutilised or partially utilised tickets made on Air India website with active reservation status.
- Cancellation & Refund of the existing active tickets can be done through Manage Booking tab under Manage Your Trip on www.airindia.in
- Cancellation & Refund of a single booking that have multiple passengers booked on it, will result in cancellation & refund of all the booked passengers.
- Any refunds due will be processed by the system in accordance with the applicable cancellation rules of the booked fare.
- Ancillary services purchased such as Preferred Seat, Excess Baggage and Insurance cannot be refunded online through the Manage Booking facility.

Passengers will have to contact the call centre or nearest Air India office for refund of the ancillary services. Refund of the ancillary services will be governed by the applicable rules.

- For cancellation in the insurance policy purchased online on the Air India website, passengers may send their request to the insurance partner on customersupportba@icicilombard.com or call the insurance partner on 18001032292.
- For bookings that have not been made online on Air India website, please contact Air India office, call centre or Travel agent/ portal to cancel your reservation as per ticket issuing office.
- Passengers holding open tickets should contact the nearest Air India office/Air India Call Centre for endorsing the tickets for travel. Refunds cannot be processed online for open tickets.

Queries if any can be raised on Feedback page under the Contact tab on www.airindia.in