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**Title Page**

Airline Tariff Publishing Company, Agent  
International Passenger Rules and Fares

Tariff No. AI1

Containing  
Local Rules, Fares & Charges  
on Behalf of

Air India Limited

Applicable to the  
Transportation of Passengers and Baggage  
Between Points in

Canada/USA  
and Points in  
Area 1/2/3

For list of participating carriers, see IPGT-1, DOT:581, CTA:373

This tariff is governed, except as otherwise provided herein, by Maximum Permitted Mileage Tariff No. MPM-1, DOT:424, CTA:239; Aircraft Type Seating Configuration Tariff No. TS-2, DOT:220, CTA:111; and International Passenger Governing Tariff No. IPGT-1, DOT:581, CTA:373 issued by Airline Tariff Publishing Company, Agent, supplements thereto and reissues thereof.

Issued by:  
Alex Zoghlin, President  
Airline Tariff Publishing Company, Agent

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## Rule 1 Definitions†

"APPR" means the Air Passenger Protection Regulations.

"assistive device" means any medical device, mobility aid, communication aid or other aid that is specially designed to assist a person with a disability with a need related to their disability.

"ATPDR" means the Accessible Transportation for Persons with Disabilities Regulations.

Add-on-fare: see "arbitrary"

Africa means the area comprised of all the countries on the continent of Africa, other than Algeria, Morocco, Sudan, Tunisia, and Egypt, But Including The Following Islands: Cape Verde, Comoro, Bioko, Madagascar, Mauritius, Reunion, Sao Tome and Seychelles.

Arbitrary means an amount published for use only in combination with other fares for the construction of through fares. It is also referred to as "proportional fare", "basing fare", and "add-on-fare".

Area no. 1 means all of the North and South American Continents; Greenland; Bermuda; Cuba; Haiti; Dominican Republic; Puerto Rico; Jamaica; Netherlands Antilles; Trinidad; Bahamas, Leeward Virgin and Windward Islands; The State of Hawaii; Midway and Palmyra Islands.

Area no. 2 means all of Albania, Austria, Azores, Belgium, Bulgaria, Canary Islands, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Lichtenstein, Luxembourg, Madeira, Malta, Monaco, The Netherlands, Norway, Poland, Portugal, Romania, San Marino, Spain (Including Spanish Morocco), Sweden, Switzerland, Tangier, Turkey (in Europe and Asia), Russian Federation, the United Kingdom and Yugoslavia; All of Africa, Madagascar, Ascension Island; that part of Asia lying west of and including Iran.

Area no. 3 means all of Asia except that portion included in area no. 2 above; all of the East Indies; Australia; New Zealand; all islands of Indonesia, Malaysia, Micronesia and Polynesia (Except Midway and Palmyra Islands); Guam Island; Wake Island; Caledonia, Norfolk Island; and Tasmania.

Baggage means such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort or

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 1 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

convenience in connection with his trip. Unless otherwise specified, it shall include both checked and unchecked baggage of the passenger.

Baggage check means those portions of the ticket which provide for the carriage of passenger's checked baggage, and which are issued by carrier as a receipt for passenger's checked baggage.

Baggage tag means a document issued by carrier solely for identification of checked baggage, the baggage (strap) tag portion of which is attached by carrier to a particular article of checked baggage and the baggage (claim) tag portion of which is given to the passenger.

Bankers' buying rate means the rate at which, for the purpose of the transfer of funds through banking channels (i.e. other than transactions in bank notes, travelers' cheques and similar banking instruments), a bank will purchase a given amount of foreign currency in exchange for one unit(s) of the national currency of the country in which the exchange transaction takes place.

Bankers' selling rate means the rate at which, for the purpose of the transfer of funds through banking channels (i.e. other than transactions in bank notes, travelers' cheques and similar banking instruments), a bank will sell a given amount of foreign currency in exchange for one unit(s) of the national currency of the country in which the exchange transaction takes place.

"bank of seats" means passenger seats that are immediately adjacent to each other and does not include passenger seats that are across the aisle.

"barrier" means anything - including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice - that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Basing fare: see "arbitrary"

Caribbean area means the area comprising Anguilla, Antigua, Aruba, Barbados, Bonaire, Cayman Islands, Cuba, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Jamaica, Martinique, Nevis, St. Kitts, St. Lucia, St. Martin, St. Vincent, Trinidad and Tobago.

Carriage which is equivalent to transportation, means carriage of passenger and/or baggage by air.

Carrier means Air India Limited carrying on business as Air India

Central Africa means Malawi, Zambia and Zimbabwe.

Central America means the area comprising Belize, Costa Rica, El Salvador, Guatemala, Honduras, and Nicaragua.

Checked baggage means baggage of which carrier takes sole custody and for which carrier has issued a baggage check and baggage (claim) tag(s).

Circle trip means travel from one point and return thereto by a continuous, circuitous air route; provided that where no reasonably direct scheduled air service is available between two points, a break in the circle may be travelled by any other means of transportation without prejudice to the circle trip.

Civil Aeronautics Board means Department of Transportation.

Civil Aeronautics Board of the United States of America means Department of Transportation.

Conjunction ticket means two or more tickets concurrently issued to a passenger and which together constitute a single contract of carriage.

Consequential damages means damages which are reasonable out of pocket expenses and other provable damages incurred by passenger as the consequence of the loss, damage, or delay in the delivery of such personal property.

Continental U.S.A. means the 48 contiguous federated states and the federal district of Columbia of the United States of America.

Convention means, the Convention for the unification of certain rules relating to international carriage by air signed at Warsaw, 12 October 1929, or that convention as amended by the Hague protocol, 1955, or the Montreal Convention signed in Montreal on 28 May, 1999 whichever may be applicable to carriage hereunder. Note: For roundtrip international transportation that originates and ends in Canada, the Montreal Convention will apply to the passenger's journey..

Country of commencement of transportation means the country from which travel on the first international sector takes place.

Country of payment means the country where payment is made by the purchaser to the airline or its agent. Payment by cheque, credit card or other banking instruments shall be deemed to have been made at the place where such instrument is accepted by the airline or its agent.

"curbside zone" means an area that is located outside of a terminal where passengers are picked up or dropped off and that is owned, operated, leased or otherwise controlled by the terminal operator.

Date of transaction means the date of issuance of the ticket, MCO or PTA.

Days means full calendar days, including Sundays and legal holidays; provided that for purposes of notification the balance of the day upon which notice is dispatched shall not be counted and that, for purposes of determining durations of validity, the balance of the day upon which the ticket is issued or flight commenced shall not be counted.

"denial of boarding" occurs when a passenger is not permitted to occupy a seat on-board a flight because the number of seats that may be occupied on the flight is less than the number of passengers who have checked in by the required time, hold a confirmed reservation and valid travel documentation, and are present at the boarding gate at the required boarding time.

Destination means the ultimate destination of the passenger's journey as shown on the ticket.

"disability" means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

Eastbound means travel from a point in area no.1 to a point in areas no. 2 or 3 via the Atlantic Ocean or travel from points in area nos. 2 or 3 to a point in area no. 1 via the Pacific Ocean.

Eastern Africa means Burundi, Djibouti, Ethiopia, Kenya, Rwanda, Somalia, Tanzania and Uganda

Europe means that area comprised of Albania; Algeria; Andorra; Austria; Azores; Belgium; Bulgaria; Canary Islands; Czech Republic; Denmark; Finland; France; Germany; Gibraltar; Greece; Hungary; Iceland; Ireland; Italy; Lichtenstein; Luxembourg; Madeira; Malta; Monaco; Morocco; the Netherlands; Norway; Poland; Portugal; Romania; San Marino; Spain; Sweden; Switzerland; Tunisia; Turkey (in Europe and Asia); United Kingdom; Russian Federation (west of the Urals); the former Yugoslavia (Bosnia and Herzegovina, Croatia, Macedonia, Montenegro, Serbia (including the regions of Kosovo and Vojvodina) and Slovenia), and includes the European Union.

"European Union (EU)" means any one of the sovereign nation states that have acceded to the EU. In accordance with Article 299(2) of the Treaty Establishing the EU, this tariff also applies to overseas departments, namely Guadeloupe, French Guyana, Martinique, Reunion Island, the Azores, Madeira and the Canary Islands.

Fare break point means the origin and/or destination point of a fare component.

Fare component means the fare charged between two points. flight coupon means a portion of the passenger ticket that indicates particular places between which the coupon is good for carriage.

French gold francs means francs consisting of 65-1/2 milligrams of gold with a fineness of nine hundred thousandths.

"gratuitous carriage" means air transportation of passengers, goods or animals for no reward.

IATA Rate of Exchange (ROE) means the rates of exchange notified by IATA quarterly to convert local currency fares to the neutral unit of

construction (NUC) and to convert total NUC amounts to the currency of the country of commencement of transportation.

Iberian Peninsula means the area comprised of Spain, Portugal, Gibraltar and the Balearic Islands.

Immediate family except as otherwise indicated, shall mean spouse, children, adopted children, sons-in-law, daughters-in-law, grandchildren, brothers, brothers-in-law, sisters, sisters-in-law, parents, fathers-in-law, mothers-in-law and grandparents.

Indian Ocean Islands means Comoros, Madagascar, Mauritius, Mayotte, Reunion and Seychelles.

Interline transfer point means any point at which the passenger transfers from the services of one carrier to the services of another carrier.

Intermediate fare means the full fare established for normal, regular or unusual service, the application of which is not dependent upon any specifically limited period of ticket validity or other special circumstances. Unless otherwise specified for the application of the provisions of this tariff intermediate fares shall be considered to include all year one way/round trip/circle trip/open jaw, basic season/peak season for business/executive cabin/medallion/preference class travel.

International carriage means (except when an applicable Convention applies) carriage in which according to the contract of carriage, the place of departure and any place of landing are situated in more than one state. As used in this definition, the term "state" includes all territory subject to the sovereignty, suzerainty, mandate, authority or trusteeship thereof international carriage as defined by the Montreal convention means any carriage in which, according to the agreement between the parties, the place of departure and the place of destination, whether or not there be a break in the carriage or a transshipment, are situated either within the territories of two States Parties, or within the territory of a single State Party if there is an agreed stopping place within the territory of another State, even if that State is not a State Party. Carriage between two points within the territory of a single State Party without an agreed stopping place within the territory of another State is not international carriage for the purposes of this Convention.

International sector means a sector of uninterrupted air travel from which the arrival and departure points are in two different countries, however, when transoceanic travel is involved in a fare component, travel on the transoceanic sector shall be considered the international sector.

Interstate transportation means transportation between a point in any state of the United States or the District of Columbia and a point in any other state of the United States or the District of Columbia.

**"involuntary refunds"** includes any refunds made pursuant to the requirements of the Air Passenger Protection Regulations: SOR/2019-150.



Local currency fares mean fares and related charges expressed in the currency of the country of commencement of travel.

"Large Carrier APPR" is a carrier that has transported a worldwide total of two million passengers or more during each of the two preceding calendar years.

"Large Carrier ATPDR" is a carrier that has transported a worldwide total of one million passengers or more during each of the two preceding calendar years.

Middle East means the area comprised of Bahrain, Cyprus, Egypt (Arab Republic of Egypt), Iran, Islamic Republic of , Iraq, Israel, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, Sudan, Syrian Arab Republic, United Arab Emirates (Abu Dhabi, Ajman, Dubai, Fujairah, Ras Al Khaimah, Sharjah, Omm Al Qaiwain) and Yemen.

"minor" means a person who has not reached their 12th birthday on the date that travel commences.

Miscellaneous Charges Order (MCO) means a document issued by a carrier or its agents requesting issue of an appropriate passenger ticket and baggage check or provision of services to the person named in such document.

"mobility aid" means any manual or electric wheelchair, scooter, boarding chair, walker, cane, crutch, prosthesis or other aid that is specially designed to assist a person with a disability with a need related to mobility.

National means a person who has the citizenship of a country either by birth or by naturalization.

Normal fare means the full fare established for a normal, regular or usual service, the application of which is not dependent upon any specially limited period of ticket validity or other restrictions. Unless otherwise specified, for the application of provisions of this tariff, normal fares shall be considered to include all year one-way, round, circle and open-jaw trip fares, first class, business class, premium economy class, economy class, on-season (peak) and off-season (basic) fares.

North America means the area comprising Alaska, Canada, continental U.S.A. and Mexico.

NUC means the Neutral Unit of Construction.

On-line tariff data base means (in the context of the United States) the remotely accessible, on-line version, maintained by the filer, of (1) the electronically filed tariff data submitted to the "official D.O.T. tariff database," and (2) the departmental approvals, disapprovals and other actions, as well as departmental notations concerning such approvals, disapprovals or other actions, that subpart w of the proposed part 221 requires the filer to maintain in its database. The term "official D.O.T. tariff database" means those

data records (as set forth in sections 221.283 and 221.286 of the rule) which would be in the custody of, and maintained by the department of transportation..

Online transfer point means any point at which the passenger transfers from one service of a carrier to another service of the same carrier (bearing a different flight number).

open-jaw trip means travel which is essentially of a round-trip nature but the outward point of departure and inward point of arrival and/or outward point of arrival and inward point of departure are not the same.

Other charges mean charges such as taxes, fees, etc. not intended to be shown in the fare construction box of the ticket (excluding excess baggage charges).

Overseas transportation means transportation between a point in any state of the United States or the District of Columbia and a point in a territory or possession of them United States.

Passenger means any person, except members of the crew, carried or to be carried in an aircraft with the consent of carrier.

Passenger coupon means that portion of the passenger ticket constituting the passenger's written evidence of the contract of carriage.

"person with a disability means a person with any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

Prepaid ticket advice (PTA) means the notification by teletype commercial wire or mail that a person in one city has requested the issuance of prepaid transportation to a person in another city.

"priority baggage" means baggage that will be the last items to be stowed in the aircraft hold and the first items to be removed. Aids required for the mobility or well-being of persons with disabilities shall be treated as priority baggage.

Proportional fares: see "Arbitrary"

"refusal to transport" means, despite a passenger holding a valid ticket, the carrier will not carry or, if necessary, will remove the passenger from a flight at any point for reasons found in Rule 25, Refusal to Transport.

"required for safety purposes" means required by law in order to reduce risk to passenger safety and includes required by safety decisions made within the authority of the pilot of the aircraft or any decision made in accordance with a safety management system as defined in subsection 101.01(1) of the Canadian Aviation Regulations

but does not include scheduled maintenance in compliance with legal requirements.

Related charges means those charges intended to be shown in the fare construction box of the ticket and excess baggage charges.

Resident means a person normally living in a country of which he may/may not be a citizen.

round trip, which is equivalent to return journey, means:

1. Travel from one point to another and return by the same air route used outbound whether or not the fares outbound and inbound be the same, or

2. Travel from one point to another and return by an air route different from that used outbound, for which the same normal, through, one way fare is established.

Scandinavia means the area comprising Denmark, Norway and Sweden.

"service dog" means a dog that has been individually trained by an organization or person specializing in service dog training to perform a task to assist a person with a disability with a need related to their disability.

"severe allergy" means an allergy to an allergen that may cause a person to experience significant physical distress if they are directly exposed to the allergen.

"situations outside the carrier's control" include, but are not limited to the following:

- war or political instability;
- illegal acts or sabotage;
- meteorological conditions or natural disasters that make the safe operation of the aircraft impossible;
- instructions from air traffic control;
- a NOTAM, (Notice to Airmen) as defined in subsection 101.01(1) of the Canadian Aviation Regulations;
- a security threat;
- airport operation issues;
- a medical emergency;
- a collision with wildlife;
- a labour disruption within the carrier or within an essential service provider such as an airport or an air navigation service provider;
- a manufacturing defect in an aircraft that reduces the safety of passengers and that was identified by the manufacturer of the aircraft concerned, or by a competent authority; and
- an order or instruction from an official of a state or a law enforcement agency or from a person responsible for airport security.

Side trip means a trip that occurs on any fare component for which a one way/half round trip fare is charged that includes a transit more than once at any ticketed point enroute for the through fare component.

SITI means sale in and ticket issuance in the country of commencement of transportation.

SITO means sale in but ticket issuance outside the country of commencement of transportation.

SOTI means sale outside but ticket issuance in the country of commencement of transportation.

SOTO means sale outside and ticket issuance outside the country of commencement of transportation.

South America means the area comprising Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, French Guiana, Guyana, Panama, Paraguay, Peru, Suriname, Uruguay and Venezuela.

South Asian Subcontinent Means the Area Comprised of Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan and Sri Lanka.

South East Asia means the area comprised of Brunei, China, Guam, Hong Kong, Indonesia, Cambodia, Laos, Malaysia, Mongolia, Myanmar, Philippines, Singapore, Taiwan, Thailand, Union of Soviet Socialist Republics (east of the Urals) and Vietnam.

South West Pacific means that area comprised of Australia, Cook Islands, Fiji Islands, Kiribati, New Caledonia, New Zealand, Papua New Guinea, Samoan Islands, Society Islands, Solomon Islands, Tonga, Tuvalu, Vanuatu and Intermediate Islands.

Southern Africa means Botswana, Lesotho, Mozambique, South Africa, South West Africa (Namibia and Swaziland.)

Special fare means a fare other than a normal fare.

Special drawing right or SDR means a special unit of currency, the value of which is specified in the applicable rules of the International Monetary Fund.

Stopover means a deliberate break of a journey by the passenger, agreed to in advance by the airline, at a point between the place of departure and the place of ultimate destination. The deliberate break in the journey must be for a purpose other than changing aircraft.

Surface sector means a sector between two intermediate points of a fare component where travel is via other than air transportation in the case of a mileage fare, the ticketed point mileage between the origin and the destination of the surface sector is included in the Ticketed Point Mileage (TPM) calculation of the through fare component. In the case of a routing fare, both the origin and destination point of the surface sector should be on the specified routing. The fare over the surface sector is covered by the through fare component.

"support person" means a person who is needed by a person with a disability, because of the nature of their disability, after departure and before arrival for assistance with eating meals, taking medication, using the washroom, transferring to and from a passenger

seat, orientation and communication; or for physical assistance in an emergency, including in the case of an evacuation or decompression.

"tariff" means a schedule of fares, rates, charges or terms and conditions of carriage applicable to the provision of an air service and other incidental services.

"tarmac delay" occurs when a flight is delayed on the tarmac after the doors of the aircraft are closed for take-off or after the flight has landed.

Ticket means the "passenger ticket and baggage check", including all flight, passenger and other coupons contained therein issued by carrier, which provides for the carriage of the passenger and his baggage.

Ticketed point means any point shown in the 'good for passage' section of the ticket plus any point(s) used for fare construction and shown in the 'fare construction box' of the passenger ticket; provided that two flight numbers or two carriers such as for an interchange flight will not be permitted on one flight coupon.

"traffic" means any persons or goods that are transported by air.

Transfer point means any point in which a passenger transfers from the flight of one carrier to the flight of another carrier or changes to another carrier flight (that is) a service bearing a different flight number of the same carrier, irrespective of whether or not a change of aircraft occurs.

To validate means to stamp or write on the passenger ticket an indication that the passenger ticket has been officially issued by carrier.

Unchecked baggage is baggage other than checked baggage.

United Kingdom or U.K. means England, Scotland, Wales and Northern Ireland.

"United States of America" or "the United States" or "the U.S.A." each means, unless otherwise specified, the area comprising of forty-eight (48) contiguous federated states; the federal District of Columbia; Alaska; Hawaii; Puerto Rico; ST. Croix AND ST. Thomas of the Virgin Islands; American Samoa; the Canal Zone; Guam, Midway and Wake Islands.

Via used in conjunction with carrier two-letter abbreviation(s), means "applicable to" the carrier(s) specified when carriage is performed by such carrier(s).

Westbound means travel from a point in area no. 2 or 3 to a point in area no. 1 via the Atlantic Ocean or travel from a point in area no. 1 to a point in area no. 2 or 3 via the Pacific Ocean.

Western Africa Means Angola, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Congo, Cote D'Ivoire (Ivory Coast), Equatorial Guinea, Gabon, Gambia, Ghana, Guinea, Guinea

Bissau, Liberia, Mali, Mauritania, Niger, Nigeria, Sao Tome & Principe, Senegal, Sierra Leone, Togo and Zaire.

## Rule 2 Standard Format of Electronic Rules†

### Rule Title/Application (Category 50)

This category contains the rule title and defines the application of the rule. It will be used to indicate the geographical application of the rule, type of service (first, coach, etc.), type of transportation (one way or round trip), type of journey (single open jaw, round trip, etc.) and applicability for use with joint fares, tour fares and group fares. provisions for capacity limitations, general rules which are not applicable and miscellaneous information which is not category specific will also appear here. This category will appear with every rule with at least the rule title.

Eligibility (Category 1)  
Intentionally left blank

Day/Time (Category 2)  
Intentionally left blank

Seasonality (Category 3)  
Intentionally left blank

Flight Application (Category 4)  
Intentionally left blank

### Advance Reservations/Ticketing (Category 5)

(1) Advance purchase fares  
requires that reservations be made, and payment and ticketing be completed prior to commencement of outbound travel. The number of days in advance of departure date required to fulfill these conditions will be specified in each advance purchase fare rule. Any voluntary changes in reservations(s)/ticket(s) after ticket(s) has been issued will result in the imposition of a charge or penalty by the carrier concerned, as indicated in category 16 of the applicable fare rules.

(2) Group fares (including inclusive tour fares)  
(a) Require that reservations be made, and tickets for all members of the group be issued and paid for prior to commencement of

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 2 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

outbound travel. The number of days in advance of departure date required to fulfill these conditions will be specified in each group fare rule.

(b) where applicable, this category will also indicate any payment and ticketing deadline for added/substitute passengers in the group.

(c) Each ticket shall indicate by means of the appropriate ticketing code that the passenger is a member of a travel group and show the applicable inclusive tour code or group code assigned by the carrier, as the case may be.

Minimum Stay (Category 6)  
Intentionally left blank

Maximum Stay (Category 7)  
Intentionally left blank

Stopovers (Category 8)  
Unless otherwise specified in the governing fare rules, enroute stopovers shall be permitted free of charge.

Transfers (Category 9)  
Intentionally left blank

Permitted Combinations (Category 10)  
Intentionally left blank

Blackout Dates (Category 11)  
Intentionally left blank

Surcharges (Category 12)  
Intentionally left blank

Accompanied Travel (Category 13)  
Intentionally left blank

Travel Restrictions (Category 14)  
Intentionally left blank

Sales Restrictions (Category 15)  
Intentionally left blank

Penalties (Category 16)

(1) Rerouting of advance purchase and group fare passengers unless otherwise specified, voluntary reroutings are not permitted but will be subject to the provisions specified in this category of the fare rule.

(2) Advance purchase fares

(a) Prior to departure

(i) In the event of cancellation by the passenger or failure to use confirmed space as ticketed prior to or at departure time for any reason, except as provided in (ii) and (iii) below, a portion of the fare will be deemed non-refundable and will be forfeited by the passenger. The applicable non-refundable amount will be specified in each advance purchase/advance purchase excursion rule.

- (ii) Full refund will be made in the event of:
    - (aa) Death or illness of the prospective passenger or a member of the passenger's immediate family (attested to by an appropriate certificate);
    - (bb) An increase in the advance purchase fare after a ticket has been issued, and the passenger desires to cancel.
  - (iii) If, after issuance of the ticket, schedule changes by the carrier(s) create alterations to the ticketed itinerary which are unacceptable to the passenger, the passengers may cancel or have the ticket reissued in accordance with applicable tariffs, without incurring a penalty.
  - (b) After departure
    - (i) In the event of cancellation by the passenger or failure to use confirmed space as ticketed after travel has commenced, except as provided in (ii) below, refund will be the difference between the fare paid and the fare for the transportation used less the non-refundable amount specified in the applicable rule.
    - (ii) In the case of death enroute of a member of a family traveling together, the surviving member(s) will be permitted a rerouting of the balance of the journey without penalty.
  - (c) After the ticket has been issued, the non-refundable portion of the fare shall not be used as credit towards payment of any other fares. However, an advance purchase fare ticket may be upgraded to another fare type, only as specified in the applicable rule, subject to all conditions of the new fare, in which case the original non-refundable amount shall still not be refundable. The "NONREF/APEX" entry shall continue to be carried in the "form of payment" box of the new ticket and any subsequent reissues.
- (3) Group fares (including group inclusive tour fares)
- (a) Prior to departure
    - (i) Refunds shall be made only to or at the direction of the person responsible for the travel arrangements of the group.
    - (ii) In the event of voluntary cancellation by the group or a member of the group less than the number of days stated in the rule prior to commencement of outbound travel, except as provided in (iii) below, a portion of the group fare paid will be deemed non-refundable and will be forfeited by the non-departing group member(s). The applicable non-refundable amount will be specified in each group rule.
    - (iii) Full refund will be made in the case of:
      - (aa) Death or illness of the passenger or of a member of the passenger's immediate family (attested to by an appropriate certificate);
      - (bb) replaced passenger, if substitutions are permitted in the rule being detailed;
      - (cc) cancellation of affinity/non-affinity/incentive/own use group transportation by the carrier.



