

Notification of Rights under the regulations of the Thailand Civil Aviation Board

This notice is issued in accordance with Thailand's Regulation of the Civil Aviation Board No. 101 – Measures to Protect Passenger Rights on Domestic and International Scheduled Flights (CAB 101).

Eligibility criteria

The rights described in this notice are applicable under the following conditions:

- Your flight is delayed by more than two (2) hours.
- Your flight is scheduled to depart from an airport in Thailand.
- Your flight is scheduled to be operated by Air India.
- You hold a confirmed reservation for the flight.
- You are travelling on a fare available to the general public.
- You are not, or would not have been, precluded from boarding the delayed flight by reason of application of our [Conditions of Carriage](#) policy or for other reasonable grounds such as, but not limited to, reasons of health, safety or security, or inadequate travel documentation.

1. Long Delay Notice

In the event of your flight delay exceeding two (2) hours, you are entitled to the assistance, benefits, and compensation if and as eligible in accordance with the amount of delay.

Or In the event your reserved flight has been re-scheduled to be different by less than 24 hours before departure time (STD) you are entitled to the assistance, benefits, and compensation if and as eligible in accordance with the amount of delay.

1.1. Assistance and Benefits

If you meet the eligibility criteria, you will be entitled to the following assistance and benefits based on the duration of the delay:

Assistance and benefits	Delay exceeding two (2) hours	Delay exceeding five (5) hours	Delay exceeding ten (10) hours
Food and beverages in reasonable relation to the waiting time	Yes	Yes	Yes
Access to means of communication, such as telephone calls or emails	Yes	Yes	Yes
Overnight accommodation, when the delayed/new flight is at least the following day, subject to availability, including roundtrip transportation from the airport to the accommodation	No	Yes	Yes
Reimbursement of your airfare and other fees paid for the part(s) of the journey not made, if you do not wish to proceed with your flight	No	Yes	Yes
Rerouting to your destination or nearby airport, subject to	No	Yes	Yes

Assistance and benefits	Delay exceeding two (2) hours	Delay exceeding five (5) hours	Delay exceeding ten (10) hours
availability. If rerouted to an alternate airport, ground transport to your destination will be provided			

1.2. Compensation

If you experience a delay of more than five (5) hours on an international flight, you may be eligible for compensation. Monetary compensation is based on:

- The distance of the delayed flight
- The duration of the delay

The applicable compensation amounts are outlined below:

Total flight delay duration	Flight distance	Compensation amount
More than five (5) hours	All	THB 1500
More than ten (10) hours	1500 km or less	THB 2000
	Between 1500 km and 3500 km	THB 3500

Total flight delay duration	Flight distance	Compensation amount
	More than 3500 km	THB 4500

We reserve the right to offer compensation in the form of Air India miles. In such cases, we will provide relevant terms, conditions, and restrictions, and obtain your consent before proceeding.

Kindly note that the compensation may take up to 14 days from the date of the delayed flight.

Note: Compensation will not be provided when the delay is caused by extraordinary circumstances beyond our control.

1.3 Long Tarmac Delay Notice

In case of tarmac delays, you would be eligible for the facilities, compensation or reimbursements as set forth in section 1.1 and 1.2 above. Additionally, if you are on board the aircraft, we'll

- provide proper ventilation, appropriate cabin temperature, lavatory facilities;
- facilitate any urgent medical assistance required to the best of our ability;

Further if the flight delay onboard the aircraft exceeds three hours, in absence of next take-off time, Air India would allow disembarkation from the aircraft subject to safety, security and air traffic management concerns.

2. Denied Boarding Notice

This notice informs you of your rights in the event of being involuntarily denied boarding.

This includes instances where passengers have overbooked the flight beyond its seating capacity, as well as cases where the carrier changes the aircraft type, resulting in a reduction in the number of available seats, except where there are reasonable grounds to deny boarding, as stipulated under Section 41/133 of the Air Navigation Act B.E. 2497, as amended by the Air Navigation Act (No. 14) B.E. 2562.

If such a situation arises for your flight, we will first seek volunteers willing to surrender one or more confirmed reservations in exchange for mutually agreed benefits.

Volunteers will be entitled to the assistance described in section 1.2 of this notice. If no volunteers are identified, it may become necessary to deny boarding to customers against their will.

2.1. Rerouting or reimbursement

If you meet the eligibility criteria, you may choose either options **A** or **B** below:

A. Rerouting

Travel on an alternative flight(s) to your destination or nearby airport, at your convenience, and subject to availability. Ground transport will be provided to your destination airport if rerouted to an alternate airport.

B. Reimbursement

If you choose not to travel, refund of the unused portion(s) of your ticket and other fees paid for the part(s) of the journey not made, may be reimbursed. We reserve the right to offer reimbursement in the form of Air India miles. In such cases, we will provide relevant terms, conditions, and restrictions, and obtain your consent before proceeding.

The time frame for reimbursement claim or compensation claim (if any) would be applicable from the time we receive the request along with complete details required to validate and process the claim.

