



AIR INDIA

General Booking Policies

Introduction

This policy applies to all Travel agents (Accredited and Non-Accredited; Domestic and International) and any person or entity accessing Air India's Reservation System content directly or via the Internet or any other electronic means.

It is the responsibility of the Travel Service Providers to ensure that all its employees, across all locations are made familiar with this policy and all future updates from Air India either directly or through electronic media and GDS communications.

Name Change

All Air India reservations require a valid first and last name of the passengers along with the title. The name elements provided shall match the name provided in their travel document (Passport, Approved government ID).

Changing of name field once PNR is created is not permitted. Do not perform Name modifications or cancel and replace Names in the PNRs through GDS channels or airline website once booking has been made.

Contact Air India Reservation offices for assistance with misspellings to avoid cancellation of space. Air India may consider the request on case-to-case basis. The maximum number of characters that could be changed is limited to three (3). Travel provider shall provide with requested supporting documents.

Name changes shall be made at least 72 hours before departure time.

Following are some of the examples of name corrections.

Maiden Name to Married Name and vice versa: MEHTA/SONAL MS TO DESAI/SONAL MS

Interchange of surname/First name: SONAL/MEHTA MS TO MEHTA/SONAL MS Title

amendments: MEHTA/CHARU MS TO MEHTA/CHARU MR

Spelling mistakes up to 3 characters: MEHTA/SAMIR MR TO MEHTA/SAMEER MR

Shortened name to full name: SHAH/CHARU MR TO SHAH/CHARUDATTA MR

Addition of middle name as per passport: MEHTA/SONAL to MEHTA/SONAL RATAN

After Ticketing

If the agent or guest identifies the name has been entered erroneously in the ticket, please ensure below after ensuring the changes are within the scope of name change policies mentioned above.

- 1) New PNR to be created by the correct name.
- 2) Exact match of old itinerary.
- 3) Issue a new ticket with the correct name.
- 4) If originally booked RBD is not available, book in available class and request airline helpdesk for RBD change assistance.
- 5) Cross reference of PNRs in endorsement to avoid ADM.
Update Remarks on New PNR - AI ORIGINAL PNR XXXXX FOR NAME CORRECTION
Update Remarks on Original PNR - AI NEW PNR XXXXX FOR NAME CORRECTION
- 6) Proof of correct name
- 7) Refund ticket with incorrect name

Schedule Change

Voluntary Schedule Change – When a passenger decides to make changes to the booked schedule, fare rules will apply.

Involuntary Schedule change – When the airline changes schedule due to operational reasons.

The passenger is eligible to claim full refund of the ticket value (processing charges and related taxes may apply) if the rescheduled timing differs more than 60 minutes to scheduled time in case of domestic travel and 120 minutes in case of international travels.

The passenger may also opt to get his itinerary rebooked for a different date. Fare difference may apply in such cases.

Ticketing Policy

Please adhere to time limits set by Air India. Kindly ensure the tickets are issued well before the time limit given, so that enough time is available to check and ensure all is in place.

Travel agents must always use real-time fares available in your GDS system rather than using stored fares.

On view of all fares being filed and available through GDS channels, travel agents are urged to use auto pricing and discouraged from using manual pricing while issuing tickets. Documents issued using manual pricing can attract ADMs.

Kindly note **domestic itineraries booked in G or H classes must be auto priced.** **Manual** pricing of itineraries booked in the above two classes for domestic sectors is strictly prohibited.

Reissuance in other currency

If the ticket is reissued and the ADC (fare difference/penalty) is in a currency other than the currency of issuance, current ROE/BSR will be applicable. ROE/BSR Rates on the date of original ticket issuance should not be considered.

Policy Violations

Air India reserves the right to hold the Travel Service Providers responsible for any violations, and charge for any loss or damage caused. Authority for all interpretations of violations will be entirely with Air India.

Air India reserves the right to cancel any booking, whether ticketed, or un-ticketed by Travel Service Providers in cases of non-compliance, or those who have been identified as non-compliant to any part of this policy.

Air India further reserves the right to block any Travel Service Provider's access to view, book, or ticket Air India inventory at any time in case of violation of its policies.

In addition to legal remedies available to Air India for Travel Service Provider's violation of this Policy, Air India reserves the right to charge Travel Service Provider, and Travel Service Providers agrees to pay a fee per violation as laid down in Air India's ADM (Agency Debit Memo) policy.

Scope of policy

Air India has appointed a third-party to be the rightful party handling the ADMs.

ADMs will be handled as per IATA Resolution 850m & 830a for IATA agents.

Air India reserves the right to penalize both IATA and non-IATA agents if violation of AI booking policies are noticed.