- (b) After departure
- (i) Normal cancellation and refund procedures will apply provided that in the event of cancellation or rerouting by a member of the group due to:
- (aa) Death of the passenger enroute, the difference, if any, by which the group fare paid exceeds the applicable fare for the portions actually flown by the passenger, calculated from the original point of origin, will be refunded;
- (bb) A death in the immediate family of a passenger, the amount of the group fare paid by the passenger will be applied as a credit (but not in cash) towards the purchase of transportation at applicable fares for the portions actually flown by the passenger, calculated from the original point of origin. Similar arrangements may be made for other members of the travel group who belong to the immediate family of such passenger;
- (cc) A passenger being unable to complete or continue his/her journey with the group due to illness, which must be substantiated by a medical certificate, the amount of the group fare paid will be applied as a credit towards the purchase of transportation at applicable fares for the portions actually flown by the passenger, calculated from the original point of origin. Similar arrangements for transportation may be made for other members of the inclusive tour group who belong to the immediate family of such passenger.
- (ii) Except as provided above, in case of voluntary cancellation of the group or a member of the group, refund will be an amount equal to the excess of the group fare paid over the all-year fare applicable for transportation from the point of origin to the point of cancellation, less the percentage/penalty specified in the applicable rule.
- (iii) In the event a passenger discontinues his/her journey en route for any reason, the amount of the fare paid will be applied as a credit toward the purchase of transportation at the applicable fare calculated from the point of origin.
- (c) In any of the circumstances described above, the remaining members of the travel group, regardless of their number, shall commence or continue with the itinerary, subject to all other conditions of the rule.

Higher Intermediate Point (Category 17)  
Intentionally left blank

Ticket Endorsements (Category 18)  
Intentionally left blank

Children's Discounts (Category 19)  
Intentionally left blank

Tour Conductor Discounts (Category 20)  
Intentionally left blank

Agent Discounts (Category 21)  
Intentionally left blank

All Other Discounts (Category 22)  
Intentionally left blank

miscellaneous provisions (category 23)  
Intentionally left blank

(Category 24)  
Currently not available

(Category 25)  
Currently not available

Groups (Category 26)

- (1) Group size:  
Unless otherwise specified in the fare rule, in order to determine the minimum group size, two children each paying at least 50 percent of the applicable group fare will be counted as one member of the group.
- (2) Eligibility:
  - (a) Affinity group requirements:
    - i) The travel group must be formed only from affinity groups, i.e., member (or employee) of the same association, corporation, company or other legal entity (referred to as the "organization").
    - ii) The principal purposes, aims and objectives of the organization, must be other than travel.
    - iii) Sufficient affinity must exist prior to the application for transportation in order to distinguish and set the group apart from the general public.
    - iv) Each member of the travel group must be a member of the organization at the time of application for the group fares discount and must have been a member for at least six months immediately prior to the date of commencement of travel.
    - v) The travel group may include the spouse and dependent children of a member of the organization from which the party to be transported is drawn. In addition, parents living in the same household as a member may be included. However, any such spouse, dependent children or parents must be accompanied on the flight by such member, unless the member has been compelled to cancel his passage.
    - vi) Limitation of solicitation:  
With respect to the formation of affinity groups:
      - aa) solicitation is limited to personal letters, circulars and telephone calls addressed to members of the organization, to group publications intended solely for members of the organization (or for members of the federation or organization to which the organization belongs) and to any other form of solicitation not defined as public solicitation in paragraph (vii) below.

bb) Solicitation must be effected only by officials of the organization or members of the travel group.

cc) The travel group must not be gathered directly or indirectly by a person engaged in soliciting or selling transportation services or providing or offering to provide transportation to the general public. However, the mere ascertainment of the group fare and/or its collection from members of the travel group will not of itself be considered as engaging in such acts.

dd) If the organizers of the travel groups employ a travel agent to assist in the travel arrangements, he must in no way solicit members of the travel group. However, after the party to be transported is formed, the travel agent may contact members of the group for the purposes of arranging other travel services in addition to assisting in travel arrangements.

(vii) Definition of "public solicitation"

Public solicitation will be considered to exist when the group transportation is described, referred to, announced in advertisements or any other writing or means of public communication, whether paid or unpaid, including but not limited to, telephone campaigns, radio, telegraph and television. However, a statement in public news media other than advertisement, which could not reasonably be construed as calculated or likely to induce travel as a member of the travel group and which has not been initiated by the organization, any member of the travel group carrier or an agent or representative of any of them, will not be considered public solicitation.

(b) Incentive/own use group requirements

The travel group shall be formed only for own use of one person or a legal entity, such as an association, partnership, company or corporation (referred to as the "purchaser"). Such purchaser may not, wholly or partially, directly or indirectly, share the cost of the air transportation with other persons interested in obtaining such transportation, including the passengers carried. However, such cost may be raised by voluntary contributions if:

(i) The voluntary contributions are not solicited/obtained solely from the passengers to be carried:

(ii) Participation in the travel group is not limited to those actually contributing;

(iii) The minimum amount of each person's contribution has not been prescribed by the purchaser; and

(iv) Each person to be included in the travel group is selected by the purchaser and for reasons other than such person's request that he/she be included in the travel group.

(c) Incentive group requirements

(i) Incentive groups mean groups of employees and/or dealers and/or agents (including their spouses) of the same business firm(s), corporation(s) or enterprise(s) (excluding non-profit organizations), also referred to as the "organization", travelling under an established incentive travel program which rewards the employee, dealers and agents for past work or provides an incentive for future activities.

(ii) The incentive travel program is to include air transportation, accommodations, sightseeing, entertainment and other features the cost of which is borne entirely by the business firm, corporation or enterprise and not passed on directly or indirectly to the employees, dealers or agents.

(iii) Officials (and their spouses) of such business firms, corporations or enterprises may also be included in the group if they are travelling for the purpose of making awards or officiating in the incentive travel program.

(iv) Each member of the incentive group must be a member of the organization at the time of application for the group fare.

### (3) Documentation

(a) General requirements for all individual and group inclusive tours. There must be vouchers specifying sleeping accommodations and any sightseeing or other features of the tour. Such voucher, including those for ground transportation, must be available for inspection during check-in prior to commencement of outbound transatlantic travel.

#### (b) Affinity/incentive/non-affinity/own use group requirement

- (i) Written application, in the form required by AI shall provide a full description of the travel desired, the names and total number of passengers, and, where applicable, the affinity/incentive/own use provision under which the travel is being requested, and must be signed by the applicant (the person responsible for the travel arrangements of the group).
- (ii) The application must be submitted to the issuing carrier (the carrier whose tickets are to be issued) prior to commencement of outbound travel. The deadline for receipt of the application is specified in each particular group travel rule.
- (iii) Except as otherwise noted, only those passengers listed in the written application may be transported.
- (iv) Passenger substitution/additions - if name changes and/or additions to the list of participants in the travel group may be made after the written application has been submitted, a statement will appear in this category giving the number of changes and/or additions permitted and the deadline, if any is involved.
- (v) Each travel group shall be identified by a definite number (group code) assigned by AI.

Tours (Category 27)

- (1) Individual and group inclusive tour fare requirements
  - (i) Except as otherwise noted, the individual inclusive tour must include in its published price and appropriate literature, in addition to air transportation, the cost of sleeping or hotel accommodations for at least 6 nights, plus any other facilities or attractions such as airport transfers, sightseeing, motorcoach trips, and car rentals.
  - (ii) Except as otherwise noted, the group inclusive tour must include in its published price and appropriate literature, in addition to air transportation, the cost of airport transfers and sleeping or hotel accommodations for the total duration of the trip, plus other facilities or attractions such as sightseeing, motorcoach trips, and car rentals.
  - (iii) Tours must be paid for in full prior to commencement of travel, and price of tour features and facilities may not be less than the amount specified in this category of the particular rule.
- (2) Minimum tour price
  - (a) The minimum selling price of the inclusive tour, normally expressed as the applicable inclusive tour plus a specific dollar amount.
  - (b) Any increase in the minimum selling price due to extra days of stay en route.  
Note: The term "Minimum Tour Price" (MTP) shall be understood to mean the minimum selling price of the tour per passenger.

Visit Another Country (Category 28)

Intentionally left blank

Deposits (Category 29)

Intentionally left blank

## Rule 5 Application of Tariff†

### (A) General

- 1) This tariff shall apply to carriage of passengers and baggage, including all services incidental thereto, performed by AI under local and joint rates and charges, with the exception of code-share agreements, when the carrier issues a ticket, baggage check, or makes any other arrangements for transportation over the services of, and in the name of, any other carrier (whether or not such transportation is part of a through service), the carrier acts only as agent for such other carrier and the tariff of that other carrier will apply.
- 2) This tariff shall apply to carriage of passengers and their accompanying baggage, and to all services incidental thereto:
  - a. For carriage on flights operated and marketed (carrying a Air India flight number) to a passenger by Air India, and
  - b. For carriage on flights marketed by Air India to a passenger but operated by another carrier.
- 3) Fares and charges or monetary amounts shown in dollars or cents are stated in terms of U.S. currency except where fares and charges or monetary amounts are for travel commencing in Canada, in which case, they are specifically stated as being published in Canadian currency or other currency.
- 4) Rules stating any limitation on, or conditions relating to the liability of carriers for personal injury or death

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 5 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

may not be permitted to be included in tariffs filed pursuant to the laws of foreign jurisdictions, including the United States. Nothing in this tariff modifies or waives any provision of the Warsaw convention or the Montreal Convention or any other convention or protocol.

- 5) Rules in this tariff govern the application of all fares and charges published in tariffs which specifically refer to and are made subject to this tariff with such exceptions as may be expressly stated in such tariffs. These rules constitute the conditions upon which each carrier transports or agrees to transport and are expressly agreed to by the passenger to the same extent as if such rules were included as conditions in the contract of carriage.
- 6) The rates, fares, charges, classifications, rules, regulations, practices and services provided herein and in tariffs governed by this tariff have been filed in each country in which filing is required by treaty, convention or agreement entered into between that country and Canada, in accordance with the provisions of the applicable treaty, convention or agreement.
- 7) Except as otherwise provided below, fare rule provisions, local or joint fares, including arbitraries contained in the on-line tariff database maintained by Airline Tariff Publishing Company, agent on behalf of Air India are considered to be part of this tariff.

(B) Gratuitous carriage

with respect to gratuitous carriage, carrier reserves the right to exclude the application of all or part of this tariff.

(C) Change without notice

Except as may be required by applicable laws, government regulations, orders and requirements, carrier's rules, regulations and conditions of carriage are subject to change without notice; provided, that no such change shall apply to a contract of carriage after the carriage has commenced.

- (D) When rules or provisions in this tariff or tariffs governed hereby provide for the application of fares and charges based upon percentages of other fares and charges, such proportionate fares and charges will be determined in accordance with the percentage conversion instruction of this tariff.

(E) Effective rules, fares and charges:

- i) Except as otherwise provided herein, the applicable rules, fares and charges for carriage of passengers and/or baggage are those duly published by AI and shall be those in effect on the date of commencement of carriage covered by the first flight coupon of the ticket. When the fares or charges collected are not the applicable

- fares or charges, the difference will be refunded to or collected from the passenger, as may be appropriate.
- ii) (Applicable only to sales and tickets issued in the U.S.A. for transportation originating in the U.S.A.) no increase will be collected in cases where the ticket has been issued prior to the effective date of a tariff containing an increase in the applicable fare, effected through a change in fare level, a change in conditions governing the fare, or cancellation of the fare itself, provided:
- (a) The originating flight coupon of the ticket was issued for a specific flight at the fare contained in a tariff lawfully in effect on the date of ticket issuance (determined by the validation on the ticket);
  - (b) The originating flight shown on the ticket is not voluntarily changed at the passenger's request subsequent to the effective date of any increase in the applicable fare:  
Note: The provisions of sub-paragraph (a) and (b) above will not apply to tickets issued at published standby fares.
  - (c) These provisions shall apply only to the passenger to whom the ticket was originally issued. Furthermore, these provisions will not apply to sales made outside the U.S.A. for tickets to be issued in the U.S.A.
- (3) (Applicable only from New York, N.Y. to London, U.K. for tickets issued on incentive group fares)  
) Upon the execution of a contract between the group organizer and AI and payment of a deposit of 25 percent of the applicable fare per passenger for the number of seats reserved by the group organizer, no increase to fares/charges in effect at the time of contract will be collected subject to the following conditions:
- (a) Eligibility  
all provisions of rule 2 paragraph (i) (3) (d) published in this tariff shall apply.
  - (b) Validity of contract  
Upon the execution of a contract between the group organizer and AI and receipt of the above stated deposit requirement, no increase of fares/charges in effect at the time of the contract shall be collected for a period not to exceed 18 months.
  - (c) Cancellation penalty  
If the reservations for the contracted group or any member of the group are cancelled prior to departure for any reason other than the death or illness of a passenger or member of the passenger's immediate family, as substantiated by a medical certificate, a penalty will be collected as follows:  
60 - 31 days                      10 percent of the



(4) (Applicable only for transportation which originates in Canada.) No increase in fares or charges applicable to the carriage of passengers will be collected or more restrictive conditions of such carriage applied in the event that an increase in fares or more restrictive conditions are imposed between the time of ticket issuance and the effective date of any subsequent tariff containing an increase or more restrictive conditions of carriage, provided:

- (a) The ticket is used on AI ticket stock which means the ticket is imprinted with the AI carrier code in the ticket serial number (098) and issued and validated with an official AI validator by an authorized AI employee, an AI appointed travel agency or other person authorized to issue AI ticket stock;
- (b) The ticket is issued with confirmed reservations from the point of origin in Canada to the first point of stopover in areas 2 or 3 at the fares and charges applicable on the date of ticket issuance for the date of commencement of travel. The date of ticket issuance is determined by the validator stamped or imprinted on the ticket;
- (c) The confirmed ticketed reservations are not changed and the ticket is not reissued at the passenger's request;
- (d) Sale occurs and tickets are issued in Canada or the U.S.A.

## Rule 6 Classes of Service

- (A) First class or class "f" fares apply when travel is in the first class compartment of combination compartment flights operated with jet aircraft. The first class compartment is located in the forward cabin on b-747 aircraft (rows 1 through 4).
- (B) Executive class or class "c" fares apply when travel is in the executive class compartment of combination compartment flights operated with jet aircraft. The executive class compartment is located in the upper deck lounge and immediately behind the first class compartment on b-747 aircraft (rows 9 through 16 and rows 55 through 59).
- (C) Economy class or class "y" fares apply when travel is on flights designated as economy class flights in the carrier's schedule or in the economy class compartment of combination compartment flights operated with jet aircraft. The economy class compartment is located immediately behind the executive class compartment on b-747 aircraft (rows 18 through 54).

## **Rule 15 Right of Search of Passengers and Baggage†**

The carrier security, airport operator or the airport security may request the passenger to permit a search to be conducted of their person and baggage. They may search baggage in the passenger's absence with or without the passenger's knowledge or consent. The purpose of any search is to ensure aircraft and passenger safety, security and to determine whether the passenger is in possession of, or the baggage contains, items mentioned in (G) above or any arms or ammunition which have not been presented to the carrier. If the passenger refuses to comply with the request for search, the carrier may refuse to carry the passenger and/or their baggage.

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 15 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

## Rule 25 Refusal to Transport-Limitations of Carriage†

“Force majeure” means any unforeseeable circumstances beyond the carrier’s control, the consequences of which could not have been avoided even if all due care had been exercised including, but without limitation, meteorological and geological conditions, acts of God, pandemics, strikes, riots, civil commotions, embargoes, wars, hostilities, disturbances, unsettled international conditions, shortage of fuel or facilities, or labour disputes, either actual, threatened or reported.

### (A) Refusal, cancellation or removal

1. Carrier will refuse to carry, cancel the reserved space of, or remove en route any passenger:
  - a) When such action is necessary for reasons of safety;
  - b) When such action is necessary to prevent violation of any applicable laws, regulations or orders of any state or country to be flown from, into or over;
  - c) When the conduct, age, status or mental or physical condition of the passenger is such as to:
    - i. Require special assistance of carrier; or
    - ii. Cause discomfort or make himself objectionable to other passengers; or
    - iii. Involve any hazard or risk to himself or to other persons or to property
  - d) When the passenger refuses on request to produce positive identification.  
Note: Carrier shall have the right, but shall not be obligated, to require positive identification of persons purchasing tickets and/or presenting a ticket(s) for the purpose of boarding aircraft.
  - e) When the passenger refuses to permit search of his person or property for explosives or a concealed, deadly or dangerous weapon or article.

### (B) Conditional acceptance for carriage

If a passenger, whose status, age, or mental or physical condition is such as to involve any hazard or risk to himself is carried, it is on the express condition that carrier shall not be liable for any injury, illness or disability, or any

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 25 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

aggravation or consequence thereof, including death caused by such status, age, or mental or physical condition (see note).

Note 1: Except to the extent provided in rule 55(C)(3) (liability of carriers) rules affecting liability of carriers for personal injury or death are not permitted to be included in tariffs filed pursuant to the laws of the United States, and rule 25 (b) (refusal to transport-limitations of carriage) is included herein as part of the tariff filed with governments other than the United States and not as part of AI-1 tariff C.A.B. no. 522, filed with the department of transportation of the United States.

Note 2: Carrier will accept the determination of the person with a disability as to self-reliance. See also: Rules 70 and 71 as applicable.)

(C) Carriage of unaccompanied children

1. Children under twelve (12) years of age will be accepted for carriage unaccompanied only under the following conditions:
  - a) They are accompanied to the airport at the time of departure by a parent, guardian or responsible adult who shall remain with the child until enplaned and evidence is presented by such parent, guardian or responsible adult that the child will be met at the airport of stopover or destination by another parent, guardian or responsible adult upon deplaning.
  - b) The flight on which space is held is not expected to terminate short of or by-pass the destination due to weather conditions.
  - c) An unaccompanied minor service has been requested and registered prior to or at the time of check-in.

Children between the ages of 5 and 12 travelling alone, domestically or internationally with us, are considered as unaccompanied minors.

For further information regarding unaccompanied minors, see Rule 200.

### Rule 30 Ground Transfer Service†

(A) General

(1) Except as otherwise provided below, carrier does not maintain, operate or provide ground transfer service between airports and town centers. Except where ground transfer service is directly operated by carrier, it is agreed that any such service is performed by independent operators who are not and shall not be deemed to be agents or servants of carrier. Anything done by an employee, agent, or representative of carrier in assisting the passenger to make arrangements for such ground transfer service shall in no way make the carrier liable for the acts or omissions of such an independent operator. In cases where a carrier maintains and operates for its passengers local transfer services, the terms, conditions, rules and regulations of the carrier, including (but without limitation) those stated or referred to in their tickets, baggage checks and baggage valuation agreements shall be deemed applicable to such local services. No portion of the fare shall be refundable in the event local transfer services are not used.

(2) In the case of scheduled overnight stops on through service via the same or a combination of carriers named, ground transfer charges may be borne by the carrier.

(B) At points in area no. 1

- (1) Ground transfer service between airports and the town centers served is not included in the fare.  
(2) Ground transfer service between airports serving the same city is provided at the following points at no additional charge:

	Remarks
between John F. Kennedy International and La Guardia	For passengers making connections from or to AI transatlantic flights

(C) At points in Europe and Middle East  
ground transfer service between airports and the town centers is included in the fare only at Prague, Czech republic.

(D) At points in area no. 2  
Ground transfer service between airports and the town centers served is included in the fare and will be furnished without additional charge at all scheduled stops, except at the following points:  
Dakar, Senegal  
Kinshasa, Republic of Congo  
Monrovia, Liberia  
points in the Republic of South Africa

(E) At points in area no. 3

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 30 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

Ground transfer service between airports and town centers served is included in the fare only at points in Burma, Ceylon, India except Delhi), Indonesia, Malaysia, Pakistan and Singapore.

### Rule 35 Passenger Expenses En Route†

In Canada, the following rules apply except as otherwise provided under the APPR or other government rules and regulations related to passenger rights:

(A) Inflight services Meals

Meals, if served, will be free of charge, unless otherwise specified in the published tariffs of carrier.

(B) En route ground services

Hotel accommodations and other services

- i. When requested by passenger, carrier's representatives will make application on their behalf for hotel reservations; but the availability thereof is not guaranteed. All expenses incurred by carrier or its representatives in arranging or attempting to arrange for reservations will be chargeable to passengers except as otherwise provided in this tariff.
- ii. Except as provided below, hotel expenses are not included in passenger fares and in the case of scheduled overnight or other stops on through services, the cost of hotel accommodations may be borne by carrier.

(C) Arrangements made by carrier

In making arrangements for hotel or other housing and board accommodation for passengers, or for other services requested by passengers, whether or not the cost of such arrangements are for the account of carrier, carrier acts only as agent for the passenger and carrier is not liable for loss, damage or expense incurred by the passenger as a result of, or in connection with, the use by the passenger of such accommodation or other service, or the denial of the use thereof to the passenger by any other person, company or agency.

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 35 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

### **Rule 40 Taxes**

Any tax or other charge imposed by government authority and collectible from a passenger will be in addition to the published fares and charges.

Exception: Transit taxes at connecting points will be borne by carrier in case of scheduled overnight or other stops on through services.



## **Rule 45 Administrative Formalities, Passports, Visas and Tourist Cards†**

This Rule is read in connection with Rule 25 re: Refusal to Transport.

- (A) Compliance with regulations  
The passenger shall comply with all laws, regulations, orders, demands or travel requirements of countries to be flown from, into or over, and with all rules, regulations and instructions of carrier. Carrier shall not be liable for any aid or information given by any agent or employee of carrier to any passenger in connection with obtaining necessary documents or complying with such laws, regulations, orders, demands, requirements or instructions, whether given orally or in writing; or for the consequences to any passengers resulting from his failure to obtain such documents or to comply with such laws, regulations, orders, demands, requirements or instructions.
- (B) Passports and visas
- (1) Upon request, the passenger must present to carrier all exit, entry or other documents required by laws, regulations, orders, demands or requirements of the countries concerned. Carrier is not liable to the passenger for any loss or expense due to the passenger's failure to obtain the required documents, whether or not the carrier provides carriage to passengers. Carrier will refuse carriage to any passenger who, to carrier's knowledge, fails to comply with applicable exit, entry or other travel document laws, regulations or requirements of the countries concerned and carrier shall not be liable to the passenger for any loss or expense due to the carrier's refusal to carry the passenger.
  - (2) Subject to applicable laws and regulations, the passenger agrees to pay the applicable fare whenever carrier, on government order, is required to return a passenger at his point of origin or

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 45 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

elsewhere due to the passenger's inadmissibility into a country, whether of transit or of destination. Carrier will apply to the payment of such fares any funds paid by the passenger to carrier for unused carriage, or any funds of the passenger in the possession of carrier. The fare collected for carriage to the point of refusal or deportation will not be refunded by carrier.

(C) Customs inspection

If required, the passenger must attend inspection of his baggage, checked or unchecked, by customs or other government officials. Carrier accepts no responsibility toward the passenger if the latter fails to observe this condition. If damage is caused to carrier because of the passenger's failure to observe this condition, the passenger shall indemnify carrier therefore.

(D) Government regulation

No liability shall attach to carrier if carrier in good faith determines that what it understands to be applicable law, government regulation, demand, order or requirement requires that it refuse and it does refuse to carry a passenger.

## Rule 55 Liability of Carrier<sup>†</sup>

### (A) Successive carriers

Carriage to be performed under one ticket or under a ticket and any conjunction ticket issued in connection therewith by several successive carriers is regarded as a single operation.

### (B) Laws and provisions applicable

1. Carriage hereunder is subject to the rules and limitations relating to liability established by the Convention (rule 1, (definitions) herein) unless such carriage is not "international carriage" as defined by the Convention (rule 1, (definitions) herein).
2. To the extent not in conflict with the provisions of paragraph (a) above, all carriage under this tariff and other services performed by each carrier are subject to:
  - a) Applicable laws (including national laws implementing the convention or extending the rules of the Convention to carriage which is not "international carriage" as defined in the Convention), government regulations, orders and requirements;
  - b) Provisions set forth in the passenger's ticket;
  - c) Applicable tariffs; and
  - d) Except in transportation between a place in the United States and any place outside thereof, and also between a place in Canada and any place outside thereof, conditions of carriage, regulations and timetables (but not the times of departure and arrival therein specified) of carrier, which may be inspected at any of its offices and at airports from which it operates regular services.
3. Carrier's name may be abbreviated in the ticket and carrier's address shall be the airport of departure shown opposite the first abbreviation of carrier's name in the ticket; and for the purpose of the Convention, the agreed stopping places are those places, except the place of departure and the place of destination set forth in the ticket and any conjunction ticket issued therewith or as shown carrier's timetable as scheduled stopping places on the passenger's route. A list giving the full name, and its abbreviation of each carrier concurring in this tariff is set forth in section 1.

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<sup>†</sup> Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 55 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

4. For the purpose of international carriage governed by the Montreal convention, the liability rules set out in the Montreal convention are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with those rules.

