**Questions for which chatbot giving relevant answer:**

**Cancellation:**

1. i need to know about the cancellation policy
2. i want to cancel my ticket
3. i want to cancel my flight
4. what is the procedure to cancel the flight
5. i would like to cancel my flight
6. how can i cancel my flight
7. am i eligible to cancel my flight
8. cancel ticket
9. cancel flight
10. cancellation policy

**My flight was changed or cancelled:**

1. my flight was cancelled
2. flight changed
3. My flight got changed
4. My flight got cancelled

**Refund:**

1. am i qualified for refund
2. i want refund of my ticket
3. what is the refund policy

**Seating and safety measures:**

1. How are you working to protect passengers during this covid19 breakdown?
2. What are your safety measures for covid19 ?
3. What’s your current Covid19 outbreak seating arrangement ?
4. What’s your current seating arrangements and policy?
5. What’s your Inflight social distancing rules?
6. How effective are your onboard social distancing?
7. Do you follow onboard social distancing?

**Baggage:**

1. What is your baggage policy?
2. How many bags can I carry?
3. What is your baggage policy for Economy Class?
4. How many bags can I carry in Economy Class?
5. What is the policy for checked baggage for international flights?
6. Will the process of checking baggage be the same for international flights? If not, how will it differ?
7. How is the policy different between international flights and domestic flights?
8. My baggage has been lost, damaged, or delayed. How do I find out more information?
9. I lost my baggage. Where can I find more information?

**Lounge policies:**

1. What’s your current lounge access policy?
2. Can I access lounge

**Onboard:**

1. will i get my food
2. what are the onboard changes
3. What’s your current inflight food and beverage policies
4. Do you provide food and beverage at current covid19 situation?
5. What’s your current inflight Entertainment services

**Regional Advisories:**

1. Regional advisories
2. New travel restrictions

**Questions for which chatbot giving irrelevant answer:**

1. Cancel flight get refund pls
2. Missing baggage refund
3. Can you help me with cancelling tickets
4. Will I get a future travel credit if I cancel my ticket
5. how separated are the passenger seats due to covid 19
6. i booked my ticket. the travel is within 72 hours. am i eligible for full refund if i cancel my ticket now
7. do i get anything to eat during my travel
8. i am travelling to las vegas what is the travel restriction followed there