The timeframe is further dependent on the mode of payment and the source of booking, for bookings made directly with Air India, if payment mode was,

(a) cash then the timeframe is 14 days;

(b) credit card or any other payment mode, then the timeframe is 45 days;

For bookings made via a Travel Agent or Travel Partner, the payment may take up to 60 days from the date of request.

2.2. Assistance

- We will provide you with access to means of communication, such as telephone calls or emails.
- If you opt for rerouting, you will be offered food and beverages in reasonable relation to the waiting time for your new flight. Additionally, we will provide overnight accommodation, when the delayed/new flight is at least the following day, subject to availability, including roundtrip transportation from the airport to the accommodation.

2.3. Compensation

If eligible, you will receive monetary compensation based on the distance of the affected flight.

Flight distance	Compensation amount
1500 km or less	THB 2000
Between 1500 km and 3500 km	THB 3500
More than 3500 km	THB 4500

Alternatively, if you opt for rerouting, you may choose an Air India Voucher redeemable for a complimentary roundtrip ticket on select Air India routes, in lieu of monetary compensation detailed in this section.

Note: Compensation will not be provided when denied boarding is caused by extraordinary circumstances beyond the control of the airline.

Kindly note that the compensation may take up to 14 days from the date of the rerouted flight.

3. Flight Cancellation Notice

This notice informs you of your rights in the event of a flight cancellation.

3.1. Rerouting or reimbursement

If you meet the eligibility criteria, you may choose either options **A** or **B** below:

A. Rerouting

Travel on an alternative flight(s) to your destination or nearby airport, at your convenience, and subject to availability. Ground transport will be provided to your destination airport if rerouted to an alternate airport.

B. Reimbursement

If you choose not to travel, refund of the unused portion(s) of your ticket and other fees paid for the part(s) of the journey not made, may be reimbursed. We reserve the right to offer

reimbursement in the form of Air India miles. In such cases, we will provide relevant terms, conditions, and restrictions, and obtain your consent before proceeding.

The time frame for reimbursement claim or compensation claim (if any) would be applicable from the time we receive the request along with complete details required to validate and process the claim.

The timeframe is further dependent on the mode of payment and the source of booking, for bookings made directly with Air India, if payment mode was,

(a) cash then the timeframe is 14 days;

(b) credit card or any other payment mode, then the timeframe is 45 days;

For bookings made via a Travel Agent or Travel Partner, the payment may take up to 60 days from the date of request.

3.2. Assistance

- We will provide you with access to means of communication, such as telephone calls or emails.
- If you opt for rerouting, you will be offered food and beverages in reasonable relation to the waiting time for your new flight. Additionally, we will provide overnight accommodation, when the delayed/new flight is at least the following day, subject to availability, including roundtrip transportation from the airport to the accommodation.

3.3. Compensation

If eligible, you will receive monetary compensation based on the distance of the affected flight:

Flight distance	Compensation amount
1500 km or less	THB 2000
Between 1500 km and 3500 km	THB 3500
More than 3500 km	THB 4500

We reserve the right to offer compensation in the form of Air India miles. In such cases, we will provide relevant terms, conditions, and restrictions, and obtain your consent before proceeding.

Note: Compensation will not be provided in case of the following circumstances:

- The flight cancellation is due to extraordinary circumstances beyond our control.
- You were notified of the cancellation at least seven (7) days before your scheduled departure and provided with alternative flight options.
- You were notified less than seven (7) days before your scheduled departure and the alternative flight option arrived at the destination no more than three (3) hours earlier or later than the original scheduled time of arrival.

Kindly note that the compensation may take up to 14 days from the date of the cancelled flight.

4. **Involuntary Downgrade Notice**

In the event of being involuntarily downgraded to a lower class of service than the one for which you purchased your ticket, you have the right to the reimbursement options mentioned, if and as eligible.

The time frame for reimbursement claim or compensation claim (if any) would be applicable from the time we receive the request along with complete details required to validate and process the claim.

The timeframe is further dependent on the mode of payment and the source of booking, for bookings made directly with Air India, if payment mode was,

(a) cash then the timeframe is 14 days;

(b) credit card or any other payment mode, then the timeframe is 45 days;

For bookings made via a Travel Agent or Travel Partner, the payment may take up to 60 days from the date of request.

Flight over booking

4.1. Reimbursement options

You may be reimbursed a proportional amount of the airfare paid (excluding any additional charges or fees) as mentioned below. This is calculated based on the flight distance of the original ticket from which you were downgraded.

Flight distance	Reimbursement amount (proportional amount of fare paid)
1500 km or less	30%
Between 1500 km and 3500 km	50%
More than 3500 km	75%

5. Queries and Claims

- If you have any queries about your rights, or you wish to file a claim for compensation or request reimbursement, please contact our [Customer Support](#).
- You may also contact the Civil Aviation Authority of Thailand (CAAT) through their [website](#).