(C) Limitation of liability

Except as the Convention or other applicable law may otherwise require:

1. Carrier is not liable for any loss or claim of whatsoever nature (hereinafter in this tariff collectively referred to as "damage") arising out of or in connection with carriage or other services performed by carrier incidental thereto, unless such damage is proved to have been caused by the negligence or willful fault of carrier and there has been no contributory negligence of the passenger.
  2. Under no circumstances will carrier be liable for damage to unchecked baggage not attributed to negligence of carrier. Assistance rendered the passenger by carrier's employees in loading, unloading or transshipping unchecked baggage shall be considered as gratuitous service to the passenger.
  3. Carrier is not liable for any damage directly and solely arising out of its compliance with any laws or with governmental regulations, orders or requirements, or from failure of the passenger to comply with same, or out of any cause beyond the carrier's control.
  4. The carrier shall avail itself of the limitation of liability provided in the Convention for the unification of certain rules relating to international carriage by air signed at Warsaw, October 12, 1929, or provided in the said convention as amended by the protocol signed at the Hague September 28, 1955, or provided in the Montreal Convention, signed at Montreal on 28 May, 1999, whichever may be applicable to carriage hereunder.
  5. The liability limits under the Montreal Convention effective December 28, 2024 are as follow (in SDR):
    - a. Death or bodily injury: 151,880 SDR
    - b. Delay in passenger transport: 6,303 SDR
    - c. Destruction, loss, damage, or delay of baggage: 1,519 SDR
    - d. Destruction, loss, damage, or delay of cargo: 26 SDR per kilogram
- (d) In any event liability of carrier for delay of passenger shall not exceed the limitation set forth in the convention.
6. Any liability of carrier is limited to 6303 SDR per passenger in the case of delayed baggage, whether checked or unchecked baggage or other property, unless a higher value is declared in advance and additional charges are paid pursuant to carrier's tariff. In that event, the liability of carrier shall be limited to such higher declared value. In no case shall the carrier's liability exceed the actual loss suffered by the passenger. All

claims are subject to proof of amount of loss. In all cases, liability is limited as per the Warsaw Convention and the Montreal Convention, as applicable.

7. In the event of delivery to the passenger of part but not all of his checked baggage (or in the event of damage to part but not all of such baggage) the liability of the carrier with respect to the not delivered (or damaged) portion shall be reduced proportionately on the basis of weight, notwithstanding the value of any part of the baggage or contents thereof.
8. Carrier is not liable for damage to a passenger's baggage caused by property contained in the passenger's baggage. Any passenger whose property caused damage to another passenger's baggage or to the property of carrier shall indemnify carrier for all losses and expenses incurred by carrier as a result thereof.
9. Liability for fragile, irreplaceable or perishable articles Carrier is not liable for loss, damage to or delay in the delivery of fragile or perishable articles, money, jewelry, silverware, negotiable papers, securities or other valuables, business documents or samples which are included in the passenger's checked baggage, whether with or without the knowledge of carrier.
10. Carrier will refuse to accept any articles which do not constitute baggage as such term is defined herein, (See: Rule 1 - Definitions) but if delivered to and received by carrier, such articles shall be deemed to be within the baggage valuation and limit of liability and shall be subject to the published rates and charges of carrier.
10. Liability - services of other airlines
  - (a) A carrier issuing a ticket or checking baggage for carriage over the lines of others does so only as agent.
  - (b) Damages occasioned by delay are subject to the terms, limitations and defences set forth in the Warsaw Convention and the Montreal Convention, whichever may apply, in addition to any limitation or defence recognized by a Court with proper jurisdiction over a claim.
  - (c) No carrier shall be liable for the death or injury of a passenger not occurring on its own line (see note):

Note: Except to the extent provided in this rule with respect to tariff C.A.B. no. 522 issued by airline tariff publishing company, agent, rules affecting liability of carriers for personal injury or death are not

permitted to be included in tariffs filed pursuant to the laws of the United States, and rule 55 (j) is included herein as part of the tariff filed with governments other than United States and not as part of tariff C.A.B. no. 522 issued by airline tariff publishing company, agent, filed with department of transportation.

11. Carrier shall not be liable in any event for any consequential or special damage arising from carriage subject to this tariff, whether or not carrier had knowledge that such damages might be incurred.
12. Whenever the liability of carrier is excluded or limited under these conditions, such exclusion or limitation shall apply to agents, servants or representatives of the carrier and also any carrier whose aircraft is used for carriage and its agents, servants or representatives.
13. In the case of loss of baggage, AI as a policy only accepts original bills as 'proof of loss'.

14. Amount of Compensation Payable for Denied Boarding (Applicable to Canada) For denied boarding that is within the carrier's control and not required for safety reasons, the following compensation for inconvenience to the affected passenger:

- (a) CAD 900, if the arrival time of the passenger's flight at the destination that is indicated on the original ticket is delayed by less than six hours;
- (b) CAD 1,800, if the arrival of the passenger's flight at the destination that is indicated on the original ticket is delayed by six hours or more, but less than nine hours; and
- (c) CAD 2,400, if the arrival of the passenger's flight at the destination that is indicated on the original ticket is delayed by nine hours or more.

(D) Gratuitous transportation

- (1) Gratuitous transportation by carrier of persons as hereinafter described shall be governed by all the provisions of this rule, except paragraphs (D) (2) and (3) which follow, and by all other applicable rules of this tariff.
  - (a) Transportation of persons injured in aircraft accidents on the lines of carrier and physicians and nurses attending such persons.
  - (b) Transportation of persons, the object of which is that of providing relief in general epidemics, pestilence or other calamitous visitation.
  - (c) Transportation of persons, which is required by and authorized pursuant to part 223 of the economic regulations of the US Department of

- Transportation.
- (d) Transportation of persons which is subject to the Convention.
  - (e) Transportation of officers, employees and servants of carrier traveling in the course of their employment and in the furtherance of carrier's business.
- (2) Except in respect of gratuitous transportation of persons described in paragraph (D) (1) above, carrier in furnishing gratuitous transportation shall not be liable (the provisions of rules 55 (a) through 55 (l) to the contrary notwithstanding) under any circumstances whether of its own negligence or that of its officers, agents, representatives or employees, or otherwise, and the person using such free transportation, on behalf of himself, his heirs, legal representatives, defendants and other parties in interest, and their representatives, assignees, releases and agrees to indemnify carrier, its officers, agents, representatives and employees from all liability (including cost and expenses), for any and all delay, and for failure to complete passage, and from any and all loss or damage to the property of such person.
- (3) Except in respect of gratuitous transportation of persons described in paragraph (d) (1) above, carrier in furnishing gratuitous transportation shall not be liable (the provisions of rules 55 (a) through 55 (l) to the contrary notwithstanding) under any circumstances whether of its own negligence or that of its officers, agents, representatives or employees, or otherwise, and the person using such free transportation, on behalf of himself, his heirs, legal representatives, defendants, and other parties in interest, and their representatives, assignees, releases and agrees to indemnify carrier, its officers, agents, representatives and employees from all liability (including cost and expenses) for any/all death or injury, to such person (see note).

Note: Except to the extent provided in this rule with respect to tariff C.A.B. no. 522, issued by airline tariff publishing company, agent, rules affecting liability of carriers for personal injury or death are

not permitted to be included in tariffs filed pursuant to the laws of the United States, and rule 55 (n) (3) is included herein as part of the tariff filed with governments other than the United States and not as part of tariff C.A.B. no. 522 issued by airline tariff publishing company, agent, filed with the department of transportation.

(E) Time limitations on claims and actions

- (1) No action shall lie in the case of damage to baggage unless the person entitled to delivery complains to an office of carrier forthwith after

- the discovery of the damage, and, at the latest, within seven (7) days from the date of receipt; and in the case of delay or loss, unless the complaint is made at the latest within twenty-one (21) days for all carriers from the date on which the baggage has been placed at his disposal (in the case of delay) or should have been placed at his disposal (in the case of loss). Every complaint must be in writing and dispatched within the times aforesaid. Where carriage is not "international carriage" as defined in the convention, failure to give notice shall not be a bar to suit where claimant proves that:
- (a) It was not reasonably possible for him to give such notice, or
  - (b) That notice was not given due to fraud on the part of carrier, or
  - (c) The management of carrier had knowledge of damage to passenger's baggage.
- (2) Any right to damages against carrier shall be extinguished unless an action is brought within two (2) years reckoned from the date of arrival at the destination or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.
- (F) Overriding law, modification and waiver
- (1) Overriding law  
Insofar as any provision contained or referred to in the ticket or in this tariff may be contrary to mandatory law, government regulations, orders, or requirements, such provision shall remain applicable to the extent that it is not over-ridden thereby. The invalidity of any provision shall not affect any other part.
  - (2) Modification and waiver  
No agent, servant or representative of carrier has authority to alter, modify or waive any provisions of the contract of carriage or of this tariff.



## Rule 60 Reservations†

### (A) General

A ticket will be valid only for the flight(s) for which reservation(s) shall have been made, and only between the points named on the ticket or applicable flight coupons. A passenger holding an unused open-date ticket or portion thereof or miscellaneous charges order for onward travel or who wishes to change his ticketed reservation to another date, shall not be entitled to any preferential right with respect to the obtaining of a reservation.

### (B) Conditions of reservations

(1) Reservations shall be tentative unless and until the carrier has issued a validated ticket or exchange order for the carriage for which space is reserved, and the reservation is entered into the carrier's master reservations center. Carrier will cancel a reservation at any time without notice on the failure of the passenger to purchase a ticket for the space reserved.

(2) Subject to payment or satisfactory credit arrangement, a validated ticket will be issued by the carrier indicating such confirmed space provided the passenger applies to carrier for such ticket before the expiration of the time agreed upon between the carrier and the passenger when the reservation was confirmed, or if airport ticketing was agreed upon, at least 90 minutes prior to the scheduled departure time of the flight.

(3) If the reservation is made within two days of the departure of the flight, the ticket must be issued not later than 90 minutes prior to the scheduled departure time of the flight.

(4) Such reservation of space is subject to cancellation by the carrier without notice if the passenger has not obtained a validated ticket specifying thereon his/her confirmed reserved space of the time limit agreed upon between the carrier and the passenger.

(5) .

### (C) Reservations and ticketing time limits

(1) Reservations for travel on all AI flights are subject to ticketing time limits as per the following chart. Where more than one AI flight is reserved in a passenger name record (i.e.

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 60 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

- reservations record or PNR), the ticketing time limit will be based on the first AI flight in the itinerary.
- (2) Notwithstanding paragraph (1) above, if provisions of the appropriate fare rule specifies an earlier ticketing time limit (i.e. advance purchase requirement), tickets for such reservations may in no case be issued later than such date.
- (3) Ticket numbers must be provided to AI on/before the appropriate ticketing time limit. Failure to do so may result in automatic cancellation of reserved space.
- (D) Communication charges  
The passenger will be charged for any communication expense paid or incurred by carrier arising from a special request of the passenger concerning a reservation.
- (E) Allocation of accommodations  
Carrier does not guarantee allocation of any particular space in the aircraft.  
Air India's Seat Selection rules are as follows:  
Seat reservation is free for first and business class travellers on select routes operated by Air India. Preferred seat selection in the economy class is available on select routes operated by Air India. However, this option is not available on Air India codeshare flights.  
Preferred seating is only open for window, aisle, and middle seats in the front and middle zones of the aircraft. Select seats in the rear section are currently available free of charge on our website on a first-come, first-served basis.  
Travellers can buy preferred seats up to four hours before departure.  
Paid seats do not include infant bassinets, which remain charge-free, subject to availability.  
You can visit the Manage Booking section of the website to book preferred seats.  
Additional requirements apply for emergency exit row seats based on guidelines by the Director General of Civil Aviation.
- For seat selection pricing, please visit  
<https://www.airindia.com/in/en/manage/select-upgrade-seat/select-preferred-seat.html>.
- (F) Arrival of passengers at airport  
The passenger must present himself at the airport of departure for check-in at prior to the closure of the check-in counter (which is 60 minutes prior to flight departure, except at New Delhi and London, where it is 75 minutes before scheduled departure time) of the flight on which he/she holds a reservation. If the passenger fails to arrive at such airport of departure by the established time limit or appears improperly documented and not ready to travel, carrier(s) will cancel space reserved for him/her. Departure will not be delayed for passengers who arrive at airports of departure too late for such formalities to be completed before scheduled departure time. Carrier(s) is not liable to the passenger for loss or expense due to passenger's failure to comply with this provision.

- (G) Communication costs upon cancellation  
EXCEPT AS OTHERWISE PROVIDED IN THIS TARIFF, WHENEVER A  
PASSENGER CANCELS RESERVATIONS MADE FOR HIM AND  
SUCH CANCELLATION IS NOT SUBJECT TO A SERVICE CHARGE.
- (H) Cancellation of continuing space  
If a passenger fails to occupy space which has been  
reserved for him/her carrier will cancel all other  
reservations held by such passenger for continuing or  
return space. Carrier is not liable for such  
cancellation but carrier will refund in accordance with  
voluntary refunds provisions published herein.

## Rule 65 Tickets†

### (A) General

- (1) A ticket will not be issued and in any case carrier will not be obligated to carry until the passenger has paid the applicable fare or has complied with credit arrangements established by carrier.
- (2) A ticket which has not been validated or which has been altered, mutilated or improperly issued, shall not be valid.
- (3) No person shall be entitled to transportation except upon presentation of a valid ticket. Such ticket shall entitle the passenger to transportation only between points of origin and destination and via the routing designated thereon.
- (4) Airline tickets issued outside the Philippines for International transportation of passengers Originating in the Philippines shall not be valid for such transportation. (See notes 1 and 2 below.)

Note 1: For the purpose of this rule, a passenger traveling abroad from the Philippines shall be deemed originating in the Philippines if:

- (a) He is a resident of the Philippines; or
- (b) His travel abroad from the Philippines is subject to the payment of the travel tax imposed under PD1183; or
- (c) The first leg of his actual trip starts in the Philippines as verified by the absence of the corresponding immigration entry on his passport subsequent to the date of issuance or the airline ticket abroad.

Note 2: For the purpose of this rule, an airline ticket is deemed issued outside the Philippines if it shows on its face that it has been issued outside the Philippines.

### (B) Validity

#### (1) General

When validated the ticket is good for carriage from the airport at the place of departure to the airport at the place of destination via the route

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 65 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

shown therein and for the applicable class of service and is valid for one year from the date or commencement of flight except as otherwise specified in carrier's tariffs. Each flight coupon will be accepted for carriage on the date and flight for which accommodation has been reserved. When flight coupons are issued on an "open date" basis, accommodation will be reserved upon application subject to the availability of space. The place and date of issue are set forth on the flight coupons. Any extension of ticket validity will be in accordance with carrier's tariffs.

Exception 1: If the ticket is for or includes an excursion or other special fare having a shorter period of ticket validity than indicated above, such shorter period of validity shall apply only in respect to such excursion or special fare transportation.

Exception 2: If no portion of the ticket is used, the period of validity will be one year from date of issuance of the ticket.

(2) Periods of validity

(a) Extension of ticket validity

tickets expire at midnight on the date of expiration of ticket validity, except that such period of validity will be extended by carrier without additional collection of fare as follows:

- (i) For no longer than seven days beyond the original limit when a passenger who holds a ticket valid for one year is unable to obtain space at time of application to carrier.
- (ii) For no longer than thirty days beyond the original limit when carrier is unable to provide previously confirmed space; or a flight is cancelled or postponed during the period of validity; a scheduled stop which is either a stopover or destination for the passenger is omitted; carrier substitutes a different class of service, or causes a passenger to miss a connection, or fails to operate a flight reasonably according to schedule.
- (iii) Until the date when the passenger, who is prevented from traveling within the period of validity of his ticket by reason of illness, becomes fit to travel according to a medical certificate, or until the first service of the class for which the fare has been paid on the carrier on which space is available after such date from the point where the

- journey is resumed or from the last connecting point. Provided when the flight coupons remaining in a ticket having a one year validity involve one or more stopovers, the validity of such ticket will be extended for not more than 3 months from the date shown on such certificate. In such circumstances carrier will extend similarly the period of validity of tickets of persons traveling with an incapacitated passenger.
- (iv) For no longer than forty-five (45) days after the date of death of a passenger for tickets of the persons accompanying the deceased passenger.
  - (b) waiver of minimum/maximum stay requirements
    - (i) when a ticket is sold at a special fare containing a minimum stay requirement, the minimum stay requirement will be waived on presentation of a death certificate or copy thereof for passengers who are:
      - (aa) Members of the immediate family of a passenger who dies en route, or
      - (bb) Other persons actually accompanying a passenger who dies en route.
    - (ii) If a passenger holding a special fare ticket with a minimum stay requirement desires to commence the return before the expiry of the minimum stay period owing to the death of an immediate family member not accompanying the passenger, and a death certificate or copy thereof is not immediately available, the passenger will be entitled to a refund of the additional amounts paid to permit earlier return on presentation of a death certificate attesting to the death of such family member after the passenger's commencement of travel.
  - (C) Coupon sequence and production of the ticket  
Flight coupons will be honored in sequence from the place of departure as shown on the passenger coupon. the passenger throughout his journey must retain the passenger coupon and all flight coupons of the ticket not previously surrendered to carrier. He must, when required, produce the ticket or surrender any applicable portion to carrier.
  - (E) Non-transferability
    - (1) A ticket is not transferable, but carrier shall not be liable to the person entitled to be transported or to the person entitled to receive such refund for honoring or refunding such ticket when presented by someone other than the person entitled to be transported thereunder or to a

- refund in connection therewith.
- (2) If a ticket is in fact used by any person other than the person to whom it was issued, with or without the knowledge and consent of the person to whom it was issued, carrier will not be liable for the destruction, damage, or delay of such unauthorized person's baggage or other personal property arising from or in connection with such unauthorized use.
- (3) If a ticket is in fact used by any person other than the person to whom it was issued, with or without the knowledge and consent of the person to whom it was issued, carrier will not be liable for the death or injury of such unauthorized person arising from or in connection with such unauthorized use (see note).

Note: Except to the extent provided in rule 55 (limitation of liability) rules affecting liability of carriers for personal injury or death are not permitted to be included in tariffs filed pursuant to the laws of the United States, and this rule is included herein as part of the tariff filed with governments other than the united STATES AND NOT AS PART OF AI-1 C.A.B. NO. 522 ISSUED BY AIRLINE TARIFF PUBLISHING COMPANY.

(F) Prepaid ticket advice

- (1) General  
Tickets may be purchased by means of a prepaid ticket advice (PTA), however, unless otherwise provided, payment for a PTA will not constitute ticket issuance. The ticketing time limit requirement, when specified in the rule governing the applicable fare, will be met only when the ticket itself is issued.
- (2) Service charge  
Carrier will impose the service charge [c] specified below for each prepaid ticket advice (PTA) issued. this service charge is not subject to any discount and cannot be refunded.  
exception: the service charge will be waived when payment is made by the government of India for official business.

Issued In	Charge	Issued In	Charge
USA	USD 50.00	India	INR 700
Canada	CAD 46.00	U.K.	GBP 23

## Rule 70 Transport of Persons with Disabilities

This Rule does not apply to transportation to and from Canada.

### (A) Definitions

- 1) Ambulatory - a person who is able to move about within the aircraft unassisted.
- 2) Non-ambulatory - a person who is not able to move within the aircraft unassisted.
- 3) Self-reliant - a person who is independent, self-sufficient capable of taking care of all physical needs during flight, and who requires no special or unusual on board attention beyond that afforded to the general public except that assistance in boarding and deplaning may be required.
- 4) Non-self reliant - a person who is incapable of self care during a flight.
- 5) Determination of self reliance - the carrier will accept the determination of the person with a disability as to self reliance.
- 6) Assistant personal attendant - means a person who travels with a person with a disability to provide a service related to a disability that is not usually provided by Air India staff.
- 7) Person with a disability - a passenger who, because of a disability, requires services that are not usually extended to other passengers during enplaning, deplaning, during flight, in an emergency evacuation or during ground operations.

### (B) Acceptance of person with a disability

- 1) The carrier will accept the determination of the person with a disability as to self-reliance.
- 2) Carrier will accept for transport any passenger where mental or physical condition is such as to render him capable of caring for himself without assistance provided:
  - a) He/she is accompanied by an attendant who will be responsible for caring for him/her en route, and
  - b) with the care of such attendant, he/she will not require unreasonable attention or assistance from employees of the carrier
- 3) Passengers with a disability will be accepted for transportation as outlined in the following:

Disability	Assistant Required
Blind	No
Deaf	No
Blind & Deaf	Yes
Mentally Handicapped/ Self Reliant	No
Mentally Handicapped/ Non-Self Reliant	Yes
Ambulatory/Self Reliant	No
Ambulatory/Non-Self Reliant	Yes



Carrier shall impose numerical limits on the Number of non-ambulatory passengers per aircraft, as shown below.

Aircraft type	B-747 seating:
Without assistance	6
With assistance	6
Maximum number	12

- 4) Medical clearance  
Carrier reserves the right to require a medical clearance from the company medical authorities if travel involves any unusual risk or hazard to the passenger or to other persons.
- 5) Seating restrictions  
Passengers with a disability will not be permitted to occupy seats in designated emergency exit rows, overlooking emergency exit rows or where the vertical stair may have to be used as an emergency exit or the upper deck of the b747.
- 6) Reservations/check-in requirements  
Reservations should be made at least 5 working days in advance of travel, advising the carrier as to the nature of the disability and assistance required, so that carrier arrangements can be made. Carriers will make every effort to accommodate passengers who fail to make reservations as above in advance of travel.
- 7) Security requirements  
Carriers security regulations require x-ray and/or physical examination of checked baggage as well as cabin baggage. Individual articles of passengers cabin baggage are subject to physical checks and x-ray screening. Passengers are also subject to normal security checks carried out by the carriers security agency.
- 8) Acceptance of mobility aids  
In addition to the regular free baggage allowance as applicable to the passenger the carrier will accept the following items which must be stored in the baggage compartment:
  - (a) Manually operated wheelchairs and walkers.  
Note: A maximum of two (2) rigid (non-foldable) wheelchair will be accepted per flight.
  - b) wheelchairs with non-spillable batteries with terminals disconnected and taped.
  - c) Crutches and canes may be retained in the passenger's custody provided they are stowed in accordance with the carrier's safety regulations.
- 9) Passengers are required to check in at least 3 hours prior to flight departure and assistance from Air India will only be after the passenger has checked in for the flight.
- 10) Dogs trained to lead the blind and/or assist the deaf  
Carrier accepts for transportation, without charge a properly harnessed dog trained to lead the blind, and/or assist the deaf, when it accompanied a passenger with impaired vision/hearing dependent

- upon such dog. The dog will be permitted to accompany such passenger into the cabin but will not be permitted to occupy a seat.
- 11) Refusal to transport  
Carrier is not liable for its refusal to transport any passenger or for its removal of any passenger in accordance with the preceding paragraphs, but the carrier will at the request of the passenger refund in accordance with the fare conditions.
- 12) Disclaimer of liability  
If a passenger declares himself to be self-reliant but is nevertheless a person whose status, or mental or physical condition is such as to involve any unusual hazard or risk to himself, carrier will accept such person for carriage only on the express condition that it will not be liable in the event that injury, illness, disability or death results to the person by reason of the person's status, age, or mental or physical condition.

**Rule 71 Transport of Persons with Disabilities (This Rule applies to transportation to and from Canada.)<sup>†</sup>**

**(A) Application**

(1) This rule applies to the transportation of persons with disabilities by Air India, to and from Canada, which is a Large Carrier ATPDR, on its international transportation services.

(2) This rule applies to the transportation of all persons with disabilities on all flights marketed and operated by Air India, originating from Canada or arriving into Canada.

**(B) Acceptance for carriage**

(1) The carrier will accept the determination made by or on behalf of a person with a disability as to their self-reliance, unless doing so would impose undue hardship on the carrier, for example, if it would jeopardize security, public health or public safety.

(2) The carrier will not refuse to transport a person with a disability unless the transportation of the person would impose an undue hardship on the carrier, for example, if it would jeopardize security, public health or public safety.

(3) If the carrier refuses to transport a person with a disability for reasons related to their disability, it will, at the time of the refusal, inform the person of the reasons for the refusal. In addition, within 10 days of the refusal, the carrier will provide the person with a written notice setting out the reasons for the refusal including:

(a) the evidence of undue hardship, such as a medical report, an expert opinion, or an engineering report that demonstrates that the risk is significant enough that it would be unreasonable to waive or modify a requirement;

(b) any relevant rule, policy, procedure or regulation; and,

(c) the duration of the refusal and the conditions, if any, under which the carrier would accept the person for transport.

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<sup>†</sup> Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 71 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

(C) Reservations and online services

(1) If a person with a disability identifies the nature of their disability when making a reservation with a carrier, the carrier will:

(a) discuss with the person their needs in relation to their disability and the services offered by the carrier in relation to those needs;

(b) before assigning a passenger seat to a person with a disability, inform the person of the passenger seats that are available in the class of service that the person has requested and that have equipment and facilities that best meet the accessibility needs of that person, such as a wheelchair-accessible washroom or a passenger seat that has additional leg room, a larger seat pitch or movable armrests; and,

(c) in assigning a passenger seat to a person with a disability, take into account the person's opinion with respect to which seats would best meet the accessibility needs of that person.

