

DSL/INC/005A/2021-22/MKTG NR

Dated: 15th APR 2021

All Travel Partner's
Northern Region

Subject: ONE FREE CHANGE ON DOMESTIC TICKETS- W.I.E TILL 30 APRIL 2021
(With Clarification)

In view of continually changing COVID measures adopted by different state governments to contain the pandemic, the travelling public is faced with many uncertainties.

In order to facilitate passenger convenience, it has been decided to offer **one free change** applicable to all tickets for travel period with immediate effect **till 30 April 2021**.

Change is defined as **change in date or flight number or sector**.

(For Convenience the One Free Change rule has been filed in Category -16.)

Terms & Conditions:

1. Applicable to all 098 documents issued for **PURE Domestic itinerary**.
2. Offer is **NOT** applicable for tickets issued on Air India Website and Mobile app
(As Free change option already offered)
3. Travel date – **With immediate effect till travel on/before 30 April 2021. It is clarified that the One Free Change is Applicable to all tickets with existing Travel Date on/before 30th April 2021 and passenger can rebook for new dates as per validity of their existing tickets.**
4. Free change option is offered irrespective of date of purchase of the ticket.
5. Passengers availing Free change option has to necessarily follow respective timelines for change as per fare rules. Failure may result in no-show.
6. In case passengers decides to **change sector ONLY** reissuance charges to be **waived once**, other charges to apply.
7. Applicable for **all classes** and also all types of **concessionary tickets**.
8. In case of change option exercised and passenger is unable to get the same RBD for the new date, **applicable difference of fare will be charged**.
 - a. **NO DOWNSELLING** will be permitted.
 - b. In case same RBD is available but fare is higher, passenger will be given the benefit of not paying the additional charges.

- c. In case, same RBD available but tax differential is applicable, additional difference will have to be collected from the passenger.
9. Passengers who have already availed a Free change under any earlier waiver can use this option to additionally avail a change.

Any subsequent change, after availing this one time Free change will be governed by respective fare rules.

Rest all terms & conditions remain unaltered. Please be guided accordingly.

Stay Safe, Stay Healthy.

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