

Air India

Please find below waiver to handle booking of cancelled or reschedule flights:

- 1) When International flight are rescheduled for more than 3 hours or passenger missing onward connection (in case rescheduling is less than 3 hours).
- 2) When Domestic flight (not connected with international flight) is rescheduled for more than 1 hour. For ex BOM GOI or DEL IXC (only domestic travel within India)
- 3) AI Flight is cancelled.
- 4) When Non stop direct flight is cancelled and passenger offered indirect flight via DEL OR BOM.

1) Ticket re issuance due flight rescheduled or cancelled:

Silent feature while re issuing tickets in your agency for rescheduled flight or cancelled flight.

- a) Date / flight change charges are waived.
- b) Original / final destination has to be same as original ticketed.
- c) **Passenger to be rebooked on first available flight.**
(Passenger cannot travel in high season if ticketed on low seasonality fare).
- d) Passenger to be booked in same ticketed class in same cabin.
- e) If same booking class not available then go to next available RBD.
- f) Fare basis has to be same as original ticketed class.
- g) **Re issuance waiver code to be inserted in endorsement box: SKED CHANGE / AI ### / DDMMYY**
For example, COK DEL AI 511 / 01NOV21 is rescheduled or cancelled then insert: SKED CHANGE / AI 511 / 01NOV21
- h) Please note, once tickets are re issued then for any further changes ticketing / fare rule will apply.

2) Refunds : When AI flight is cancelled or re scheduled (International flight more than 3 hours or missing onward connection) / (Domestic only - for more than one hour)

- i) Cancellation charge waived.
- ii) **For full refund, insert in coupon remark or in OSI field in booking PNR : OSI : AI CANCEL / AI ### / DDMMYY**
For example, AI 130 / 01NOV21 is cancelled, for full refund insert waiver:
AI CANCEL / AI 130 / 01NOV21
- iii) Agent can process refund on GDS.
- iv) Please ensure entire booking is cancelled to avail full refund.