(2) The carrier will advise the person if information and/or documents are required to permit the carrier to assess their request, as per (F)(3) below. The carrier will also advise the person that the information and/or documents must be filed within 48 hours and that the assessment of the request may take up to 2 business days after receipt of the information and/or documents.

(3) As an alternative means to using its website to make or modify a reservation, the carrier will offer to a person with a disability the following means of communication: phone call with a customer-service representative.

(D) Written confirmation of services

(1) The carrier will, without delay, indicate in the record of a person's travel reservation the services that the carrier will provide to the person.

(2) The carrier will include a written confirmation of the services in the itinerary that is issued to the person.

(3) If a service is confirmed only after the itinerary is issued, the carrier will, without delay, provide a written confirmation of the service.

(E) Services for which no advance notice is required

(1) The services identified in (3) below will be provided at no additional fare or charge.

(2) The carrier will not require a person with a disability to file information and/or documents, including medical

certificates, to support any request for services identified in (3) below.

Services – no advance notice

(3) Regardless of when a person with a disability makes the request for the following services, the carrier will:

- (a) Assist the person with checking in at the check-in counter;
- (b) Permit the person, if they are unable to use an automated self-service kiosk or other automated check-in or ticketing process, to advance to the front of the line at a check-in counter or ticket counter;
- (c) If the person is in a wheelchair, a boarding chair or any other device in which they are not independently mobile while waiting at a terminal for departure after check-in or in order to transfer to another segment of their trip, provide the person with a place to wait that is close to personnel who are available to provide assistance to the person and who will periodically inquire about the person's needs, and attend to those needs;
- (d) Assist the person in storing and retrieving their carry-on baggage;
- (e) In the case of a person who is blind or has any other visual impairment,
  - (i) describe to the person, before departure or, if impossible because of time constraints, after departure, the layout of the aircraft, including the location of washrooms and exits, and the location and operation of any operating controls at the person's passenger seat;
  - (ii) describe to the person, if a meal is offered on-board, all the food and beverages that are offered for consumption or provide a menu in large print or in Braille;
- (f) Assist the person in accessing any entertainment content that is offered on-board an aircraft;
- (g) Before departure, provide the person with an individualized safety briefing and demonstration;
- (h) Assist the person in moving between their passenger seat and a washroom, including by assisting them in transferring between their passenger seat and an on-board wheelchair;
- (i) Permit a person to use the washroom that has the most amount of space, regardless of where the washroom is located in any part of the aircraft, if the person needs

an on-board wheelchair or the assistance of a support person or service dog to use a washroom;

(j) If a meal is served on-board to the person, assist the person with the meal by opening packages, identifying food items and their location and cutting large food portions; and

(k) If a person is unable to use the call button to request assistance, periodically inquire about the person's needs.

(F) Services for which advance notice is required

(1) The services identified in (3) below will be provided at no additional fare or charge. Exception: in the case of (3)(b), the provision of additional adjacent seating, the carrier will require an additional fare to be paid when the person requires an additional adjacent seat.

Every reasonable effort

(2) In all instances, the carrier will make every reasonable effort to provide a service requested by a person with a disability even if the person does not comply with any requirement in this section, to provide advance notice or to provide information and/or documents to permit the carrier to assess the request.

Services - 48 hours advance notice

(3) Subject to the provision of a medical certificate, as identified in (4) below, the carrier will provide the following services if requested by a person with a disability at least 48 hours prior to the scheduled time of departure of the person's flight:

(a) Assign a passenger seat to a person with a disability, taking into account the person's opinion with respect to which seats would best meet the accessibility needs of that person;

(b) Provide additional adjacent seats, meaning seats which are next to the seat of the person with a disability, in the following three situations:

(i) When the person with a disability must travel with a support person for transport if, because of the nature of their disability, the person with a disability, after departure and before arrival, needs:

(A) assistance with eating meals, taking medication, using the washroom;

(B) assistance with transferring to and from a passenger seat;

(C) assistance with orientation or communication;  
or

- (D) physical assistance in the event of an emergency, including in the case of an evacuation or decompression;
- (ii) when the size of a service dog belonging to a person with a disability is such that the person's seat does not provide sufficient floor space for the dog to lie down at the person's feet in a manner that ensures the safety and well-being of the dog and the person; or
- (iii) when a person with a disability needs more than one seat because of the nature of their disability, for example, if they are a person who has a fused leg or who is disabled by severe obesity;
- (c) Accept for transportation a mobility aid and/or other assistive device, as per section (G) below;
- (d) Accept for transportation a service dog, as per section (H) below;
- (e) Assist the person in proceeding to the boarding area after check-in;
- (f) Assist the person in proceeding through any security screening process at the terminal, including by
  - (i) providing personnel to assist the person through the process, or
  - (ii) collaborating with the relevant security authority to permit a person who is not travelling with the person with a disability to have access to the security screening checkpoint so that they may assist the person with a disability to proceed through the process;
- (g) Before boarding, transfer the person between the person's own mobility aid and a mobility aid provided by the carrier;
- (h) Permit the person to board in advance of other passengers if:
  - (i) the person requests assistance with boarding, locating their passenger seat or cabin, transferring between a mobility aid and their passenger seat or storing carry-on baggage;
  - (ii) in the case where the person is blind or has any other visual impairment, the person requests a description of the layout of the aircraft, or of the location and operation of operating controls at the person's passenger seat; or,
  - (iii) in the case where the person is disabled due to a severe allergy, the person requests to clean their passenger seat to remove any potential allergens;

Note: If the person has requested the assistance in (i) or (ii) above, the carrier may require the person to board in advance of

other passengers or, if they arrive at the boarding area after priority boarding, to board after the other passengers.

- (i) Assist the person in boarding and disembarking;
- (j) Before departure and on arrival at the destination, transfer the person between a mobility aid and the person's passenger seat;
- (k) Provide the person with an on-board wheelchair, subject to limitations based on the capacity of the aircraft and safe evacuation requirements;
- (l) Provide the person with a personal electronic device where the aircraft's entertainment system does not offer closed captioning and audio descriptions;
- (m) Establish a buffer zone around the passenger seat of a person who has a disability due to a severe allergy by providing the person with a passenger seat that is in a bank of seats other than the bank of seats in which the source of the allergen is located;
- (n) Ensure that any public announcement that is made on-board is made in an audio format or a visual format that is accessible to a person with a disability;
- (o) Assist the person in proceeding through border clearance (immigration and customs);
- (p) Assist the person in retrieving their checked baggage;
- (q) Assist the person, after disembarkation, in proceeding to the general public area;
- (r) Assist the person, after disembarkation, in proceeding to a location where the person may receive assistance either
  - (i) from a member of the terminal operator's personnel to proceed to the curbside zone, or
  - (ii) from a member of the receiving carrier's personnel to transfer to another segment of their trip within the same airport; and

Services - information and/or documents required to be filed with the carrier

(4) The carrier will require the person to file any information and/or documents, including a medical certificate, that are reasonably necessary to permit the carrier to assess the person's request for all of the services listed above in (F)(3).

(5) Notwithstanding (4) above, the carrier retains the right to require information and/or documents to assess any other requests for services to be provided to, as well as to substantiate the fitness to travel of persons with disabilities, with the exception of those services identified in (E)(3) above.



(6) Where the carrier requires the person to file information and/or documents for a request for services identified in (4) above, they must be filed with the carrier at least 48 hours, including one full business day, prior to the scheduled time of departure of the person's flight to ensure that the carrier has sufficient time to assess the request.

(7) The carrier may not provide the services identified in (3) and (4) above if the carrier has required the person to file information and/or documents and:

(a) any of the conditions referred to in (5) or (6) above are not met or the information and/or documents provided are not reasonably sufficient to permit the carrier to assess the request,

(b) the request has not been made 96 hours in advance of travel, and

(c) the carrier has made every reasonable effort to provide the service but cannot do so.

(8) If, on the request of the carrier, a person with a disability provides the carrier with information and/or documents in relation to a request for service, the carrier will offer to retain an electronic copy of the information and/or documents for a period of at least three years for the purpose of permitting the carrier to use the information and/or documents if the person makes another request for a service.

(G) Acceptance of mobility aids and other assistive devices

Mobility aids

(1) The carrier will, on request, carry, free of charge and as priority baggage, a person with a disability's mobility aid, and will permit the person to retain their mobility aid until it becomes necessary to store it for carriage.

(2) The carrier will make every reasonable effort to permit a person with a disability who uses a walker or manual folding wheelchair to store it on-board the aircraft.

(3) Where the aircraft can transport the mobility aid, the carrier will:

(a) disassemble and package, where necessary, the aid for transportation and unpackage and reassemble the aid upon arrival; and

(b) return the aid promptly upon arrival.

(4) Where the mobility aid needs to be disassembled and reassembled in order for it to be transported with the person who needs it, the carrier will require that the person:

(a) provide the carrier with instructions for the disassembly and reassembly of the mobility aid; and

Note: Information for persons travelling with a mobility aid that needs to be disassembled for carriage, including the requirement to provide any specialized tools needed for assembling or disassembling the mobility aid, can be found on [www.airindia.com](http://www.airindia.com).

(b) check in 180 minutes before the scheduled time of departure or arrive at the boarding gate of their flight 90 minutes in advance to allow for the additional time needed to handle the mobility aid and prepare it for transport.

(c) make arrangements with the carrier at least 48 hours in advance of the flight and receive advance confirmation in writing from the carrier.

(5) Notwithstanding (4) above, the carrier will make every reasonable effort to transport the mobility aid even if written instructions for disassembly and reassembly are not provided by the person with a disability or the aforementioned times are not met.

(6) The carrier will refuse to transport a mobility aid where:

(a) the weight or size of the mobility aid exceeds the capacity of lifts or ramps,

(b) the doors to baggage compartments are too small for the mobility aid, or

(c) transportation of the mobility aid would jeopardize aircraft airworthiness or violate safety regulations.

Note: Information regarding maximum weight and dimensions of mobility aids that each make and model of our aircraft is capable of transporting can be found at [www.airindia.com](http://www.airindia.com).

(7) When the carrier refuses to transport a mobility aid for any of the reasons above, it will:

(a) at the time of the refusal, tell the person with a disability why their mobility aid was not accepted and provide the reason in writing within the next 10 days; and

(b) inform the person with a disability of alternative trips operated by the carrier to the same destination on which their mobility aid can be transported, and offer to book this for the person at the lesser of the fare for the original trip and the fare for the alternative trip.

#### Other assistive devices

(8) The carrier will permit a person with a disability to bring on-board and to retain any small assistive device that the person needs during travel, including a cane, crutches, a communication device, an orthotic positioning device or a portable oxygen concentrator, except to the extent that the

presence or use of such a device jeopardizes security, public health or public safety.

(H) Acceptance of service dogs

(1) The carrier will, on request, accept for transportation a service dog required to assist a person with a disability, and will permit the service dog to accompany the person on board subject to:

- (a) any advance notice requirements contained in (F)(3)
- (b) any time limits set out in (F)(6) and (7) where the carrier requires the filing of additional information and/or documents
- (c) any requirements in (2) and (3) below
- (d) a requirement for a person with a disability who requests to travel with a service dog to control the dog with a leash, tether or harness during travel and to provide
  - (i) at the time that the person with a disability makes the reservation with the carrier, a declaration attesting that the service dog has been individually trained by an organization or person specializing in service dog training to perform a task to assist the person with a disability with a need related to their disability; and
  - (ii) before departure, an identification card or other document that is issued by an organization or person specializing in service dog training that identifies the person with a disability and attests that the service dog has been individually trained by the organization or person to perform a task to assist the person with a disability with a need related to their disability.
- (f) Receiving advance confirmation in writing from the carrier that all the above requirements have been satisfied.

(2) Transport of a service dog accompanying a person with a disability will be free of charge (including both fees and fares). [Exception: in the case of (F)(3)(b)(ii), the provision of adjacent seating, the carrier will require an additional fare to be paid when the person requires an additional seat to accommodate the size of their service dog.]

(3) The carrier will make every reasonable effort to accept a service dog for carriage if requested by a person with a disability even if the person does not provide advance notice or any information and/or documents that are requested by the carrier.

(4) The person is responsible for complying with all laws, regulations, orders, demands, and travel requirements of countries to be flown from, into or through, in respect of the service dog. In particular, the person is responsible for obtaining valid health and vaccination certificates, entry permits and other documents required by countries, states or territories for entry or transit of any service dog that is to accompany the person.

(5) The carrier may refuse to transport a service dog if the person with a disability fails to have in their possession documentation at the time of check-in which demonstrates that the dog has all the necessary valid health and vaccination certificates, entry permits and other documents required by countries, states or territories for entry or transit. The carrier may also refuse to transport a service dog, if in the opinion of the carrier, it poses a threat to the safety of other passengers, results in undue inconvenience, or if the carrier is unable under the circumstances to

(6) When travel involves more than one carrier, it is the responsibility of the person to verify the policy of each carrier involved in the itinerary and ensure that the requirements of each carrier have been met and that each carrier is aware of and has agreed to carry the service dog on its own aircraft.

(I) Acceptance of other service animals and emotional support animals

(1) The carrier does not accept other service animals and emotional support animals.

## Rule 75 Currency of Payment

The provisions of this rule are subject to applicable exchange laws and government regulations.

- (A) Payment of the country of commencement of transportation
  - (1) Payment of fares shall be made in the currency of the country of commencement of transportation or
  - (2) Payment of fares shall be made in any currency acceptable to the carrier, provided that the equivalent of the local currency fare is collected at the bankers' buying rate of exchange in effect on the date of issuance of the airline transportation document.
  - (3) When a transportation document issued outside the country of commencement of transportation is tendered for payment (in total or in part), the provisions of paragraph (b) below shall apply.
- (B) Payment outside the country of commencement of transportation
  - (1) The amount to be paid shall be determined by converting the total amount to be collected, expressed in the currency of the country of Commencement of transportation, into the currency of the country of payment at the applicable bankers' selling rate of exchange in effect on the date of the transaction.
  - (2) Payment shall be made either in the currency of the country of payment, or in any currency acceptable to the carrier, provided that the equivalent of the local currency amount of the country of payment established in accordance with paragraph (b)(1) above is collected at the bankers' buying rate of exchange in effect on the date of the transaction.
- (C) Voluntary rerouting  
In the event that voluntary rerouting or cancellation results in the reassessment of the fare:
  - (1) The fare will be reassessed in the currency of the country of transportation.
  - (2) The local currency fares to be used will be those applicable at the time of commencement of transportation.
  - (3) The IATA rate of exchange to be used will be at the time of original ticket issuance.
- (D) Refunds
  - (1) The amount of refund shall be converted using the bankers' rate applicable on the date of the refund except as provided in (d)(2) below.
  - (2) When the original payment has been made in a currency other than the currency of the country of commencement of transportation, refunds in the same currency as originally tendered will be made at the exchange rate used for the original payment.
  - (3) Refunds will be made in the same form (i.e. cash,

check, credit card, etc.) That was used in purchasing the original transportation document. in making the refund AI will observe any refund restriction that may be published in the applicable rules governing the original transportation document. Further, AI will observe any government of carrier restriction imposed on the conversion and refund of currencies outside the country whose currency was originally collected.

- (E) Additional collection  
When an additional collection is made in a country other than the country of commencement of transportation, the amount to be collected shall be converted using the bankers' selling rate applicable on the date of the additional collection.
- (F) Rates of exchange  
The bankers' rates referred to in paragraphs (a) through (e) above are defined as follows:
- (1) In Canada: the bankers' buying rate on bankers' selling rate means the unit rates published each Friday in the Toronto globe & mail under the heading foreign exchange mid market rate in Canadian funds. For currencies not quoted in such publication, the bankers' rate shall mean the bank buying rate quoted by the royal bank of Canada, main office in winnipeg, as of the close of business on Thursday of each week. These rates will applicable from Monday of the following week up to and including the following Sunday.
  - (2) In the united kingdom: the bankers' rate means the unit rate published in Tuesday's edition of the financial times under the heading world value of the pound. The rate will be applicable from wednesday of the same week up to and including Tuesday of the following week.
  - (3) In the U.S.A.: the bankers' rate means the rate published each Tuesday in the wall street journal under the heading foreign exchange. This rate will be applicable from wednesday of each week up to and including Tuesday of the following week. when a national holiday falls on Monday, foreign exchange rates do not appear in the Tuesday edition of the wall street journal. In such exceptional cases the previous week's rates are used through wednesday instead of Tuesday and the wednesday edition of the wall street journal will be used for the period Thursday through Tuesday.

## Rule 76 Traveling with Pets†

With respect to terms and conditions related to the transport of any service dog, other service animal, or emotional support animal used to assist persons with disabilities please refer to:

[Rule 71(H), Acceptance of service animals and (I), Acceptance of emotional support animals].

### (A) Application

The carrier will agree to carry animals subject to the following provisions:

### (B) General

- a) Reservations must be made separately for pets to travel with passengers.
- b) Subject to the aircraft in use, pets may or may not be able to travel in the cargo hold, as regulations may vary.
- c) Flights must be booked at least 72 hours before departure for the carriage of pets in the cabin. Multi-city bookings when travelling with a pet are not allowed.

### (C) Charges when travelling with pets

Standard excess baggage charges by weight/piece will be applied, regardless of whether the free baggage allowance is utilized. The carriage of pets, including the weight of containers or pet carriers, will not be included in the free baggage allowance.

The charges that apply are based on the excess baggage fee depend on the following:

- a) weight of the pet
- b) The weight of the container, i.e., the kennel, cage, or bag.
- c) Other belongings of the pet, for instance, food.

### Things to know when travelling with your pet

- a) The carrier allows domesticated dogs and cats on its flights in the passenger cabin or the aircraft hold as checked baggage, subject to prior written approval by the carrier.
- b) Pet dogs must be muzzled and on a leash in flight.
- c) Pets must be at least eight weeks old to travel in the cabin and 3 months or older to travel in the cargo hold as checked baggage.

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 76 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

- d) Pregnant pets are not allowed to travel. Passengers must inform the carrier if their pet has given birth in the last 48 hours.
- e) All breeds of dogs and cats are allowed in the cabin. However, certain breeds, such as snub-nosed or flat-faced pets, may be at risk if carried in the cargo compartment. Therefore, they are not permitted to fly in the cargo compartment. The carrier shall not be liable for any issues that may arise in this regard.
- f) The carriage of your pet in the cabin or the cargo hold depends on the following:
  - a. They can travel in the cabin if the combined weight of the pet and their container is under 7 kg/ 15 lb.
  - b. They can travel as checked baggage if the combined weight of the pet and container is over 7 kg/ 15 lb but under 32 kg/ 70 lb.
  - c. If the combined weight of the pet and the container is over 32 kg/ 70 lb they must be carried as cargo.
- g) The pet needs to be in a soft, ventilated bag or kennel not exceeding 46 cm/ 18 in x 46 cm/ 18 in x 30 cm/ 12 in.
- h) The carrier allows only two pets in the cabin per flight. Additionally, each pet must be accompanied by a passenger.
- i) For safety reasons, each pet's kennel, bag, or cage must be labelled with its name and place an extra absorbent mat at the base. Passengers must carry additional absorbent mats.
- j) Passengers are not allowed to sedate or cloak your pet, and doing so may cause hinderance with the health assessment that is performed before departure to ensure your pet is fit to travel.
- k) No food items are allowed inside the container.
- l) Unaccompanied minors are not allowed to travel with a pet.
- m) Passengers travelling with an infant or need wheelchair assistance, may not be permitted to travel with a pet in the cabin to ensure safety of all onboard the flight.

#### Documents required

- a) validated vaccination and health certificates (duly signed and stamped) from the sanitation department advising that the animal is in good health at most 72 hours before the date of travel.
- b) a certificate that confirms that the animal has been inoculated for rabies by a registered veterinarian.
- c) An indemnity form in duplicate.

Passengers must bring original documents along with the photocopies to be submitted at the time of check-in at airports.

In addition to the above-mentioned documents, passengers traveling with pets need the following:

- a) entry permits and other documents, as required by the countries of entry or transit.
- b) Compliance with third-party requirements, including AQCS, US CDC, and IATA Program & Policy, as well as transit and destination country requirements.

At the airport:



- a) Passengers must report at least three hours prior to departure of their flight when travelling with a pet to be able to complete all travel formalities.
- b) Passengers will be allowed to check-in and board on priority if travelling with a pet.

#### Seat Assignment

- a) Passengers travelling with a pet will be assigned a seat in the last row of the booked cabin class.
- b) For passengers travelling with a pet on a single cabin configuration (all-economy flight), one passenger and their accompanying pet will be assigned the last row, and the other will be at least five rows apart.
- c) The pet will not be allowed to occupy a passenger seat, even in case the adjoining seat is unoccupied.
- d) Additionally, passengers will not be allowed to carry a pet in their hand or lap.
- e) Emergency exit rows are not assigned to the passenger and their accompanying pet.

The carrier is solely responsible for assigning a seat.

## Rule 80 Revised Routings, Failure to Carry and Missed Connections†

- (A) Changes requested by passenger
- (1) At the passenger's request, carrier will effect a change in the routing (other than the point of origin), carrier(s), class(s) of service, destination, fare or validity specified in an unused ticket, flight coupon(s) or miscellaneous charges order by issuing a new ticket or by endorsing such unused tickets, flight coupon(s) or miscellaneous charges order, provided that:
- (a) Such carrier issued the original ticket or;
- (b) Such carrier is the carrier designated in the "via carrier" box, or no carrier is designated in the "via carrier" box, of the unused flight coupon or miscellaneous charges order for the first onward carriage from the point on the route at which the passenger desires the change to commence; however, where the carrier who issued the ticket is designated as carrier for any subsequent section(s) and as an officer or general agent, who is authorized to make endorsements, at the point on the route where the change is to commence or where the passenger makes his request for such change, the reissuing carrier shall obtain such issuing carrier's endorsement; or
- (c) Such carrier has received written or telegraphic authority to do so from the carrier entitled, under (a) or (b) above, to effect the change.
- (2) When the rerouting results in a change of fare, the new fare and charges shall be constructed as follows:
- (a) (Not applicable to/from points in the U.S.A.) if the destination is unchanged, the new fare shall be constructed from the last fare

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 80 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

construction point preceding the point at which the rerouting takes place, as shown on the ticket submitted for rerouting, to the fare construction point shown on the ticket submitted for rerouting, beyond which the original fare construction remains applicable:

Note: For the purpose of this rule, fare construction point, as used herein, means the point to which the previous fare was calculated.

- (b) (Not applicable to/from points in the U.S.A.) if the destination is changed the new fare shall be constructed from the last fare construction point preceding the point at which the rerouting takes place, as shown on the ticket submitted for rerouting, to the new destination;

Note 1: The points of origin and destination, as well as the point of outward destination in the case of a round trip ticket, shall also be fare construction points, and the fares and charges to be used for the construction of the new fare shall be those which would have been applicable as of the date of commencement of carriage.

Note 2: For the purpose of this rule, fare construction point, as used herein, means the point to which the previous fare was calculated.

- (c) (Applicable only from/to points in the U.S.A.) the new fare shall be calculated upon the basis of that which would have been applicable had the passenger purchased transportation for the revised itinerary (which includes those points for which transportation has already been completed) prior to departure from point of origin.
- (d) Additional passage at the through fare and charges shall not be permitted unless request therefore has been made prior to arrival at the destination named on the original ticket or miscellaneous charges order; and, after carriage has commenced:
- (i) A one-way ticket shall not be converted into a round, circle or open jaw trip ticket at the round, circle or open jaw trip discount for any portion already flown. Discount will be applied only to any rerouted portion of the trip and only from the point of rerouting, not based on any portion of the trip already flown.;
- (ii) A round, circle or discounted open jaw trip ticket can be converted into any other one of these categories provided

that the request therefor is made prior to arrival at the destination named on the original ticket or miscellaneous charges order.

- (3) Any difference between the fares and charges applicable under sub-paragraph (2) above, and the fares and charges paid by the passenger, will be collected from the passenger by the carrier accomplishing the rerouting who will also pay to the passenger any amounts due on account of refunds.
- (4) The expiration date of any new ticket issued for a revised routing will be limited to the expiration date that would have been applicable had the new ticket been issued on the date of sale of the original ticket or miscellaneous charges order.
- (5) Time limits on cancellations and charges for late cancellations may be applicable to revised routings requested by passenger, subject to applicable fare rules.

Air India cannot guarantee that passengers will make connections to other flights by Air India or by other carriers.

- (D) Free baggage allowance: an involuntarily rerouted passenger shall be entitled to retain the free baggage allowance applicable for the type of service originally paid for. This provision shall apply even though the passenger may be transferred from a first class flight to an economy/tourist/coach/thrift class flight and is entitled to a fare refund.

## **Rule 85 Schedules, Delays and Cancellations of Flights**

This rule is not applicable to transportation to and from Canada.

