

OTHER RULES

Fee for Change /Cancellation / No Show detailed under : effective 15 DEC 2020				
CLASS	RBDs	CHANGE	CANCELLATION	NO - SHOW
		A CHANGE is Date/Flight/Routing/Booking modification	CANCELLATION of booking at least number of hours as mentioned below, before the departure of flight	NO-SHOW is when a passenger fails to change/cancel the booking at least number of hours as mentioned below, before the departure of flight
First Class	F & A	NIL (Till 02 hour before departure)	NIL (Till 02 hour before departure)	INR.3000/- or basic fare whichever is lower (less than 02 hour before departure)
Business class	C, D & J	NIL (Till 02 hour before departure)	NIL (Till 02 hour before departure)	INR.3000/- or basic fare whichever is lower (less than 02 hour before departure)
	Z	INR. 3000/- (before 12 hours of departure).	INR.4000/- or basic fare whichever is lower (Till 12 hour before departure)	INR.5000/- or basic fare whichever is lower (less than 12 hour before departure)
Economy Class	Y, B & M	NIL (Till 02 hour before departure)	NIL (Till 02 hour before departure)	INR.3000/- or basic fare whichever is lower (less than 02 hour before departure)
	H,K,Q,V,W,G,I & U	INR.2500/- or basic fare whichever is lower (Till 02 hour before departure)	INR.3000/- or basic fare whichever is lower (Till 02 hour before departure)	*Non-Refundable (Basic fare forfeited) less than 02 hour before departure
	T & S	INR. 3000/- (Till 12 hours before departure). Not Permitted less than 12 hours before departure	INR. 3500/- or basic fare whichever is lower (Till 12 hours before departure). Non-Refundable (Basic fare forfeited) less than 12 hours before departure	*Non-Refundable (Basic fare forfeited) less than 12 hours before departure
(Penalty amount plus applicable Goods & Service tax (GST) as per booking RBDs) (a) Re-issuance of First class & Business class ticket : 12% (GST) on reissuance amount (b) Re-issuance of Economy class ticket : 5% (GST) on reissuance amount, wherever applicable. (c) Cancellation / Refund charges for First & Business class ticket : 12% (GST) re-issuance amount, wherever applicable (d) Cancellation / Refund charges for Economy class ticket : 5% (GST) re-issuance amount, wherever applicable. (e) No-show charges for First & Business class : 12% (GST) of no-show fee, wherever applicable (f) No-show charges for Economy class : 5% (GST) of no-show fee, wherever applicable. (g) No Re-validation or Cancellation Fee applicable on Infant Tickets.				
* In terms of CAR issued by DGCA file no. 23-16/2016-AED effective 1st August 2016 Under no circumstances, the cancellation charges shall be more than the basic fare plus fuel surcharge (In Air India on domestic Fuel charge is already merged with Basic Fare) ** No-Show charges waiver at airport for domestic sector for RBDs - H, K, Q, V, W, G, L, U, T, & S in case, the passenger has reported at the Airport (after closure of counter but before departure of flight) for a Domestic sector, and only when passenger is being rolled over / travelling on the next available flight of Air India in such case to facilitate a no-show passenger the waiver of no-show INR.3500/- plus 12% (GST) for business class ticket & 5% (GST) for economy class ticket, to be authorised by the Airport Duty Manager at the time of flight only, and cannot be levied / waived at CBO. Further, fare difference if any as per the RBD / Fare Basis available / applicable on the next available flight, will have to be charged from the passenger in addition to the no-show penalty, plus applicable (GST) as mentioned above.				

Note:

a). Above Charges are applicable per coupon.

In case of 'non-refundable, Basic Fare will be forfeited.

b). In case of Re-issuance : Reissuance Charges and difference of fare, if any, are applicable.

c). LTC Tickets: Change/Refund Fee will be as applicable for highest Business or Economy Class fare

(B) :- In cases of Flight Distruptions:

(a) Alternate arrangements are made by the Airline- No Refund

(b) Passenger is taken back to the point of origin by the first available service - Full amount to be refunded.

(c) Own arrangement for the cancelled sector is made by the passenger(s): Refund of Basic fare of the cancelled sector

(d) The passenger is not taken to the ticketed destination & passenger(s) makes own arrangement : Full refund in order in respective RBD along with unutilized non-airline taxes, if any.

(e) No Re-validation or Cancellation Fee applicable on Infant Tickets.

****Fares are subject to Change without prior notice.****

**** Updated as on 11 May 2021****

**** 10 % discount on Base fare of Economy class Sale validity upto 30 Sep 2021 and Travel Validity: 01st Jun 2021 up to 31st Dec 2021 (only available for bookings on Website & Mobile app**

**** 10 % discount on Base fare of Business class Sale validity upto 30 Sep 2021 and for Travel up to 31st December 2021 (only available for bookings on Website & Mobile app**