



Self Re Accommodation

What is Self- Re Accommodation?

Self Re Accommodation is a facility provided to the passengers who are impacted with flight disruptions.

The Eligible passengers for Self Re Accommodation are:

- a) The passenger must have purchased a valid e ticket on Air India document number 098.
- b) The passenger must have an email in the booking reservation.
- c) The flight must have seats available

You may not be eligible if:

- a) You don't have a valid ticket on Air India document number 098.
- b) You are booked on other airlines or tickets that haven't been issued on an Air India document.
- c) You are travelling with a group of more than 9 persons on the same reservation
- d) Your reservation is not yet confirmed.
- e) Your flight is not more than 14 days after the rescheduled flight and the flight needs to be rescheduled for more than 30 minutes.
- f) Your flight is not operated by Air India

What is the time window in which the link will be sent?

The Self Re Accommodation link will be sent to passengers with flight departure from 6 hours up to 14 days.

How to use the Self Re Accommodation module?

In case of a flight disruption, a link will be sent to the passengers via SMS/Email with a pre booking on the next available flight. On clicking on the link, Booking Reference & Last Name has to be inserted wherein the booking details with the disrupted flight details and the rebooked flight details as per the original itinerary are displayed. However, passenger will also have an option to choose other flight than the pre booked flight option provided.

Do I have to pay for the rebooking?

Rebooking will be done free of charge.

How will I get my new itinerary?

Once a flight is selected and the rebooking process is completed, updated itinerary receipt will be sent to the passenger's email id.

Once I confirm the new flight and receive an updated itinerary, can I change my itinerary again?

The rebooking process can be used only once.