### **(A) Schedules**

The times shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract of carriage. Schedules are subject to change without notice and carrier assumes no responsibility for making connections. No employee, agent or representative of carrier is authorized to bind carrier as to the dates of departure or arrival or of the operation of any flight.

### **(A) Schedules**

The times shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract of carriage. Schedules are subject to change without notice and carrier assumes no responsibility for making connections. Carrier will not be responsible for errors or omissions either in timetables or other representations of schedules. No employee, agent or representative of carrier is authorized to bind carrier

as to the dates or times of departure or arrival or of the operation of any flight.

(B) Cancellations

(1) Carrier may, without notice, substitute alternate carriers or aircraft.

(2) Carrier may, without notice cancel, terminate, divert, postpone or delay any flight or the further right of carriage or reservation of traffic accommodations and determine if any departure or landing should be made, without any liability except to refund in accordance with its tariffs the fare and baggage charges for any unused portion of the ticket if it would be advisable to do so:

(a) Because of any fact beyond its control (including, but without limitation, meteorological conditions, acts of god, forces majeure, strikes, riots, civil commotions, embargoes, wars, hostilities, disturbances, or unsettled international conditions) actual, threatened or reported or because of any delay, demand, conditions, circumstance or requirement due, directly or indirectly, to such fact; or

(b) or

(c) Because of any government regulation, demand or requirement; or

(d) Because of shortage of labor, fuel or facilities, or labor difficulties of carrier or others.

(3) Carrier will cancel the right or further right of carriage of the passenger and his baggage upon the refusal of the passenger, after demand by carrier, to pay the fare or the portion thereof so demanded, or to pay any charge so demanded and assessable with respect to the baggage of the passenger without being subject to any liability therefore except to refund, in accordance herewith, the unused portion of the fare and baggage charge(s) previously paid, if any.

## **Rule 86 Schedules, Delays and Cancellations of Flights †**

This Rule is applicable to transportation to and from Canada.

(A) Schedules

The times shown in timetables or elsewhere are approximate and not guaranteed. Schedules are subject to change

and, other than complying with the applicable laws and regulations, the carrier assumes no further responsibility and shall not be liable for any additional damages occasioned by scheduling changes (including delays and cancellations), making connections and flight advancements if the carrier proves that it, and its employees and agents, took all measures that could reasonably be required to avoid the damage or if it was impossible for the carrier, and its employees or agents to take such measures, or if the carrier proves that it, and its employees and

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 86 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

agents, took all measures that could reasonably be required to avoid the damage or if it was impossible for the carrier, and its employees or agents to take such measures. No employee, agent or representative of carrier is authorized to bind carrier as to the dates of departure or arrival or of the operations of any flight.

Having taken all known circumstances into consideration, the carrier will take all measures that can reasonably be required to avoid or mitigate the damage caused by scheduling changes (including delays and cancellations) and flight advancements.

It is always recommended that passengers ascertain the flight's status and departure time either by registering for updates on their electronic device, via the carrier's web site, or by referring to airport terminal displays.

#### (1) Information to Passengers

Air India will promptly provide notice and timely updates, including the reason for the scheduling change (including delays or cancellations) or flight advancement:

- As soon as Air India is aware of such delay, cancellation or flight advancement, and then;
- At regular intervals of 30 minutes until a new departure time for the flight is set, or new travel arrangements for passengers have been made; and as soon as possible when new information is available.

#### (2) Liability

Damages occasioned by delay are subject to the terms, limitations and defenses set forth in the Warsaw Convention and the Montreal Convention, whichever may apply, in addition to any limitation or defence recognized by a Court with proper jurisdiction over a claim.

### (B) Delays, disruptions and cancellations

(1) Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch, but no particular time is fixed for the commencement or completion of carriage.

(2) Carrier may in its discretion, substitute carriers or aircraft. Carrier may also, cancel, terminate, divert, postpone or delay any flight or the further right of carriage or reservation of traffic accommodations and determine if any departure or landing should be made, without any liability except in accordance with the applicable laws and regulations and its tariffs if it would be advisable to do so in the following situations (considered to be outside the carrier's control under the APPR):

- (a) war or political instability;
- (b) illegal acts or sabotage;

- (c) meteorological conditions or natural disasters that make the safe operation of the aircraft impossible;
  - (d) instructions from air traffic control;
  - (e) a NOTAM, (Notice to Airmen), as defined in subsection 101.01(1) of the Canadian Aviation Regulations;
  - (f) a security threat;
  - (g) airport operation issues;
  - (h) a medical emergency;
  - (i) a collision with wildlife;
  - (j) a labour disruption within the carrier or within an essential service provider such as an airport or an air navigation service provider;
  - (k) a manufacturing defect in an aircraft that reduces the safety of passengers and that was identified by the manufacturer of the aircraft concerned, or by a competent authority; and
  - (l) an order or instruction from an official of a state or a law enforcement agency or from a person responsible for airport security.
- (3) In the case of a delay, cancellation or flight advancement ("Schedule Irregularity"), Air India shall comply with APPR, including but not limited to what is stated below. Certain local laws may also apply concurrently with APPR. If a passenger's flight is delayed or cancelled in a jurisdiction other than Canada where another passenger rights regime applies, the passenger can only receive compensation under one regime. Passengers may submit compensation claims under multiple regimes however they are only entitled to receive compensation under one regime if they have already received compensation under another passenger rights regime for the same event.

**(C) Alternate arrangements – delay or cancellation outside the carrier's control**

- (1) If a flight is cancelled, or once a flight delay has reached three hours, the carrier will provide to the passenger, free of charge, a confirmed reservation on the next available flight that is operated by the carrier, or a carrier with which they have a commercial agreement, travelling on any reasonable air route from the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket and departs within 48 hours after the departure time that is indicated on that ticket.
- (2) If the carrier cannot provide a confirmed reservation in accordance with (1) above, the carrier will, at the passenger's choice:
- (a) provide a refund for any unused portion of the ticket; or,
  - (b) make the following alternate travel arrangements, free of charge:



(i) a confirmed reservation for the next available flight that is operated by any carrier and is travelling on any reasonable air route from the airport at which the passenger is located, or another airport that is within a reasonable distance of that airport, to the destination that is indicated on the passenger's original ticket, and

(ii) if the new departure is from an airport other than the one at which the passenger is located, transportation to that other airport.

#### Return to point of origin

(3) If the passenger's trip no longer serves its purpose because of the disruption, and the passenger is no longer at their point of origin, then the carrier will provide the passenger, free of charge, with a confirmed reservation for a flight back to the point of origin that accommodates the passenger's travel needs, and refund the entire ticket (as if no part of the trip had been made).

#### Refund

(4) A passenger who is eligible to be refunded as per (2) above, may choose a refund, pursuant to Rule 90 at any time prior to being provided with a confirmed reservation.

#### Comparable services

(5) To the extent possible, the alternate travel arrangement must provide services that are comparable to those of the original ticket.

#### Refund of additional services

(6) The carrier will refund the cost of any additional services purchased in connection with the passenger's original ticket when the passenger is provided with alternate travel arrangements, if:

- (a) the passenger did not receive those services; or,
- (b) the passenger paid for those services a second time.

#### Higher class of service

(7) If a higher class of service is booked for the passenger than was originally provided for on the passenger's original ticket, the carrier will not request supplementary payment from the passenger.

#### Lower class of service

(8) If the alternate travel arrangements provide for a lower class of service than the original ticket, the carrier will refund the difference in the cost of the applicable portion of the ticket.

Method used for refund

(9) Refunds under this Rule will be paid to the person who purchased the ticket or additional service, and will be paid using the method used for the original payment, unless:

(a) the carrier has informed the person in writing of the monetary value of the original ticket or additional service, and the availability of a refund by the method used for the original payment;

(b) the refund is offered in another form that does not expire; and,

(c) the person confirms, in writing, that the carrier has informed them of their right to receive the refund by the method used for the original payment and that the person has chosen to receive the refund in another form (e.g. a travel credit).

Refund deadline

(10) Where a refund is required to be provided under this Rule, it will be provided within 30 days of the flight disruption.

**(D) Delay or cancellation – within the carrier's control and within the carrier's control but required for safety purposes**

(1) A delay or cancellation that is directly attributable to an earlier delay or cancellation that is within the carrier's control but is required for safety purposes, is considered to also be within that carrier's control but required for safety purposes, if that carrier took all reasonable measures to mitigate the impact of the earlier flight delay or cancellation.

(2) (The carrier will communicate with passengers in accordance with the APPR regarding cancellation, delay, tarmac delay or denial of boarding.

(3) In case of a delay of three hours or more, if the passenger desires, or a flight cancellation occurs, the carrier will provide the following alternate travel arrangements free of charge to ensure that each passenger completes their itinerary as soon as feasible:

(a) a confirmed reservation for the next available flight that is operated by the original carrier, or a carrier with which the original carrier has a commercial agreement, is travelling on any reasonable air route from the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket and departs within 9 hours of the departure time that is indicated on that original ticket,

(b) a confirmed reservation for a flight that is operated by any carrier and is travelling on any reasonable air route from the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket and departs within 48 hours of the departure time that is indicated on that original ticket

if the carrier cannot provide a confirmed reservation that complies with subparagraph (a), or

(c) if the carrier cannot provide a confirmed reservation that complies with subparagraph (a) or (b) (above),

(i) a confirmed reservation for a flight that is operated by any carrier and is travelling on any reasonable air route from another airport that is within a reasonable distance of the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket and.

(ii) if the new departure is from an airport other than one at which the passenger is located, transportation to that other airport.

(4) Refund: If the alternate travel arrangements offered, in accordance with (1) above, do not accommodate the passenger's travel needs, the carrier will

(a) in the case where the passenger is no longer at the point of origin that is indicated on the original ticket and the travel no longer serves a purpose because of the delay or cancellation, refund the ticket, and provide the passenger, free of charge, with a confirmed reservation that is for a flight to that point of origin which accommodates the passenger's travel needs; and

(b) in any other case, refund the unused portion of the ticket.

(5) Comparable services: To the extent possible, the alternate travel arrangement must provide services that are comparable to those of the original ticket

#### Refund of additional services

(6) The carrier will refund the cost of any additional services purchased in connection with the passenger's original ticket when the passenger is provided with alternate travel arrangements, if:

(a) the passenger did not receive those services; or

(b) the passenger paid for those services a second time.

#### Higher class of service

(7) If the alternate travel arrangements referred to in (1) above provide for a higher class of service than the original ticket, the carrier will not request supplementary payment.

#### Lower class of service

(8) If the alternate travel arrangements provide for a lower class of service than the original ticket, the carrier will refund the difference in the cost of the applicable portion of the ticket.

#### Method used for refund

(9) Refunds under this section will be paid to the person who purchased the ticket or additional service, and will be paid using the method used for the original payment, unless:

- (a) the carrier has informed the person in writing of the monetary value of the original ticket or additional service, and the availability of a refund by the method used for the original payment;
- (b) the refund is offered in another form that does not expire; and,
- (c) the person confirms, in writing, that the carrier has informed them of their right to receive the refund by the method used for the original payment and that the person has chosen to receive the refund in another form (e.g. a travel credit).

#### Refund deadline

(10) Where a refund is required to be provided under this Rule, it will be provided within 30 days of the flight disruption.

(G) Compensation – delay or cancellation – within the carrier’s control and not required for safety purposes

(1) Compensation for inconvenience is only payable when the delay or cancellation is within the carrier's control and is not required for safety purposes.

(2) If a passenger is informed 14 days or less before the departure time on their original ticket that the arrival of their flight at the destination that was indicated on their ticket will be delayed, the carrier will provide the minimum compensation for inconvenience as follows:

#### Large Carrier APPR:

(a) \$400, if the arrival of the passenger’s flight at the destination that is indicated on the original ticket is delayed by three hours or more, but less than six hours,

(b) \$700, if the arrival of the passenger’s flight at the destination that is indicated on the original ticket is delayed by six hours or more, but less than nine hours, or

(c) \$1,000, if the arrival of the passenger’s flight at the destination that is indicated on the original ticket is delayed by nine hours or more;

#### Compensation in case of refund

(3) If the passenger’s ticket is refunded, the carrier will provide a minimum compensation of \$400.

#### Deadline to file request

(4) To receive the minimum compensation referred to in (2) or (3) above, a passenger must file a request for compensation with the carrier before the first anniversary of the day on which the flight delay or flight cancellation occurred.

#### Deadline to Respond

(5) The carrier will, within 30 days after the day on which it receives the request, provide the compensation or an explanation as to why compensation is not payable.

Compensation for inconvenience

(6) If the carrier is required by this tariff to provide compensation to a passenger, the carrier will offer it in form of money (i.e., cash, cheque, or bank transfer). However, the compensation may be offered in another form (e.g. a travel credit) if:

(a) compensation in the other form has a greater monetary value than the minimum monetary value of the compensation that is required under the APPR;

(b) the passenger has been informed in writing of the monetary value of the other form of compensation;

(c) the other form of compensation does not expire; and

(d) the passenger confirms in writing that they have been informed of their right to receive monetary compensation and have chosen the other form of compensation.

### **Rule 87 Denied Boarding Compensation**

(Not applicable to transportation to and from Canada)

For the purpose of this rule except as otherwise specifically provided herein:

Airport means the airport at which the direct or connecting flight, on which the passenger holds confirmed reserved space, is planned to arrive or some other airport serving the same metropolitan area, provided that transportation to the other airport is accepted (i.e. used) by the passenger. alternate transportation is air transportation (by an airline licensed by the department of transportation) or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer) or if none at the airport of final destination no later than 4 hours after the passenger's originally scheduled arrival time. Carrier means:

- (A) A direct air carrier, except a helicopter operator, holding a certificate issued by the department of transportation pursuant to section 401(d)(1), 401(d)(2), 401(d)(5), or 401(d)(8) of the act, or an exemption from section 401(a) of the act, authorizing the transportation of persons, or
- (B) A foreign route air carrier holding a permit issued by the department of transportation pursuant to section 402 of the act, or an exemption from section 402 of the act, authorizing the schedule foreign air transportation of persons.

Comparable air transportation means transportation provided To passenger at no extra cost by a carrier as defined above.

Confirmed reserved space means space on a specific date and on a specific flight and class of service of a carrier which has been requested by a passenger and which the carrier or it's agent has verified, by appropriate notation on the ticket or in any other manner provided therefore by the carrier as being reserved for the accommodation of the passenger. stopover means a deliberate interruption of a journey by the passenger, scheduled to exceed four hours, at a point between the place of departure and the place of final destination.

The sum of the values of the remaining flight coupons means the sum of the applicable one-way fares including any surcharges and air transportation taxes, less any applicable discounts.

Volunteer means a person who responds to carrier's request for volunteers and who willingly accepts carrier's offer of compensation in any amount, in exchange for relinquishing his confirmed reserved space. Any other passenger denied boarding is considered for the purposes of this rule to have been denied boarding involuntarily, even if he accepts

denied boarding compensation.

Applicable only to flights originating or terminating in the United States when passengers hold confirmed reservations and the confirmation was verified in the United States

(1) Boarding priority

In the event of an oversold flight carrier will initially request passengers to volunteer for denied boarding. If there is an insufficient number of volunteers, passengers will be involuntarily denied boarding in accordance with the boarding priority of AI.

(2) Conditions for payment of compensation

Subject to the exceptions in this subparagraph, carrier will tender to passenger denied boarding involuntarily the amount of compensation specified in subparagraph 3, when:

- (a) Passenger holding a ticket for confirmed reserved space presents himself for carriage at the appropriate time and place, having complied fully with carrier's requirements as to ticketing, check-in and reconfirmation procedures and being acceptable for transportation under the carrier's usual practice; and

Note: Check-in means that the passenger must present himself/herself at the airport for check-in at least the number of minutes published in carrier's timetable prior to the scheduled departure of the flight on which he/she holds confirmed reserved space as published in rule 60 (reservations) of this tariff.

- (b) The flight for which the passenger holds confirmed reserved space is unable to accommodate the passenger and departs without him/her.

Exception: The passenger will not be eligible for compensation if the flight upon which the passenger holds confirmed space is unable to accommodate him/her when:

- (i) substitution of equipment of lesser capacity when required by operation and/or safety reasons; or
- (ii) Passenger is accommodated on the flight for which he/she holds confirmed reserved space, but is offered accommodations or is seated in a compartment of the aircraft other than that specified on his/her ticket, provided that a passenger seated in a section for which a lower fare is charged shall be entitled to an appropriate refund;
- (iii) Passenger is an airline or travel industry related employee traveling on a reduced or concessional fare basis.

- (iv) Passenger is traveling on a standby fare.
  - (v) Passenger is accommodated on another flight or flights that are planned to arrive at the passenger's next stopover, or if none, final destination within one hour of the scheduled arrival time of his original flight.
- (3) Amount of compensation payable for denied boarding Involuntarily (Not Applicable to Canada)  
Subject to the provisions of subparagraph 2 of this rule, carrier shall provide for compensation to be paid to a passenger denied boarding involuntarily at a rate of 200 percent of the sum of the passengers remaining flight coupons up to the passenger's next stopover, or if none, to his/her destination, with a USD 400.00 maximum.
- Exception: If a carrier arranges for comparable air transportation used by the passenger, which, at the time such arrangements are made, is planned to arrive at the passengers next point of stopover or destination not later than 4 hours after the time of the service on which the passenger held confirmed space, the compensation will be 50 percent of the amount specified above with a USD 200.00 maximum.
- When agreed by the passenger; carrier may offer free tickets in lieu of monetary payment provided:
- (a) The value of the transportation benefit offered is equal to or greater than the cash payment otherwise required and
  - (b) That the carrier informs the passenger of the amount of cash compensation that would otherwise be due. The passenger may however decline the transportation benefit and receive the cash payment.
- A tender shall be made by the carrier on the day and place the denied boarding occurs. Provided, however, that when carrier arranges for the passenger's convenience, alternative means of transportation which departs prior to the time such tender can be made to the passenger, a tender shall be made by mail or other means within 24 hours after the time the failure occurs. If the tender is accepted, i.e., used by the passenger, it shall constitute full compensation and liquidated damages for all actual or anticipatory damages incurred or to be incurred by the passenger as a result of carrier's failure to provide the passenger with confirmed reserved space and carrier shall have no further liability to the passenger in respect thereof. for the purpose of this rule:
- Confirmed reserved space means space on a specific date and on a specific flight and class of service of a carrier which has been requested by a passenger and



which the carrier or its agent has verified, by appropriate notation on the ticket or in any other manner provided therefore by the carrier's tariff as being reserved for the accommodation of the passenger, except that confirmed reserved space shall not include a verification of reserved space, on flights or portions of flights of foreign air carriers, which originates outside the United States, its territories or possessions.

(4) Written explanation of denied boarding compensation and boarding priorities (Not applicable to Canada)

The following notice will be furnished to passengers immediately after a denied boarding occurs and will be made available on request at the carrier's airport ticketing points and boarding location.

Compensation for denied boarding if you have been denied a reserved seat on AI, you are probably entitled a monetary compensation. This notice explains the airline's obligations and the passenger's rights in the case of an oversold flight, in accordance with regulations of the U.S. Civil Aeronautics Board. Volunteers and boarding priorities if a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his will until airline personnel first ask for volunteers who will give up their reservation willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily in accordance with the boarding priority of AI.

- (a) Standby passengers and airline or travel industry related employees traveling on a reduced or concessional fare basis;
- (b) Passengers paying less than the full published economy class fare;
- (c) Passengers paying the full published economy class fare;
- (d) Passengers paying the full published first class fare;
- (e) Unaccompanied young passengers, stretcher cases and escorts, incapacitated passengers, and carrier employees whose movement is of a high degree of urgency such as repositioning crews, engineers traveling on urgent operational duty or traveling to or from the scene of an aircraft accident.

Compensation for involuntary denied boarding if you are denied boarding involuntarily, you are entitled to a payment of 'denied boarding compensation' from the airline unless:

- (a) You have not fully complied with the airline's ticketing, check-in and reconfirmation requirements, or you are not acceptable for transportation under the carrier's usual practice; or
- (b) You are denied boarding because the flight is cancelled; or
- (c) You are denied boarding because a smaller capacity aircraft was substituted for safety or operational reasons; or

- (d) You are offered accommodations in a section of the aircraft other than that specified in your ticket, at no extra charge. (a passenger seated in a section for which a lower fare is charged must be given an appropriate refund.)
- (e) The airline is able to accommodate you on another flight or flights that are planned to reach your destination within one hour of the scheduled arrival time of your original flight.

Amount of denied boarding compensation  
passengers who are eligible for denied boarding compensation must be offered a payment equal to the sum of the face values of their ticket coupons, with a \$200 maximum. However, if the airline cannot arrange 'alternative transportation' for the passenger, the compensation is doubled (\$400 maximum). The 'value' of a ticket coupon is the one-way fare for the flight shown on the coupon, including any surcharge and air transportation tax, minus any applicable discount. All flight coupons, including connecting flights, to the passenger's destination or first 4-hour stopover are used to compute the compensation.

Method of payment

The airline must give each passenger who qualifies for denied boarding compensation, a payment by check or draft for the amount specified above, on the day and place the involuntary denied boarding occurs. However, if the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment will be sent to the passenger within 24 hours. When agreed by the passenger, the carrier may instead offer free tickets in lieu of monetary payment.

passenger's options acceptance of the compensation (by endorsing the check or draft within 30 days) relieves AI from any further liability to the passenger caused by its failure to honor the confirmed reservation. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.

Where required, Air India will comply with all applicable provisions of the Air Passenger Protection Regulations (SOR/2019-150) as a large carrier, including standards of treatment and communication of information to passengers.

## Rule 90 Refunds†

### (A) General

(1) In case of refund, whether due to failure of carrier to provide the accommodation called for by

the ticket, or to voluntary change of arrangements by the passenger, the conditions and amount of refund will be governed by the carrier's tariff.

(2) Except as otherwise provided in paragraph (f) of this rule, refund by carrier for an unused ticket or portion thereof or miscellaneous charges order will be made to the person named as the passenger in such ticket or miscellaneous charges order unless at the time of purchase the purchaser designates on the ticket or miscellaneous charges order another person to whom refund shall be made in which event refund will be made to persons so designated, and only upon delivery of the passenger coupon and all unused flight coupons of the ticket or miscellaneous charges order. A refund made in accordance with this procedure to a person representing him as the person named or designated in the ticket or miscellaneous charges order will be considered a valid refund and carrier will not be liable to the true passenger for another refund.

Exception 1: Refund in accordance with paragraph (e) below of tickets for transportation which have been issued against a credit card will be made only to the credit card account of the person to whom such credit card has been issued.

Exception 2: Refund of a ticket which has been issued pursuant to a prepaid ticket advice (PTA) will be made to the person who paid carrier for the ticket.

(3) Carrier will refuse to refund on a ticket which has been presented to government officials of a country or to carrier as evidence of intention to depart therefrom, unless the passenger establishes to carrier's satisfaction that he has permission to remain in the country or that he will depart therefrom by another carrier or conveyance.

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 90 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

- (4) Refund will be made provided that the unused coupons are surrendered to carrier within three (3) months after the expiry date of the validity of the ticket, that is, 15 months from the date of issue.
- (B) **Currency**  
All refunds will be subject to government laws, rules, regulations or orders of the country in which the ticket was originally purchased and of the country in which the refund is being made. Subject to the foregoing provisions refunds will be made in the currency in which the fare was paid, or in lawful currency of the country of the carrier making the refund or of the country where the refund is made, or in the currency of the country in which the ticket was purchased in an amount equivalent to the amount due in the currency in which the fare or fares for the flight covered by the ticket as originally issued was collected.
- (C) **Special handling by carrier**  
Carrier will make all or any individual refunds through its general accounting offices or regional sales or accounting offices and will require prior written applications for refunds to be prepared by passenger on special forms furnished by carrier.
- (D) **Involuntary refunds**  
(See also rule 80 (revised routings, failure to carry and missed connections) and rule 87 denied boarding compensation) - for the purpose of this paragraph, the term "involuntary refund" shall mean any refund to a passenger who is prevented from using the carriage provided for in his ticket because of cancellation of flight, inability of carrier to provide previously confirmed space, substitution of a different type of equipment or different class of service by carrier, missed connections, postponement or delay of flight, omission of a scheduled stop, or removal or refusal to carry under conditions prescribed in rule 25 (refusal to transport-limitations of carriage)
- Involuntary refunds will be computed as follows:
- (1) When no portion of the trip has been made, the amount of refund will be equal to the fare paid.
  - (2) When a portion of the trip has been made, the amount of refund will be:
    - (a) Either an amount equal to the one-way fare less the same rate of discount, if any, that was applied in computing the original one-way fare (or on round or circle trip tickets, one-half of the round trip fare) and charges applicable to the unused transportation from the point of termination to the destination or stopover point named on the ticket or to the point at which transportation is resumed, via:
      - (i) The routing specified on the ticket, if the point of termination was on such routing; or
      - (ii) The routing of any carrier operating

- between such points, if the point of termination was not on the routing specified on the ticket; in such case the amount of refund will be based on the lowest fare applicable between such points; or;
- (b) The difference between the fare paid and the fare for the transportation used, whichever is higher.

