

AIR INDIA GROUP ROLLS OUT PROACTIVE MEASURES FOR PASSENGERS ACROSS INDIA

GURUGRAM, 6 December 2025: In view of the widespread disruptions that travellers across India are currently experiencing, Air India and Air India Express announce a series of proactive measures to help those stranded reach their destinations.

- **Capping of airfares:** Since 4 December 2025, both carriers have proactively capped economy-class airfares on non-stop domestic flights to prevent the usual demand–supply dynamics applied by automated revenue management systems. Both carriers are also in the process of ensuring compliance with the latest directive on airfare caps issued by the Ministry of Civil Aviation on 6 December 2025.
- **Waiver of change or cancellation fees:** To provide greater flexibility, Air India and Air India Express have introduced a special waiver of change or cancellation fees on eligible domestic bookings.

With this, guests who booked their flights with either carrier until 4 December 2025 for travel until 15 December 2025 can reschedule their bookings to a future date without paying the applicable rescheduling fee (within the validity of the purchased ticket, as applicable) or can cancel their bookings with full refund (without any cancellation fee applied). This one-time waiver is applicable for a change or cancellation made until 8 December 2025. Fare difference, if any, in case of rescheduling will apply.

Guests who wish to reschedule or cancel their bookings with the one-time waiver can do so on the 24x7 contact centres of either carrier or through travel agents worldwide. Air India Express guests have an additional option of doing so through its chatbot, Tia, available on WhatsApp on +91 63600 12345, website, mobile app and Facebook messenger.

- **Additional resources at contact centres:** To address high call volumes and minimise response times, Air India and Air India Express have deployed additional resources at their 24x7 contact centres.

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- **Maximising availability:** Air India and Air India Express are maximising availability of seats across all flights on their expansive network. Wherever operationally feasible, eligible Economy Class passengers would be upgraded to higher cabins at no additional cost so that every available seat can be utilised to help stranded travellers. Both carriers are also operating additional flights on key routes to help travellers and their baggage reach their destinations as quickly as possible.
- **Continued benefits for students, senior citizens and Armed Forces personnel:** Air India and Air India Express offer special discounted fares and benefits on their websites and mobile apps for students, senior citizens, members of the armed forces, and their dependents. These concessions ensure meaningful savings for travellers, allowing eligible passengers to book fares even lower than the already capped economy-class fares.

About Air India group

The Air India group – comprising of full-service global airline, Air India, and value carrier, Air India Express – is spearheading a new era of Indian aviation. The Air India story began in 1932 when JRD Tata piloted the airline's inaugural flight and opened the skies for aviation in India. Today, Air India group employs more than 30,000 people, operates over 300 aircraft and carries customers to 57 domestic and 48 international destinations across five continents.

Returning to the Tata Sons in 2022 following 70 years under Government ownership, Air India group is in the midst of a five-year transformation program, Vihaan.AI. As part of the transformation, Air India has placed an order for 570 new aircraft. In 2024, sister airlines Air Asia India and Vistara were successfully merged into Air India Express and Air India, respectively, and the Airline opened South Asia's largest aviation training academy. A new flying school is scheduled to open in 2026, and construction of a greenfield maintenance base, to be operational in 2026, is underway. In addition to receiving new aircraft, all existing aircraft are progressively undergoing a full interior refit.

With transformation underway across all facets of the business and India's rich legacy of hospitality, Air India is committed to being a world class global airline with an Indian heart.

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