Exception: When a passenger holding a ticket for carriage for a higher class of service between an origin and a destination is required by carrier to use a lower class of service for any portion of such carriage, the amount of refund will be as follows:

- (1) For one-way tickets: the difference between the fare for the higher class of service and the fare for the lower class of service between the points where the lower class service is used;
- (2) For round trip, circle trip or open-jaw tickets: the difference between 50 percent of the round trip fare for the higher class of service and 50 percent of the round trip fare for the lower class of service between the points where the lower class of service is used.

For the purpose of this exception fares are published in the following descending order of classes of service:

- (a) First class fares applicable on jet aircraft.
- (b) First class fares applicable on propeller aircraft.
- (c) One class standard service fares.
- (d) Economy class, tourist class, or coach class fares applicable on jet aircraft.
- (e) Economy class, tourist class, or coach class fares applicable on propeller aircraft.
- (f) Thrift class fares applicable on jet aircraft.

- (g) Thrift class fares  
applicable on propeller  
aircraft.

The term "jet aircraft" as used  
above means A-300, Bac-111,  
B-707, B-720, B-720B, B-727,  
B-737, B-747, Caravelle Convair  
600, Convair 880, Convair 990,  
Comet 4, Comet 4-C, DC-8, DC-9,  
DC-10, Ilyushin IL-62, L-1011,  
Tupolev TU-114 and VC-10.

- (3) The service charge provided for in rule 60  
(reservations) herein, will not be assessed, and  
any communication expenses paid by the passenger  
in accordance with rule 60 (reservations) will be  
refunded, or if such expense at the time has not  
been collected by carrier, its collection will be  
waived.

**(E) Voluntary refunds**

For the purpose of this paragraph, the term "voluntary  
refund" shall mean any refund of a ticket or portion  
thereof other than an involuntary refund, as described  
in paragraph (d) of this rule.

Voluntary refunds shall be computed as follows:

- (1) If no portion of the ticket has been used, refund  
will be the full amount of the fare paid,  
including any replacement tickets, less any  
applicable service charge and communication  
expenses. (see rule 60 (reservations) and rule 65  
(tickets) or
- (2) If a portion of a ticket has been used, refund  
will be made in an amount equal to the  
difference, if any, between the fare paid,  
including any replacement ticket, and the  
applicable fare between the points between which  
the ticket has been used, less any applicable  
service charge and communication expenses. (see  
rule 60 (reservations) and rule 65 (tickets)
- (3) When the refunding of any portion of a ticket  
would result in the use of such ticket between any  
points where the carriage of traffic is  
prohibited, the refund, if any, will be determined  
as if such ticket has been used to a point beyond  
which would not result in the violation of  
carrier's operating rights or privileges. The  
passenger will be refunded the difference between  
the fare paid from the point of origin to such  
farther point and the total fare paid, less any  
applicable charges.
- (4) A penalty for voluntary cancellation shall not  
apply and the total amount paid shall be refunded  
if such cancellation is made after an increase in  
the fare is made applicable between the time of  
the initial payment and the date of travel.
- (5) Service charges  
(Applicable only to special economy fares between  
points in the U.S.A. and points in France.) A  
service charge of USD 25.00 will be assessed in

any case where the passenger requests a refund of an unused portion of a ticket. In the event the refund is effected by a passenger sales agent, one half of this service charge will accrue to such agent and one half will accrue to carrier.

Exception: This service charge will not apply when the unused portion of an economy class ticket is used as a credit toward the purchase of a Concorde, first class, business class or economy class ticket.

(F)

(D) Involuntary refunds

(See also rule 80 (revised routings, failure to carry and missed connections) and rule 87 denied boarding compensation) - for the purpose of this paragraph, the term "involuntary refund" shall mean any refund to a passenger who is prevented from using the carriage provided for in his ticket because of cancellation of flight, inability of carrier to provide previously confirmed space, substitution of a different type of equipment or different class of service by carrier, missed connections, postponement or delay of flight, omission of a scheduled stop, or removal or refusal to carry under conditions prescribed in rule 25 (refusal to transport-limitations of carriage). Involuntary refunds will be computed as follows:

- (1) When no portion of the trip has been made, the amount of refund will be equal to the fare paid.
- (2) When a portion of the trip has been made, the amount of refund will be:
  - (a) Either an amount equal to the one-way fare less the same rate of discount, if any, that was applied in computing the original one-way fare (or on round or circle trip tickets, one-half of the round trip fare) and charges applicable to the unused transportation from the point of termination to the destination

or stopover point named on the ticket or to the point at which transportation is resumed, via:

- (i) The routing specified on the ticket, if the point of termination was on such routing; or
- (ii) The routing of any carrier operating between such points, if the point of termination was not on the routing specified on the ticket; in such case the amount of refund will be based on the lowest fare applicable between such points; or;
- (b) The difference between the fare paid and the fare for the transportation used, whichever is higher.

Exception: When a passenger holding a ticket for carriage for a higher class of service between an origin and a destination is required by carrier to use a lower class of service for any portion of such carriage, the amount of refund will be as follows:

- (1) For one-way tickets: the difference between the fare for the higher class of service and the fare for the lower class of service between the points where the lower class service is used;
- (2) For round trip, circle trip



or open-jaw tickets: the difference between 50 percent of the round trip fare for the higher class of service and 50 percent of the round trip fare for the lower class of service between the points where the lower class of service is used.

for the purpose of this exception fares are published in the following descending order of classes of service:

- (a) First class fares applicable on jet aircraft.
- (b) First class fares applicable on propeller aircraft.
- (c) One class standard service fares.
- (d) Economy class, tourist class, or coach class fares applicable on jet aircraft.
- (e) Economy class, tourist class, or coach class fares applicable on propeller aircraft.
- (f) Thrift class fares applicable on jet

aircraft.

- (g) Thrift class fares  
applicable on propeller  
aircraft.

The term "jet aircraft" as used  
above means A-300, BAC-111,  
B-707, B-720, B-720B, B-727,  
B-737, B-747, Caravelle Convair  
600, Convair 880, Convair 990,  
Comet 4, Comet 4-C, DC-8, DC-9,  
DC-10, Ilyushin IL-62, L-1011,  
Tupolev TU-114 AND VC-10.

- (3) The service charge provided for in rule 60  
(reservations) herein, will not be assessed, and  
any communication expenses paid by the passenger  
in accordance with rule 60 (reservations) will be  
refunded, or if such expense at the time has not  
been collected by carrier, its collection will be  
waived.

(E) Voluntary refunds

For the purpose of this paragraph, the term "voluntary  
refund" shall mean any refund of a ticket or portion  
thereof other than an involuntary refund, as described  
in paragraph (d) of this rule. Voluntary refunds shall  
be computed as follows:

- (1) If no portion of the ticket has been used, refund  
will be the full amount of the fare paid,  
including any replacement tickets, less any  
applicable service charge and communication  
expenses. (see rule 60 (reservations) and rule 65  
(tickets) or
- (2) If a portion of a ticket has been used, refund  
will be made in an amount equal to the difference,

if any, between the fare paid, including any replacement tickets, and the fare applicable to the transportation actually used, less any applicable service charge and communication expenses. (see rule 60 (reservations) and rule 65 (tickets))

- (3) When the refunding of any portion of a ticket would result in the use of such ticket between any points where the carriage of traffic is prohibited, the refund, if any, will be determined as if such ticket has been used to a point beyond which would not result in the violation of carrier's operating rights or privileges. The passenger will be refunded the difference between the fare paid from the point of origin to such farther point and the total fare paid, less any applicable charges.
- (4) A penalty for voluntary cancellation shall not apply and the total amount paid shall be refunded if such cancellation is made after an increase in the fare is made applicable between the time of the initial payment and the date of travel.
- (5) Service charges  
(applicable only to special economy fares between points in the U.S.A. and points in France.) A service charge of USD 25.00 will be assessed in any case where the passenger requests a refund of an unused portion of a ticket. In the event the refund is effected by a passenger sales agent, one half of this service charge will accrue to such agent and one half will accrue to carrier.  
Exception: This service charge will not apply  
when the unused portion of an economy

class ticket is used as a credit toward the purchase of a Concorde, first class, business class or economy class ticket.

(F) Lost ticket

The following provisions will govern refund of a lost ticket or unused portion thereof :

- (1) When a lost ticket or portion thereof is not found, refund as stipulated will be made upon receipt of proof of loss satisfactory to carrier and after receipt of written request for refund from the passenger. Refund will only be made provided that the lost ticket or portion thereof has not been honored for transportation of , or refunded, upon surrender by any person prior to the time the refund is made and further provided that the passenger agrees to indemnify and hold carrier harmless against any and all loss, damage, claim or expense, including without limitation, reasonable attorney fees, which carrier may suffer or incur by reason of the making of such refund and/or the subsequent presentation of said ticket(s) for transportation or refund of any other use whatsoever.

Exception: No refund will be made against lost tickets issued for wholly domestic India travel, whether sold in India or abroad.

(2) Refund amount

- a. If no portion of the ticket has been used, refund will be an amount equal to the fare and charges paid, less the applicable service charge, (see 3 below).

- b. If a portion of the ticket has been used, refund will be an amount equal to the difference between the fare and charges paid and the fare and charges applicable to the transportation actually used, less the applicable service charge (see 3 below).

(3) Service charge

Except where a higher refund penalty is specified in the applicable fare rule, carrier will impose a service charge of USD 50.00/ CAD 100.00 (or equivalent if collected in other than USD, converted at bankers' buying rate), per ticket, for handling the request for refund or replacement of a lost ticket.

(4) The foregoing provisions shall also apply to miscellaneous charges orders, deposit receipts and excess baggage tickets.

## **Rule 95 Denial of Boarding – Outside the Carrier’s Control†**

### **(A) Applicability**

This Rule applies to all passengers traveling to or from Canada, irrespective of the type of fare on which they are travelling or they have purchased.

This Rule applies in respect of a carrier when there is denial of boarding due to situations outside the carrier’s control. See definitions for situations that are outside a carrier's control.

This Rule does not apply in the situation of a refusal to transport a passenger due to, for instance, health, safety or security reasons, or where the passenger has failed to follow carrier rules or instructions, has inappropriate travel documents or has failed to respect check-in time limits. To see the carrier's policies in this respect, refer to Rule 105, Refusal to transport.

### **(B) General**

The carrier will make all reasonable efforts to transport the passenger and their baggage at the times indicated in its timetable and according to schedule; however, flight times are not guaranteed.

Personalized documents, such as a ticket/itinerary issued by the carrier for the passenger, which are consistent with the reservation held by the passenger form part of the contract of carriage between the carrier and the passenger.

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 95 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

The passenger holding a confirmed ticketed reservation must present themselves for carriage in accordance with this tariff having complied fully with the carrier's applicable reservation, ticketing, check-in and boarding requirements within the time limits.

The passenger who attempts to check-in after the carrier's check-in deadline or presents themselves at the boarding area after the carrier's boarding time deadline as specified under Rule 40(E), Check-in time limits, will not receive consideration per Rule 95 and will have their reservations cancelled as specified under Rule 105, Refusal to transport.

A denial of boarding that is directly attributable to an earlier delay or cancellation that is due to situations outside the carrier's control, is considered to also be due to situations outside that carrier's control if that carrier took all reasonable measures to mitigate the impact of the earlier flight delay or cancellation.

Carrier will communicate with passengers in accordance with the provisions of the APPR Communication of information – cancellation, delay, tarmac delay or denial of boarding.

(D) Procedure when denied boarding:

(1) the carrier will ask for volunteers willing to give up their seat in exchange for compensation;

(2) in the absence of sufficient volunteers, the carrier may deny boarding holding confirmed reservations in accordance with its policies, in the following order:

(a) unaccompanied minors;

(b) passengers with a disability and their support person, or service animal, if any;

(c) passengers travelling with family members; and

(d) passengers who were previously denied boarding on the same ticket, provided the carrier is informed.

(3) The carrier will inform passengers who were denied boarding the reasons for denying boarding, information on compensation and standards of treatment, and available recourse.

(4) Passengers may accept payment of denied boarding compensation in the form of travel vouchers. Travel vouchers can only be used towards payment of the base fare when you purchase an Air India ticket for travel on Air India. Travel vouchers do not expire but may need to be reactivated by calling Air India if they were not used within one year from the date of issue. Travel vouchers transferable.

(5) The carrier will carry out its obligations under the APPR as applicable.

If there is denial of boarding due to situations outside the carrier's control, the carrier will provide alternate travel

arrangements, free of charge, to ensure that passengers complete their itinerary as soon as feasible:

- a) a confirmed reservation for the next available flight that is operated by the original carrier, or a carrier with which the original carrier has a commercial agreement, is travelling on any reasonable air route from the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket and departs within 48 hours of the end of the event that caused the denial of boarding,
- b) if the carrier cannot provide a confirmed reservation that complies with subparagraph (a) (above),
- c) a confirmed reservation for a flight that is operated by any carrier and is travelling on any reasonable air route from the airport at which the passenger is located, or another airport that is within a reasonable distance of that airport, to the destination that is indicated on the passenger's original ticket, and
- d) if the new departure is from an airport other than the one at which the passenger is located, transportation to that other airport.

#### Comparable services

To the extent possible, the alternate travel arrangement must provide services that are comparable to those of the original ticket, including the carrier making every reasonable effort to maintain accessible seating assignments and any other accessibility-related accommodation for persons with disabilities.

#### Refund of additional services

The carrier will refund the cost of any additional services purchased in connection with the passenger's original ticket when the passenger is provided with alternate travel arrangements, if:

- a) the passenger did not receive those services; or,
- b) the passenger paid for those services a second time.

#### Higher class of service

If a higher class of service is booked for the passenger than was originally provided for on the passenger's original ticket, the carrier will not request supplementary payment from the passenger.

#### Lower class of service

If the alternate travel arrangements provide for a lower class of service than the original ticket, the carrier will refund the difference in the cost of the applicable portion of the ticket.

#### Method used for refund

Refunds under this section will be made in conformity with Rule 90 (A), General, and (B), Involuntary refunds, will be paid to the person who purchased the ticket or additional service, and will be paid using the method used for the original payment, unless:



- a) the carrier has informed the person in writing of the monetary value of the original ticket or additional service, and the availability of a refund by the method used for the original payment;
- b) the refund is offered in another form that does not expire; and,
- c) the person confirms, in writing, that the carrier has informed them of their right to receive the refund by the method used for the original payment and that the person has chosen to receive the refund in another form (e.g. a travel credit).

#### Refund deadline

Where a refund is required to be provided under this Rule, it will be provided within 30 days of the flight disruption.

#### Refunds

In accordance with the APPR, the carrier will provide refunds for incidental services purchased but not used (e.g. seat selection), and the difference in cost for a lower class of service. However, the carrier will not provide a refund in respect of any unused portions of an airline ticket when passengers are denied boarding for situations outside the carrier's control.

- (D) Carrier will communicate with passengers in accordance with the provisions of the APPR Communication of information - cancellation, delay, tarmac delay or denial of boarding.

## **Rule 96 Denial of Boarding – within the Carrier's Control†**

### **(A) Applicability**

This Rule applies to all passengers traveling to or from Canada, irrespective of the type of fare on which they are travelling or have purchased.

This Rule applies in respect of a carrier when there is a denial of boarding due to a situation that is within the carrier's control and within the carrier's control but required for safety. (G) is only applicable if the denial of boarding is within the carrier's control and is not required for safety purposes.

This Rule does not apply in the situation of a refusal to transport a passenger due to, for instance, health, safety or security reasons, or where the passenger has failed to follow carrier rules or instructions, has inappropriate travel documents or has failed to respect check-in time limits or gate cut-off times. See Rule 105, Refusal to transport for the carrier's policies in this respect.

### **(B) General**

The carrier will make all reasonable efforts to transport the passenger and their baggage at the times indicated in its timetable and according to schedule; however, flight times are not guaranteed.

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 96 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

Personalized documents, such as a ticket/itinerary issued by the carrier for the passenger, which are consistent with the reservation held by the passenger form part of the contract of carriage between the carrier and the passenger.

The passenger holding a confirmed ticketed reservation must present themselves for carriage in accordance with this tariff having complied fully with the carrier's applicable reservation, ticketing, check-in and boarding requirements.

A denial of boarding that is directly attributable to an earlier delay or cancellation that is within that carrier's control but is required for safety purposes, is considered to also be within that carrier's control but required for safety purposes if that carrier took all reasonable measures to mitigate the impact of the earlier flight delay or cancellation.

The passenger who attempts to check-in after the carrier's check-in deadline or presents themselves at the boarding area after the carrier's boarding time deadlines, Check-in time limits, will not receive consideration per Rule 96 and will have their reservations cancelled as specified under Rule 105, Refusal to transport.

(C) Denial of boarding - within the carrier's control and within the carrier's control but required for safety purposes - request for volunteers

In cases of denial of boarding within the carrier's control and within the carrier's control but required for safety purposes, the carrier will not deny boarding to a passenger unless it has asked all passengers if they are willing to give up their seat. As such, the carrier will make an announcement and ask for volunteers to relinquish their seats from among the confirmed passengers. At the same time, the carrier will announce what type of benefits passengers will be entitled to should they voluntarily relinquish their seat. The carrier will advise any passenger who expresses an interest in relinquishing their seat of the amount of compensation a passenger could receive pursuant to (G)(1) if there is a denial of boarding.

Attempts to find volunteers may take place at the check-in or boarding areas. The carrier may also seek volunteers before the passenger arrives at the airport. The carrier will continue to make this request of passengers until it obtains enough volunteers to prevent a denial of boarding or until it determines that it does not, despite its best efforts, have enough volunteers.

If the carrier offers a benefit in exchange for a passenger willingly relinquishing their seat in accordance with (1) (above) and a passenger accepts the offer, or if they negotiate a benefit acceptable to both parties, the carrier will provide the passenger with a written confirmation of that benefit before the flight departs. A passenger who willingly relinquishes their seat is not considered to be a passenger who has been subject to a denial of boarding by the carrier and as such, is not entitled to compensation pursuant to (G).

Passenger on aircraft

The carrier will not deny boarding to a passenger who is already on-board the aircraft unless the denial of boarding is required for reasons of safety. However, passengers may still elect to volunteer to relinquish their seat if already on-board the aircraft in exchange for benefits agreed upon with the carrier.

#### Priority for boarding

#### Priority for boarding

(1) If denial of boarding is necessary, the carrier will give priority for boarding to passengers in the following order:

- (a) an unaccompanied minor;
- (b) a person with a disability and their support person, service dog or other service animal, or emotional support animal, if any;
- (c) a passenger who is travelling with family members;
- (d) a passenger who was previously denied boarding on the same ticket;
- (e) all other passengers with confirmed and ticketed reservations, in accordance with Air India's frequent flier status, first, business, and premium economy classes.

If denial of boarding is necessary, the carrier will give priority for boarding to passengers at the discretion of the carrier.

#### Refund

If the alternate travel arrangements offered in accordance with (E)(1) do not accommodate the passenger's travel needs, the carrier will

in the case where the passenger is no longer at the point of origin that is indicated on the original ticket and the travel no longer serves a purpose because of denied boarding, refund the ticket, pursuant to Rule 90, General, and (B), Involuntary refunds, and provide the passenger, free of charge, with a confirmed reservation that is for a flight to that point of origin which accommodates the passenger's travel needs; and

in any other case, refund the unused portion of the ticket. The amount of the refund will be calculated pursuant to Rule 90.

#### Comparable services

To the extent possible, the alternate travel arrangement must provide services comparable to those of the original ticket, including the carrier making every reasonable effort to maintain accessible seating assignments and any other accessibility-related accommodation for persons with disabilities.

#### Refund of additional services

The carrier will refund the cost of any additional services purchased in connection with the passenger's original ticket when the passenger is provided with alternate travel arrangements, if:

the passenger did not receive those services on the alternate flight;  
or

the passenger paid for those services a second time.

Higher class of service

If the alternate travel arrangements referred to in (1) above provide for a higher class of service than the original ticket, the carrier will not request supplementary payment.

Lower class of service

If the alternate travel arrangements provide for a lower class of service than the original ticket, the carrier will refund the difference in the cost of the applicable portion of the ticket.

Method used for refund

Refunds under this section will be made in conformity with Rule 90 (A), General, and (B), Involuntary refunds and will be paid to the person who purchased the ticket or additional service, and will be paid using the method used for the original payment, unless:

the carrier has informed the person in writing of the monetary value of the original ticket or additional service, and the availability of a refund by the method used for the original payment;

the refund is offered in another form that does not expire; and,

the person confirms, in writing, that the carrier has informed them of their right to receive the refund by the method used for the original payment and that the person has chosen to receive the refund in another form (e.g. a travel credit).

Refund deadline

Where a refund is required to be provided under this Rule, it will be provided within 30 days of the flight disruption.

(F) Standards of treatment – denial of boarding – within the carrier's control and within the carrier's control but required for safety purposes

Before a passenger boards the flight reserved as an alternate travel arrangement per (E)(1), the carrier will provide them with the following treatment free of charge:

food and drink in reasonable quantities, taking into account the length of the wait, the time of day and the location of the passenger; and

access to a means of communication.

Accommodations

If the carrier expects that the passenger will be required to wait overnight for a flight reserved as part of alternate travel arrangements, the air carrier must offer, free of charge, hotel or other comparable accommodation that is reasonable in relation to the

location of the passenger as well as transportation to the hotel or other accommodation and back to the airport.

#### Refusing or limiting treatment

The carrier may limit or refuse to provide a standard of treatment referred to (1) and (2) above, if providing that treatment would further delay the passenger.

(G) Compensation – denial of boarding – within the carrier's control and not required for safety purposes.

Compensation is only payable when the denial of boarding is within the carrier's control and is not required for safety purposes.

#### Compensation for denial of boarding

If a denial of boarding that is within the carrier's control occurs, the carrier will provide the following compensation for inconvenience to the affected passenger:

- a) CAD 900, if the arrival time of the passenger's flight at the destination that is indicated on the original ticket is delayed by less than six hours;
- b) CAD 1,800, if the arrival of the passenger's flight at the destination that is indicated on the original ticket is delayed by six hours or more, but less than nine hours; and
- c) CAD 2,400, if the arrival of the passenger's flight at the destination that is indicated on the original ticket is delayed by nine hours or more.

#### Payment

The carrier will provide the compensation to the passenger as soon as it is operationally feasible, but not later than 48 hours after the denial of boarding.

#### Estimated arrival time

If the compensation is paid before the arrival of the flight reserved as part of alternate travel arrangements made pursuant to (E)(1) above, at the destination that is indicated on their ticket, that compensation will be based on the flight's expected arrival time.

#### Written confirmation

If it is not possible to provide the compensation before the boarding time of the flight reserved as part of alternate travel arrangements made pursuant to (E)(1) above, the carrier will provide the passenger with a written confirmation of the amount of the compensation that is owed.

#### Adjustment

If the arrival of the passenger's flight at the destination that is indicated on their original ticket is after the time it was expected to arrive when the compensation was paid or confirmed in writing and the amount that was paid or confirmed no longer reflects the amount

due in accordance with (2), the carrier will adjust the amount of the compensation.

#### Compensation for inconvenience

If the carrier is required by (2) above to provide compensation for a denial of boarding to a passenger, the carrier will offer it in form of money (i.e. cash, cheque, or bank transfer). However, the compensation may be offered in another form (e.g. a travel credit) if:

- a) compensation in the other form has a greater monetary value than the minimum monetary value of the compensation that is required under the APPR.
- a) the passenger has been informed in writing of the monetary value of the other form of compensation;
- b) the other form compensation does not expire; and
- c) the passenger confirms in writing that they have been informed of their right to receive monetary compensation and have chosen the other form of compensation.

(E) Alternate arrangements – denial of boarding – within the carrier's control and within the carrier's control but required for safety purposes

In the case where there is a denial of boarding for situations within the carrier's control or within the carrier's control but required for safety purposes, the carrier will provide to each passenger, free of charge, the following alternate travel arrangements to ensure that the passenger completes their itinerary as soon as feasible:

a confirmed reservation for the next available flight that is operated by the original carrier, or a carrier with which the original carrier has a commercial agreement, is travelling on any reasonable air route from the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket and departs within 9 hours of the departure time that is indicated on that original ticket,

a confirmed reservation for a flight that is operated by any carrier and is travelling on any reasonable air route from the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket and departs within 48 hours of the departure time that is indicated on that original ticket if the carrier cannot provide a confirmed reservation that complies with subparagraph (a), or

if the carrier cannot provide a confirmed reservation that complies with subparagraph (a) or (b) (above),

a confirmed reservation for a flight that is operated by any carrier and is travelling on any reasonable air route from another airport that is within a reasonable distance of the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket and

if the new departure is from an airport other than one at which the passenger is located, transportation to that other airport.

## **Rule 105 Refusal to Transport†**

### **(A) Applicability**

A refusal to transport a passenger only occurs in situations when the carrier operates a flight on which the passenger had a confirmed reservation but that specific passenger is not permitted to continue their journey on that flight due to any reasons specified in the paragraphs below. Refusal to transport can occur at the start of any journey or while the passenger is en route to their destination.

Flight delay, flight cancellation and denial of boarding do not constitute a situation of refusal to transport.

### **(B) Refusal to transport – removal of passenger**

The carrier will refuse to transport, or will remove any passenger at any point, for any of the following reasons:

Government requests and regulations and force majeure

Whenever it is necessary or advisable to:

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 105 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.



- a) comply with any government regulation;
- b) comply with any government request for emergency transportation;  
or,
- c) address force majeure.

#### Search of passenger and property

When the passenger refuses to permit a search of their person or property for explosives or for concealed, prohibited, deadly or dangerous weapon(s) or article(s).

#### Proof of identity/age

When the passenger refuses a request to produce government-issued identification to demonstrate proof of identity.

The carrier is also required to screen each passenger who appears to be 18 years of age or older by comparing the passenger, and in particular the passenger's entire face, against one piece of government-issued photo identification that shows the passenger's name, date of birth and gender.

#### Immigration or other similar considerations

When the passenger is to travel across any international boundary, if:

- a) The travel documents of the passenger are not in order; or,
- b) For any reason the passenger's embarkation from, transit through, or entry into any country from, through, or to which the passenger desires transportation would be unlawful or would otherwise not be permitted.

#### Failure to comply with carrier's rules and regulations

When the passenger fails or refuses to comply with rules and regulations of the carrier as stated in this tariff.

#### Passenger's condition

When the passenger's actions or inactions prove to the carrier that their mental, intellectual or physical condition is such as to render them incapable of caring for themselves without assistance or medical treatment en route unless:

- a) the passenger is accompanied by a support person who will be responsible for assisting with the passenger's needs en-route such as assistance with eating, using the washroom facilities or administering medication which are beyond the range of services that are normally offered by the carrier; and,
- b) the passenger complies with all other requirements of this Tariff.
- c) Exception: The carrier will accept the determination made by or on behalf of a person with a disability as to self-reliance, except where accepting the person could jeopardize security, public health or public safety.

- d) Note: If the passenger is accompanied by a support person and the passenger is refused transport, then the support person will also be refused transport and the two will be removed from the aircraft together.
- e) When the passenger has a contagious disease.
- f) When the passenger has an offensive odour.

#### Medical clearance

When the carrier determines, in good faith and using its reasonable discretion, that a passenger's medical or physical condition involves an unusual hazard or risk to their self or other persons (including, in the case of expectant mothers, unborn children) or property, the carrier can require the passenger to provide a medical certificate that then may be assessed by the carrier's own medical officer as a condition of the passenger's acceptance for subsequent travel. The carrier may refuse transportation to the person posing such hazard or risk.

An expectant mother with a complication-free pregnancy can travel on the carrier's flights up to the 35<sup>th</sup> week of pregnancy or up to four weeks before the expected due date without a medical certificate.

An expectant mother who is in or beyond the 32<sup>nd</sup> week of pregnancy must present a medical certificate, dated within 72 hours of the scheduled time of departure. The certificate must state that the physician has examined the patient and found them to be physically fit for travel by air and the certificate must state the estimated date of birth.

Exception: An expectant mother will not be allowed to travel after the 32<sup>nd</sup> week in the following circumstances:

- a) In case of multiple pregnancies, i.e., twins, triplets, etc.
- b) In case of complications in pregnancy, e.g. previous miscarriages or complicated deliveries.

#### Failure to provide a suitable escort

When the passenger requires an escort due to a mental health condition and is under care of a psychiatric institution or in the custody of law enforcement personnel or other responsible authority and the necessary arrangements have not been made with the carrier at least 48 hours in advance of the departure of the flight.

(C) Passenger's conduct – refusal to transport – prohibited conduct and sanctions

#### Prohibited conduct

Without limiting the generality of the preceding provisions, the following constitutes prohibited conduct where it may be necessary, in the reasonable discretion of the carrier, to take action to ensure the physical comfort or safety of the person, other passengers, and the carrier's employees; the safety of the aircraft; the unhindered performance of the crew members in their duty on-board the aircraft; or, safe and adequate flight operations:

- a) The person, in the reasonable judgement of a responsible employee of the carrier, is under the influence of alcohol or drugs (except a patient under medical care).
- b) The person's conduct, or condition is or has been known to be abusive, offensive, threatening, intimidating, violent or otherwise disorderly, and, in the reasonable judgement of a responsible employee of the carrier, there is a possibility that the person would cause disruption or serious impairment to the physical comfort or safety of other passengers or carrier's employees, interfere with a crew member in the performance of their duties, or otherwise jeopardize safe and adequate flight operations.
- c) The person's conduct involves any hazard or risk to their self or other persons (including travel involving pregnant passengers or unborn children) or to property.
- d) The person fails to observe the instructions of the aircraft crew, including instructions to stop any prohibited conduct.
- e) The person is unable or unwilling to sit in their assigned seat with the seat belt fastened.
- f) The person smokes or attempts to smoke in the aircraft.
- g) The person uses or continues to use a cellular phone, a laptop computer or another electronic device on-board the aircraft after being advised to stop such use by a member of the crew.
- h) The person is barefoot.
- i) The person is inappropriately dressed.
- j) The person has a prohibited article or concealed or unconcealed weapon(s). However, the carrier will carry law enforcement or armed forces personnel who meet the qualifications and conditions established under government regulations.
- k) The person has resisted or may reasonably be believed to be capable of resisting escorts.

#### Carrier response to prohibited conduct

Where, in the exercise of its reasonable discretion, the carrier decides that the passenger has engaged in prohibited conduct described above, the carrier may impose any combination of the following sanctions:

- a) Removal of the passenger at any point.
- b) Probation: At any time, the carrier may stipulate that the passenger is to follow certain probationary conditions, such as to not engage in prohibited conduct, in order for the carrier to provide transport to the passenger. Such probationary conditions may be imposed for any length of time which, in the exercise of the carrier's reasonable discretion, is necessary to ensure the passenger continues to avoid prohibited conduct.
- c) Refusal to transport the passenger: The length of this refusal to transport may range from a one-time refusal to a longer period determined at the reasonable discretion of the carrier in light of the circumstances. Such refusal will be for a period appropriate to the nature of the prohibited conduct and until the carrier is satisfied that the passenger no longer constitutes a threat to the safety of other passengers, crew or the aircraft or to the comfort of other passengers or crew; the

unhindered performance of the crew members in their duty on-board the aircraft; or safe and adequate flight operations.

The following conduct will automatically result in a refusal to transport:

- a) The person continues to interfere with the performance of a crew member's duties despite verbal warnings by the crew to stop such behaviour.
- b) The person injures a crew member or other passenger or subjects a crew member or other passenger to a credible threat of injury.
- c) The person displays conduct that requires an unscheduled landing and/or the use of restraints such as ties and handcuffs.
- d) The person repeats a prohibited conduct after receiving a notice of probation as mentioned in (b) above.

These remedies are without prejudice to the carrier's other rights and recourses, namely to seek recovery of any damage resulting from the prohibited conduct or as otherwise provided in the carrier's tariffs, including recourses provided in the carrier's frequent flyer program or the filing of criminal or statutory charges.

(D) Recourse of the passenger/limitation of liability

In case of refusal to transport a passenger on a specific flight or removal of a passenger en route for any reason specified in the foregoing paragraphs, the carrier will not provide a refund of the passenger's unused ticket. See section on Refunds for additional information.

Notwithstanding (1) above, passengers will be entitled to all other additional rights they may have under this tariff or elsewhere or any legal rights that international passengers may have pursuant to international conventions (e.g., the Warsaw Convention or the Montreal Convention) and related treaties.

A person who is refused carriage for a period of time or to whom a probation notice is served may provide to the carrier, in writing, the reasons why they believe they no longer pose a threat to the safety or comfort of passengers or crew, or to the safety of the aircraft. Such document may be sent to the address provided in the refusal to carry notice or the notice of probation.

The carrier will respond to the passenger within a reasonable period of time providing carrier's assessment as to whether it remains necessary to continue the ban or maintain the probation period.

## Rule 115 Baggage<sup>†</sup>

### (A) Checked baggage

- (1) Upon delivery to carrier of the baggage to be checked, carrier will insert in the ticket the number of pieces and weight of the checked baggage (which act shall constitute the issuance of the baggage check); in addition carrier will issue for identification purposes only, a baggage (claim) tag for each piece of baggage so delivered and covered by the baggage check. All checked baggage must be properly packed in suitcases or similar containers in order to ensure safe carriage with ordinary care in handling. Fragile or perishable articles, money, jewelry, silverware, negotiable papers, securities or other valuables will not be accepted as checked baggage.

### (B) Movement of baggage Checked baggage will be carried in the same aircraft as

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<sup>†</sup> Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 115 are effective July 26, 2025, pursuant to Order No. 2021-A-3 of the CTA.

the passenger unless such carriage is deemed impractical by carrier, in which event carrier will move the baggage in the next preceding or subsequent flight on which space is available.

- (C) Inspection by carrier  
Carrier has the right, but not the obligation, to verify in the presence of the passenger the contents of his baggage, and, in the case of unaccompanied baggage, to open and examine such baggage whether or not the passenger is present. The existence or exercise of such right shall not be construed as an agreement, expressed or implied, by carrier to carry such contents as would otherwise be precluded from carriage.

- (D) Dangerous, damageable or unsuitable baggage  
passenger must not include in his/her baggage articles which are likely to endanger the aircraft, persons, or property, which are likely to be damaged by air carriage or which are unsuitably packed, or the carriage of which is forbidden by any applicable laws, regulations or orders of any state to be flown from, into, or over. If the weight, size or character of baggage renders it unsuitable for carriage on the aircraft, carrier, prior to or at any stage of the journey, will refuse to carry the baggage.  
the following articles will be carried as baggage only with the prior consent of an arrangement with carrier, in accordance with carrier's regulations:

(1) Firearms

- (a) Firearms will be accepted only when unloaded and suitably packed and when checked for carriage in the baggage or other compartment of the aircraft not accessible to the passenger.
- (b) At the time of check-in, firearm(s) will be surrendered and the passenger will be required to make a written or verbal declaration that the firearm(s) as surrendered is safe for transportation.
- (c) When firearms used for sport purposes are carried on the aircraft, entry permits shall be in the possession of the passenger for the country or countries of transit and destination.

Exception: An authorized person performing a duty on board an aircraft, such as a law enforcement officer or diplomatic courier, may be permitted to retain custody of his firearm and ammunition upon duly identifying himself at the time of check-in.

- (2) Explosives munitions, corrosives and articles which are easily ignited.  
small arms ammunitions shall be accepted only for carriage in the baggage/cargo compartments of the aircraft and only with prior approval of the carrier as follows:
- (a) Small arms ammunition for sporting purposes

- in quantities not exceeding 5 kilograms (11 lbs.) Gross weight per passenger, securely packaged for personal use, excluding those with explosive or incendiary projectiles.
- (b) Small arms ammunition for sporting purposes, excluding those with explosive or incendiary projectiles, in quantities exceeding 5 kilograms (11 lbs.) Gross weight but not exceeding 55 lbs. (25 kgs.) Gross weight per passenger for personal use. When such ammunition is carried, a written declaration shall be made by the passenger confirming that the ammunition is packed in a strong outside container made of wood, metal or fiberboard, and that the ammunition inside the container is protected against shock and secured against movement. The declaration shall also confirm that the passenger is not carrying more than a total of 55 lbs. (25 kgs.) Gross weight.
- (3) Liquids, Gels and Aerosols over 100 ml, including beverages, toiletries, hair gels and spray, liquid cosmetics. Medicines and inhalers with prescriptions and baby food may be carried on board in a clear, transparent, re-sealable one litre plastic bag. Liquids, gels and aerosols purchased from duty-free shops are permitted in cabin baggage when purchased from the Airport Security Hold Area and only accepted when carried in security tamper-evident bags (STEBs) of a maximum capacity not exceeding 1 litre, with the proof of purchase.
- (4) Live animals, other than pets, including birds and reptiles, dogs trained to lead the blind and dogs trained to assist the deaf.
- (5) Pets  
Pets, including dogs, cats and birds, when properly crated in leakproof containers and accompanied by valid health and rabies vaccination certificates, entry permits and other documents required by countries of entry or transit will be accepted for carriage at the owner's risk, and subject to requirements of carrier. Carrier may limit the number and type of pets, refuse to carry pets in any one aircraft either in the baggage or cargo compartments or in the passenger cabin, or refuse to carry pet(s) if it requires attention in transit. See Rule 76: Traveling with Pets.
- (6) Photo flash bulbs when appropriately marked and contained in the original package of the manufacturer.
- (7) Restricted articles  
Compressed gases, flammable, non-flammable and poisonous; corrosives such as acids and wet batteries; flammable liquids and solids (such as matches, lighter fuels, rubbing alcohol); oxidizing materials; poisons; radioactive materials; and other restricted articles (such as materials, offensive or irritating materials).
- (8) Alcoholic beverages in excess of 5 l / 169 oz. Bottles should be in original retail packaging, and the receptacle

should not exceed 5 1/ 169 oz. Additionally, the alcohol content by volume should be between 24% and 70%.

- (E) Free baggage allowance and excess baggage charges **between points in the U.S.A. and points outside the U.S.A. subject to the provisions of this rule, the free baggage allowance and excess baggage charges will be as follows:**
- (1) Free baggage allowance for passengers other than children
    - (a) First class service and executive class service:
      - (i) Two pieces of baggage of which the sum of the greatest outside linear dimensions of each bag does not exceed 62 inches, and provided the weight of each bag does not exceed 70 lbs. (32 kgs.).
      - (ii) One or more additional pieces of baggage (measured together if more than one piece) of which the sum of the greatest outside linear dimensions does not exceed 45 inches, except where actual under seat space facilities require a bag of lesser size. Such additional piece(s) must be carried on board the aircraft by the passenger.
    - (b) Economy class service
      - (i) Two pieces of baggage (measured together) of which the sum of the greatest outside linear dimensions does not exceed 107 inches provided that the outside linear dimensions of each bag does not exceed 62 inches, and provided the weight of each bag does not exceed 50 lbs. (23 kgs.).
      - (ii) One or more additional pieces (measured together if more than one piece) of which the sum of the greatest outside linear dimensions does not exceed 45 inches, except where actual under seat space facilities require a bag of lesser size. Such additional piece(s) must be carried on board the aircraft by the passenger.
  - (2) Free baggage allowance for children
    - (a) Children carried free of charge will be granted no free baggage allowance.  
Exception: Children paying 10 percent of the normal adult fare will be allowed one piece of checked baggage whose sum of the three dimensions does not exceed 45 inches and not exceeding 22 lbs. (10 kgs). Plus one checked fully collapsible child's stroller or push-chair.
    - (b) Children paying 50 percent or more of the normal adult fare will be granted free



- baggage allowance on the same basis as a passenger paying the adult fare.
- (3) Excess baggage charges  
Baggage in excess of that provided above will be accepted only upon payment of the charges listed below in the following manner:
- (a) Applicable to economy class service only.  
each piece of baggage weighing more than 50 lbs. (23 kgs) but not more than 70 lbs (32 kgs), as provided for in (e) (1)(b)(i) above will be assessed an overweight charge of USD 120 or its equivalent in local currency, except CAD 50.00 in Canada.
  - (b) each piece of baggage in excess of the number provided for above will be assessed the applicable charge listed in subparagraph (i) below.
  - (c) Each piece of baggage whose sum of the three dimensions exceeds those permitted above but does not exceed 80 inches will be assessed the applicable charge listed in subparagraph (i) below.
  - (d) Each piece of baggage both in excess of the number permitted above and whose dimensions exceed the dimensions permitted above but does not exceed 80 inches will be assessed 200 percent of the applicable charge listed in subparagraph (i) below.
  - (e) Each piece of baggage whose sum of the three dimensions exceeds 80 inches, and/or whose weight exceeds 35 kgs. will be carried as accompanied baggage only if advance arrangements are made with carrier. Such baggage shall be weighed and it shall be assessed 300 percent of the applicable charge listed in subparagraph (i) below for the first 45 kgs. Or fraction thereof. Each additional 10 kgs. Or fraction thereof will be assessed the applicable charge listed in subparagraph (i) below.
  - (f) Sporting equipment will be assessed the charges published for each item of sporting equipment listed;
    - (i) Golfing equipment consisting of one golf bag (containing) golf clubs and one pair of golf shoes) will be included in determining the free baggage allowance and if in excess will be assessed 50 percent of the applicable charge listed in subparagraph (i) below. Only one set of golfing equipment per passenger will be included in the free baggage allowance. any sets of golfing equipment in excess of one will not be included in the free baggage allowance and will be assessed the applicable charge listed in subparagraph (i) below.
    - (ii) Snow skiing equipment consisting of one

- pair of snow skis, one pair of ski poles and one pair of ski boots will be included in determining the free baggage allowance and if in excess will be assessed 25 percent of the applicable charge listed in subparagraph (i) below. however, only one set of snow skiing equipment will be included in the free baggage allowance. Any sets of snow skiing equipment in excess of one will not be included in the free baggage allowance and will be assessed the applicable charge listed in subparagraph (i) below.
- (iii) One bicycle (single seat touring or racing bicycle, non-motorized, provided the handlebars are fixed sideways and pedals removed) will be included in determining the free baggage allowance and if in excess will be assessed the applicable charge listed in subparagraph (i) below regardless of the actual dimensions.
- (g) Accompanied pets in a container, will not be included in determining the free baggage allowance and will be assessed.  
Exception: The assessment shall be 200 percent of the applicable charge listed in subparagraph (i) below.
- (h) Bulky baggage  
Bulky baggage retained in the passenger's custody other than articles listed in (e) (5) above. Subject to advance arrangements, each passenger may carry on board the aircraft baggage of such bulky or fragile nature as to require the blocking out or use of a seat(s);
- (i) Maximum weight  
A maximum weight of 75 kgs. (165 lbs.) per seat is permitted, provided that the weight of such baggage shall not be included in determining the passenger's free baggage allowance or excess baggage charges.
- (ii) Charges  
The charge per seat shall be the applicable charge listed in subparagraph (i) below or a minimum charge equal to 75 percent of the normal one way adult fare for the class of service used by the passenger between the points between which the baggage is to be transported.
- (i) The charge for each piece of excess or oversize baggage will be as indicated below:
- (i) Between U.S.A. points in area no. 1 and points in area no. 2 and no. 3 via the Atlantic ocean:  
Between the USA and points in area 2 and 3

- via the Atlantic Ocean
- All points in area 2 USD 240.00
- All points in area 3 USD 240.00
- (ii) Between USA and area 3 via the Pacific Ocean
- All U.S. cities not specified below: USD 129.00
- Los Angeles/San Francisco USD 121.00
- (F) Free baggage allowance and excess baggage charges **between points in Canada and points outside thereof as follows:**  
(Applicable to/from area 3 only) subject to the provisions of this rule, the free baggage allowance and excess baggage charges will be:
  - (1) Free baggage allowance for passengers other than children
    - (a) First class service
      - (i) Two pieces of baggage of which the sum of the greatest outside linear dimensions of each bag does not exceed 62 inches (158 cms) and provided the weight of each bag does not exceed 70 lbs. (32 kgs ) and
      - (ii) One additional piece of baggage the sum of the three dimensions of which does not exceed 45 inches (115 cms.) provided such bag does not exceed 8 kgs/18 lbs. and can be stowed in the under seat space and it is carried on board by the passenger. When such baggage consists of more than one bag they shall be measured together and they shall be considered as one bag provided that the sum of the three dimensions does not exceed 45 inches (115 cms.)
    - (b) Economy class service
      - (i) Two pieces of baggage (measured together) of which the sum of the greatest outside linear dimensions does not exceed 107 inches (273 cms.) provided that the outside linear dimensions of each bag does not exceed 62 inches (158 cms.) and provided the weight of each bag does not exceed 50 lbs. (23 kgs.) and
      - (ii) One additional piece of baggage the sum of the three dimensions of which does not exceed 45 inches (115 cms.) provided such bag does not exceed 8 kg/18 lbs. and can be stowed in the under seat space and it is carried on board by the passenger. When such baggage consists of more than one bag they shall be measured together and they shall be considered as one bag

- provided that the sum of the three dimensions does not exceed 45 inches (115 cms.)
- (c) other special pieces of baggage
- (i) In lieu of the pieces of baggage provided for in (a) or (b) above, any article listed below, regardless of the actual dimensions, will be considered to be a piece of baggage whose outside linear dimensions are 53 inches (135 cms.) will be accepted.
- (aa) One sleeping bag or bedroll;
- (bb) One rucksack/knapsack/backpack;
- (cc) One pair of snow skis with one pair of ski poles and one pair of ski boots;
- (dd) One golf bag containing golf clubs and one pair of golf shoes;
- (ee) One duffel-type bag or b-4-type bag (see note)
- Note: "Duffel bag" means a canvas cylindrical shaped bag, folded and fastened at one end; "b-4 bag" means a suitcase-type of handbag made of canvas with leather and metal bindings and fittings and with expandable canvas compartments on the two sides of the bag.
- (ff) one suitably packed bicycle (single seat touring or racing bicycle, non-motorized) provided that the handlebars are fixed sideways and the pedals are removed
- (ii) In lieu of the pieces of baggage provided for in (a) or (b) above, any portable musical instrument not exceeding 39 inches (100 cms.) in length will be considered to be one piece of baggage at 39 inches (100 cms.)
- (2) Free baggage allowance for children
- (a) Children carried free of charge will be granted no free baggage allowance.
- (b) Children paying 10 percent of the normal adult fare will be allowed one piece of checked baggage whose sum of the three dimensions does not exceed 45 inches (115 cms.) Plus one checked fully collapsible child's stroller or push-chair.
- (c) Children paying 50 percent or more of the normal adult fare will be granted free baggage allowance on the same basis as a passenger paying the adult fare.
- (3) Excess baggage charges

Baggage in excess of that provided above will be accepted only upon payment of the charges listed below in the following manner:

- (a) Applicable to economy class only  
each piece of baggage weighing more than 50 lbs. (23 kg) but not more than 70 lbs. (32 kgs), as provided for in (b) thru (f) below will be assessed an overweight charge of CAD/USD 100.00 or its equivalent in local currency.
- (b) Each piece of baggage in excess of the number provided for above will be assessed the applicable charge listed in subparagraph (i) below.
- (c) Each piece of baggage whose sum of the three dimensions exceeds those permitted above but does not exceed 80 inches (203 cms.) Or the weight of which does not exceed 70 lbs. (32 kgs.) will be assessed 200 percent of the applicable charge listed in subparagraph (i) below.
- (d) Each piece of baggage both in excess of the number permitted above and whose dimensions exceed the dimensions permitted above but does not exceed 80 inches (203 cms.) Or the weight of which does not exceed 70 lbs. (32 kgs.) will be assessed 200 percent of the applicable charge listed in subparagraph (i) below.
- (e) (Not applicable to the special pieces of baggage listed in (1)(c) above) each piece of baggage whose sum of the three dimensions exceeds 80 inches (203 cms.) and/or whose weight exceeds 70 lbs. (32 kgs.) - carried as accompanied baggage only if advance arrangements are made with carrier. Such baggage shall be weighed and it shall be assessed 300 percent of the applicable charge listed in subparagraph (i) below for the first 45 kgs. Or fraction thereof. Each additional 10 kgs. Or fraction thereof will be assessed the applicable charge listed in subparagraph (i) below.
- (f) Sporting equipment  
the following articles of sporting equipment may be carried as part of a passenger's free allowance. If, however, they are carried in excess of this allowance, the following charges will apply:
  - (i) golfing equipment consisting of one golf bag (containing golf clubs) and one pair of golf shoes will be included in determining the free baggage allowance and if in excess will be assessed 50 percent of the applicable charge listed in subparagraph (i) below.
  - (ii) Snow skiing equipment  
Snow skiing equipment consisting of one

- pair of snow skis, one pair of ski poles and one pair of ski boots will be included in determining the free baggage allowance and if in excess will be assessed 25 percent of the applicable charges listed in subparagraph (i) below.
- (g) Accompanied pets in a container will not be included in determining the free baggage allowance and will be assessed the applicable charge listed in subparagraph (i) below.
- (h) Baggage that exceeds the carrier's size and weight limitations retained in the passenger's custody, other than articles listed in (e)(5) above. Subject to advance arrangements, each passenger may carry on board the aircraft baggage of such bulky or fragile nature as to require the blocking out or use of a seat or seats, subject to a maximum weight of 75 kgs. (165 lbs.) Per seat, provided that the weight of such baggage so carried shall not be included in determining the passenger's free baggage allowance nor his excess baggage charges. The charge for the baggage so carried per seat shall be the applicable charge listed in subparagraph (i) below, subject to a minimum charge of 75 percent of the full one way adult fare for the class of service used by the passenger between the points which the baggage is to be transported.
- (i) The charge for each piece of excess or oversize baggage will be as indicated below:
- (i) Between points in Canada and points in areas no. 2 and no. 3 via the Atlantic Ocean: CAD/USD 225.00 per direction (plus taxes where applicable)
  - (ii) Between points in Canada and points in area no. 3 via the Pacific: CAD/USD 225.00 per direction (plus taxes where applicable)

### **Rule 116 Interline Baggage Acceptance†**

(Effective to/from Canada for tickets issued on/after April 1, 2015)

(A) Applicability

This rule is applicable to all interline itineraries issued on a single ticket whose origin or ultimate ticketed destination is in Canada. It establishes how AI will determine which carrier's baggage rules apply to any passenger's entire interline itinerary.

(B) General

For the purposes of interline baggage acceptance:

- (1) The carrier whose designator code is identified on the first segment of the passenger's interline ticket will be known as the selecting carrier.
- (2) Any carrier who is identified as providing interline transportation to the passenger by virtue of the passenger's ticket will be known as a participating carrier.

(C) Baggage rule determination by selecting carrier

- (1) Checked baggage the selecting carrier will:
  - (a) select and apply its own baggage rules as set out in its tariff to the entire interline itinerary; or
  - (b) select the most significant carrier, as

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 116 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

determined by IATA resolution 302 and conditioned by the Canadian Transportation Agency, in order for that carrier's baggage rules, as established in its tariff, to apply to the entire interline itinerary.

The carrier identified by means of a) or b) will be known as the selected carrier.

When designated as a selecting carrier, Air India will apply rules in (a) above.

(2) Carry-on baggage

Each operating carrier's carry-on baggage allowances will apply to each flight segment in an interline itinerary. Notwithstanding, the carry-on baggage charges that will apply to the entire interline itinerary will be those of the selected carrier.

(D) Baggage rule application by participating carrier where AI is not the selected carrier on an interline itinerary but is a participating carrier that is providing transportation to the passenger based on the ticket issued, AI will apply as its own the baggage rules of the selected carrier throughout the interline itinerary.

(E) Disclosure of baggage rules

Summary page at the end of an online purchase and e-ticket disclosure

(1) For baggage rules provisions related to a passenger's 1st and 2nd checked bag and the passenger's carry-on baggage (i.e. the passenger's "standard" baggage allowance), when the carrier sells and issues a ticket for an interline itinerary, it will disclose to the passenger on any summary page at the end of an online purchase and on the passenger's itinerary/receipt and e-ticket at the time of ticketing the baggage information relevant to the passenger itinerary as set out in paragraph 2 below. The disclosed information will reflect the baggage rules of the selected carrier.

(2) The carrier will disclose the following information:

- (a) Name of the carrier whose baggage rules apply;
- (b) Passenger's free baggage allowance and/or applicable fees;
- (c) Size and weight limits of the bags, if applicable;
- (d) Terms or conditions that would alter or impact a passenger's standard baggage allowances and charges (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card);
- (e) Existence of any embargoes that may be applicable to the passenger's itinerary; and,
- (f) Application of baggage allowances and charges (i.e. whether they are applied once per direction or if they are applicable at each stopover point).



- (3) The carrier will provide this information in text format on the passenger's e-ticket confirmation. any fee information provided for carry-on bags and the first and second checked bag will be expressed as specific charges (i.e., not a range).

web site disclosure

The carrier will disclose and make available conditions of carriage, including complete and comprehensive summary of all the carrier's own baggage rules, including information concerning:

- (a) The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;
- (b) The number of checked and unchecked passenger bags that can be transported and the applicable charges;
- (c) Excess and oversized baggage charges;
- (d) Charges related to check in, collection and delivery of checked baggage;
- (e) Acceptance and charges related to special items, e.g. surf boards, pets, bicycles, etc.;
- (f) Baggage provisions related to prohibited or unacceptable items, including embargoes;
- (g) Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. frequent flyer status, early check in, pre-purchasing baggage allowances with a particular credit card); and,
- (h) Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges etc.

(F) Definitions

"Airline designator code"

An identification code comprised of two-characters which is used for commercial and traffic purposes such as reservations, schedules, timetables, ticketing, tariffs and airport display systems. airline designators are assigned by IATA. when this code appears on a ticket, it reflects the carrier that is marketing the flight, which might be different from the carrier operating the flight.

"Baggage rules"

The conditions associated with the acceptance of baggage, services incidental to the transportation of baggage, allowances and all related charges. for example, baggage rules may address the following topics:

- . The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;
- . The number of checked and unchecked passenger bags that can be transported and the applicable charges;
- . Excess and oversized baggage charges;
- . Charges related to check-in, collection and delivery of checked baggage;
- . Acceptance and charges related to special items, e.g. surfboards, pets, bicycles, etc.;

- . Baggage provisions related to prohibited or unacceptable items, including embargoes;
- . Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card); and,
- . Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges, etc.

"Interline agreement":

An agreement between two or more carriers to co-ordinate the transportation of passengers and their baggage from the flight of one air carrier to the flight of another air carrier (through to the next point of stopover).

"Interline itinerary":

All flights reflected on a single ticket involving multiple air carriers. Only travel on a single ticket is subject to the agency's approach provided the origin or the ultimate ticketed destination is a point in Canada.

"Interline travel":

Travel involving multiple air carriers listed on a single ticket that is purchased via a single transaction.

"Single ticket":

A document that permits travel from origin to destination. It may include interline/code-share and intra-line segments. It may also include end-to-end combinations (i.e., standalone fares that can be bought separately but combined together to form one price).

"Summary page at the end of an online purchase":

A page on a carrier's web site which summarizes the details of a ticket purchase transaction just after the passenger has agreed to purchase the ticket from the carrier and has provided a form of payment.

"Ultimate ticketed destination":

In situations where a passenger's origin is a non-Canadian point and the itinerary includes at least one stop in Canada, as well as at least one stop outside Canada. If the stop in Canada is the farthest checked point and the stop is more than 24 hours, the agency would consider the ultimate ticketed destination to be Canada.

Carrier definitions (various)

"Down line carrier ":

Any carrier, other than the selecting carrier, who is identified as providing interline transportation to the passenger by virtue of the passenger's ticket.

"Marketing carrier":

The carrier that sells flights under its code.

"Most significant carrier (MSC)":

is determined by a methodology, established by IATA (resolution 302), which establishes, for each portion of a passenger's itinerary where baggage is checked through to a new stopover point, which carrier will be performing the most significant part of the service. For travelers under the resolution 302 system, the baggage rules of the MSC will apply. For complex itineraries involving multiple checked baggage points, there may be more than one MSC, resulting in the application of differing baggage rules through an itinerary.

"Most Significant Carrier (MSC)-IATA resolution 302 as conditioned by the agency":

In this instance, the MSC is determined by applying IATA resolution 302 methodology as conditioned by the agency. The agency's reservation has stipulated that only a single set of baggage rules may apply to any given interline itinerary. The aim of the agency's reservation is to allow the selecting carrier to use the MSC methodology to determine which carrier's baggage rules apply to an international interline itinerary to or from Canada, while reinforcing the role of tariffs in the determination of which carrier's rules apply.

"Operating carrier":

The carrier that operates the actual flight.

"Participating carrier(s)":

Includes both the selecting carrier and down line carriers who have been identified as providing interline transportation to the passenger by virtue of the passenger's ticket.

"Selected carrier":

The carrier whose baggage rules apply to the entire interline itinerary.

"Selecting carrier":

The carrier whose designator code is identified on the first segment of the passenger's ticket at the beginning of an itinerary issued on a single ticket whose origin or ultimate destination is in Canada.

## Rule 130 Fares

- (A) General except as provided in paragraph (f) published fares apply only for carriage from the airport at the point of origin to the airport at the point of destination.
- (B) Precedence of fares unless otherwise provided in carrier's tariffs, a published fare takes precedence over the combination of intermediate fares applicable to the same class between the same points via the same routing except as provided in paragraph (d) below.
- (C) Construction of fares where no through one-factor fare is published from point of origin to point of destination via the route of movement for the class of service and the type of aircraft (propeller type or jet type) used, the applicable fare for such transportation shall be constructed as provided below:
- (1) One class of service, wholly jet or wholly propeller where the journey from point of origin to point of destination is in one class of service, wholly by jet aircraft or wholly by propeller aircraft, the applicable fare shall be the lowest combination of fares via the route of movement applicable to the transportation used, but in no event shall such constructed fare exceed the through one-factor fare applicable to or from a more distant point via the same routing.
  - (2) One class of service, combination of jet and propeller where the journey from point of origin to point of destination is in one class of service, partly on jet aircraft and partly on propeller aircraft, the applicable fare shall be constructed as follows, but in no event shall such constructed fare exceed that provided in note:
    - (a) where a through one-factor fare for propeller aircraft is published from point of origin to point of destination via the route of movement for the class of service used, the applicable fare shall be such through one-factor fare, plus the difference between the fares for jet and propeller aircraft, for the class of service used, between the points where jet aircraft is used.
    - (b) where a through one-factor propeller fare is not published from point of origin to point of destination via the route of movement for the class of service used, the applicable fare shall be the lowest combination of fares applicable to the transportation used.
  - (3) Combination of sleeper first class/first class and business club/Marco polo business class/super club/economy/executive full facilities/executive class/tourist/coach class. wholly jet or wholly propeller where the journey from point of origin

to point of destination is wholly on jet aircraft or wholly on propeller aircraft and partly in sleeper first class/first class service and partly in business Club/Marco Polo Business class/economy/executive full facilities/tourist/executive class/coach service, the applicable fare shall be constructed as follows, but in no event shall such constructed fare exceed that provided in note:

- (a) where a through one-factor fare for business Club/Marco Polo Business class/super executive full facilities/tourist/coach/executive class service is published from point of origin to point of destination via the route of movement for the type of aircraft used, the applicable fare shall be such through one-factor fare, plus the difference between the sleeper first class/first and business club/super club/economy/executive full facilities/tourist coach fares for the type of aircraft used, between the points where deluxe first class/first class service is used.
  - (b) where a through one-factor fare for business Club/Marco Polo Business class/super executive full facilities/tourist/coach/executive class service is published from point of origin to point of destination via the route of movement for the type of aircraft used, the applicable fare shall be the lowest combination of fare applicable to the transportation used.
- (4) Combination of first class, propeller, and economy/tourist/coach, jet where the journey from point of origin to point of destination is partly in first class service on propeller aircraft and partly in economy/tourist/coach service on jet aircraft, the applicable fare shall be constructed as follows, but in no event shall such constructed fare exceed that provided in note:
- (a) where a through one-factor fare for economy/tourist/coach service on propeller aircraft is published from point of origin to point of destination via the route of movement, the applicable fare shall be such through one-fare factor, plus the difference between the fare for first class service on propeller aircraft and the fare (excluding night coach fares within the continental U.S.A.) for economy/tourist/coach service on propeller aircraft between the points where first class service on propeller aircraft is used, plus the difference between the fare (excluding night coach fares within the continental U.S.A.) for economy/tourist/coach service on jet aircraft and the fare (excluding night coach fares within the

- continental U.S.A.) for economy/tourist/coach service on propeller aircraft between the points where economy/tourist/coach service on jet aircraft is used.
- (b) where a through one-factor fare for economy/tourist/coach service on propeller aircraft is not published from point of origin to point of destination via the route of movement, the applicable fare shall be the lowest combination of fares applicable to the transportation used.
- (5) Combination of first class, jet, and economy/tourist/coach, propeller. where the journey from point of origin to point of destination is partly in first class service on jet aircraft and partly in economy/tourist coach service on propeller aircraft the applicable fare shall be constructed as follows, but in no event shall such constructed fare exceed that provided in note:
- (a) where a through one-factor fare for economy/tourist/coach service on propeller aircraft is published from point of origin to point of destination via the route of movement, the applicable fare shall be such through one-factor fare plus the difference between the fare for first class service on jet aircraft and the fare (excluding night coach fares within the continental U.S.A.) for economy/tourist/coach service on propeller aircraft between the points where first class service on jet aircraft is used.
- (b) where a through one-factor fare for economy/tourist/coach service on propeller aircraft is not published from point of origin to point of destination via the route of movement, the applicable fare shall be the lowest combination of fares applicable to the transportation used.
- (6) Combination economy/tourist/coach and one class standard service wholly jet. where the journey from point of origin to point of destination is partly in economy/tourist/coach class service on jet aircraft and partly in one class standard service on jet aircraft, the applicable fare shall be constructed as follows:
- (a) where a through one-factor fare for economy/tourist/coach service on jet aircraft is published from point of origin to point of destination via the route of movement, the applicable fare shall be such through one-factor fare plus the difference between the fare for one class standard service on jet aircraft and the fare (excluding night coach fares within the continental U.S.A.) for economy/tourist/coach service on jet aircraft between the points where one class

- standard service on jet aircraft is used.
- (b) where a through one-factor fare for economy/tourist coach service on jet aircraft is not published from point of origin to point of destination via the route of movement, the applicable fare shall be the lowest combination of fares applicable to the transportation used.
- (7) Combination of economy/tourist/coach and thrift class service. where the journey from point of origin to point of destination is partly in economy/tourist/coach class service and partly in thrift class service, the applicable fare shall be the lowest combination of fares via the route of movement applicable to the transportation used but in no event shall such constructed fare exceed that provided in note:
- (8) Combination of intermediate class and economy class between Canada and Europe via the Atlantic. where the journey provides for a combination of intermediate class and economy class service, when travel over the Atlantic portion of the journey is in intermediate class the normal provisions for the calculation of fares for different classes of service shall apply; provided that the through fare is published herein.
- (a) Between France and Canada the applicable end-to-end intermediate class fare shall apply;
- (b) where no fare difference applies between the intermediate class and the economy class over the Atlantic portion of the journey, the applicable end-to-end intermediate class fare shall apply.
- Note: Fares constructed in accordance with the above provisions for the same class of service shall not exceed the through published fare via a higher class of service via the same carrier(s) between and via the same points; or fares constructed in accordance with the above provisions for different classes of service shall not exceed the through published fare for the highest class of service actually used nor the through published fare for a higher class of service than either of the classes of service used, via the same carrier(s) between and via the same points.
- For the purpose of this note only, fares are published in the following descending order of classes of service:
- |   |  |
|---|--|
| (1) Sleeper first class fares<br>Applicable to jet<br>aircraft. | (6) One class standard<br>service fares. |
| (2) First class fares   | (7) Economy class, tourist               |

- |   |   |
|---|---|
| applicable on jet aircraft.   | class, or coach class fares.  |
| (3) First class fares applicable on propeller aircraft.   | (8) Economy class, tourist class or coach class fares applicable on propeller aircraft. |
| (4) Business coach class/club class/executive full facilities class/preference class/executive class. | (9) Thrift class fares applicable on jet aircraft.                                      |
| (5) Business coach class fares applicable on jet aircraft.  |   |

The term "Jet aircraft" as used above means A-300, BAC-111, B-707, B-720, B-720B, B-727, B-737, B-747, B-767, Caravelle, Convair 600, Convair 880, Convair 990, Comet 4, Comet 4-C, DC-8, DC-9, DC-10, Ilyushin IL-62 L-1011, Tupolev TU-114 AND VC-10.

- (9) Combining domestic U.S. special fares with international fares.
- (a) A special fare application within the U.S.A. may be combined with an international fare to construct a through fare, which is less than the published fare from the point of origin to the point of destination, provided that:
- (i) the passenger complies with all conditions (e.g., period of validity, minimum/maximum stay, advance purchase requirements, group size, etc.) of the special fare;
- Exception: Any minimum tour price required by the special fare within the U.S.A. will not be applicable when the fare is combined with an international inclusive tour fare having a minimum tour price of the same or a higher amount.
- (ii) The passenger traveling under a fare constructed in accordance with this paragraph may be routed via any gateway city regardless of the fare construction point(s).
- (b) Mileage routings may be applied to a fare constructed under paragraph (a) above, either for the entire journey between the point in the U.S.A. and the point in area 2 or 3 or between the gateway point and the point in area 2 or when the international fare used is published with a mileage routing.
- (c) When travel is via a higher rated intermediate point, the applicable fare for the itinerary will be the highest of the fares applicable between such intermediate



- point and;
  - (i) The point of origin of the itinerary
  - (ii) The point of destination of the itinerary, or
  - (iii) Another intermediate point of the itinerary.
- (d) Notwithstanding paragraph (c) above, when a passenger purchases a one way ticket for transportation via a higher rated intermediate point, the fare for such transportation will be constructed by calculating the round trip fare for transportation via the higher rated intermediate point and subtracting therefrom the one way fare for direct (not involving a higher rated intermediate point) transportation between the points involved.
- (10) Exception(s) for transportation wholly between points in Canada and points in area 3:
  - (a) Routings are published in one direction only, but apply for carriage in either direction, unless otherwise specified, and only to the fares published in connection therewith. An intermediate point(s) specified along the routing may be omitted provided that successive segments are flown non-stop on a single carrier named in the respective segments along the published routing.
  - (b) (Applicable only to AI when AI is the carrier between Montreal and points in India) for travel between Montreal on the one hand and points in Asia/area 3 on the other hand via Toronto, the higher fare shall only be assessed if the passenger makes a stopover at Toronto.
- (D) Round trip fares  
When a round trip ticket is purchased prior to commencement of carriage, the fare for a round trip will be the round trip fare published in the applicable tariff(s) of carrier via the desired routing and for the class of service used.
- (E) Application of combined services and/or special short limit validity  
when round trip, first class, business class tourist/coach, economy, thrift or special short limit fares are applicable between the same points, round trip passengers will be charged the sum of fifty percent (50 percent) of the round trip fares applicable to the classes of service used, provided that:
  - (1) Such fares, which by their terms are combinable with other fares, shall not be used in construction of round trip fares; and
  - (2) The shortest validity period applicable to any such fare used shall apply to the entire round trip.
- (F) Circle trip fares

When a circle trip ticket is purchased prior to commencement of a carriage, the fare for such circle trip shall be the sum of fifty percent (50%) of the applicable round trip fares for the class of service to be used for the respective sections of carriage constructed from point of origin via the desired routing that produces the lowest fare for the circle trip; provided that:

- (1) Fares which by their terms are combinable with other fares, shall not be used in the construction of circle trip fares; and
- (2) If the fare for a circle trip traveled in one class of service constructed as specified above is less than the highest direct route round trip fare applicable to the same class of service between any two points on the circle trip route, such highest direct route round trip fare shall apply; and  
Exception: this provision shall not apply to circle trip fares constructed for carriage completely around the world in the same general direction.
- (3) The fare for a circle trip traveled partly in one class of service and partly in another class of service shall be constructed in accordance with the provisions of rule 8 (d) herein.
- (4) The shortest validity period applicable to any fare used shall apply to the entire circle trip.

(G) Open-jaw trip fares

When a ticket is purchased prior to commencement of carriage for an open-jaw trip, the fare for such open-jaw trip will be constructed as follows:

- (1) When the point of departure and final destination are the same, the sum of fifty percent (50%) of the applicable round trip fare from the point of departure to each outer point of the jaw; and
- (2) Where the points of departure and final destination are not the same, the sum of fifty percent (50%) of the applicable round trip fare from the point of departure to the outer point of the outward section plus fifty percent (50%) of the round trip fare from the point of destination to the outer point of the inbound section.

(H) Round and circle trip fares partly via carrier

(1) Entirely via air

When a ticket is purchased prior to commencement of carriage for a round or circle trip which is partly via the services of carrier and partly via the services of other scheduled air carrier(s), the fare for each section of carriage via carrier will be fifty percent (50%) of the applicable round-trip for such section of the round or circle trip, as the case may be.

(2) Partly via air and partly via sea

When tickets are purchased prior to commencement of carriage for a round trip or circle trip for combined air and sea travel, the air fare for each

one way section of the air journey will be fifty percent (50%) of the all year round trip fare published in tariffs governed by this tariff and applicable between the points and via the class of service used. A break in the round trip or circle trip is permitted to allow passengers to make their own way by any means of transportation between airports and adjacent seaports.

The fares specified above will apply only via the routings published in connection with the all year fares in tariffs making reference to this tariff for governing provisions except that when an excursion fare is used as provided in the exception above, the routing published in connection with such excursion fare will apply.

(I) Routing

- (1) (Applicable for transportation wholly between points in Canada and points in area 3) routings are published in one direction only, but apply for carriage in either direction, unless otherwise specified; and only to the fares published in connection therewith. An intermediate point(s) specified along the routing may be omitted provided that successive segments are flown non-stop on a single carrier named in the respective segments along the published routing.  
(Applicable when AI is the carrier between Montreal and points in India) for travel between Montreal on the one hand and points in Asia/Area 3 on the other hand via Toronto, the higher fare shall only be assessed if the passenger makes a stopover at Toronto.
- (2) For transportation via the North Atlantic routing between area no. 1 and area no. 3 via area no. 2, travel will be permitted via any higher intermediate point, except via a point in Japan/Korea, provided that stopovers at the higher intermediate point shall not be permitted and the passenger and baggage must be through-booked and through-checked to destination.

## **Rule 135 Stopovers**

- (A) Except as otherwise provided in this rule, stopovers within the validity period of the ticket will be permitted at any scheduled stop unless carrier's tariffs or government regulations do not permit a stopover at any such stop.
- (B) Stopovers must be arranged with carrier in advanced and specified on the tickets.

## Rule 145 Currency Applications

### Local currency fares and charges

- (1) Fares and related charges are expressed in the local currency of the country of commencement of transportation (COC), except those countries listed below which are expressed (A) in US dollars or (B) in Euro:

(A)

Afghanistan	Lebanon
Angola	Liberia
Anguilla	Madagascar
Antigua and Barbuda	Malawi
Argentina	Maldives
Bahamas	Mexico
Bangladesh	Mongolia
Barbados	Montserrat
Belize	Nicaragua
Bermuda	Nigeria
Bolivia	Palestinian Territory
Bonaire	Panama
Brazil	Paraguay
Burundi	Peru
Cambodia	Philippines
Cayman Islands	Rwanda
Chile	Saba
Colombia	Saint Eustatius
Congo, Dem. Rep. of	Saint Kitts
Costa Rica	and Nevis
Cuba	Saint Lucia
Dominica	Saint Vincent and
Dominican Republic	The Grenadines
Ecuador	Sao Tome and
El Salvador	Principe
Eritrea	Sierra Leone
Ethiopia	Somalia
Gambia	Suriname
Ghana	Tanzania, United
Grenada	Republic of
Guatemala	Timor Leste
Guinea	Trinidad and
Guyana	Tobago
Haiti	Uganda
Honduras	Ukraine
Indonesia	United States
Iraq	and U.S. Territories
Israel	Uruguay
Jamaica	Venezuela
Kenya	Viet Nam
Laos	Zambia
	Zimbabwe

(B)

Albania  
Armenia

Austria  
Azerbaijan  
Belarus  
Belgium  
Bosnia and Herzegovina  
Bulgaria  
Cape Verde  
Croatia  
Cyprus  
Estonia  
Finland  
France except French Polynesia  
(including Wallis and Futuna)  
New Caledonia (including Loyalty Islands)  
Georgia  
Germany  
Greece  
Ireland  
Italy  
Kyrgyzstan  
Latvia  
Lithuania  
Luxembourg  
Macedonia (FYROM)  
Malta  
Moldova, Republic of Monaco  
Montenegro  
Netherlands  
Portugal  
Romania  
Russia  
Serbia  
Slovakia  
Slovenia  
Spain  
Tajikistan  
Turkey  
Turkmenistan  
Uzbekistan

- (2) All add-ons shall be established in the currency of the country concerned, or where agreed, in U.S. dollars or in Euro or in any other currency.

Combination of local currency fares

To combine two or more local currency fares, convert all local currency fares into the currency of the country of commencement of transportation.

Step 1: (a) Establish the NUC amount for each local currency fare by dividing the local currency fare by the applicable IATA Rate of Exchange (ROE) shown in the Currency Conversion Table below for the country in which the currency is denominated.

(b) Calculate the resultant amount to two decimal places, ignoring any further decimal places.

Step 2: Add the resultant NUC amounts for the sectors involved.

- Step 3:
- (a) Established the through local currency fare by multiplying the total NUC amounts (derived from Steps 1, 2, and 3 above) by the IATA Rate of Exchange (ROE) shown in the currency conversion table below for the country of commencement of travel.
  - (b) Calculate the resultant amount of one decimal place beyond the number of decimal places shown next to the local currency in the conversion table below, ignoring any further decimal places.
  - (c) Round up to the next higher rounding unit shown next to the local currency in the currency conversion table, unless otherwise indicated.

Exception: When an international ticket is comprised of all domestic fare components, but within different countries, the provisions outlines above shall apply.

#### Other Charges

Other charges shall be separately converted to the currency of the country of sale using the Bankers' Selling Rate using the rounding units shown next to other charges in the currency conversion table.

MCOs for unspecified transportation and PTAs.

MCOs for unspecified transportation and PTAs when honored for payment of Air transportation shall be subject to the provisions of Rule 75 (Currency of Payment). The country of payment of the PTA or MCO shall be considered the country of original issue and determine construction Rules to apply.

#### Currency Table

For IATA Rate of Exchange (ROE) currency conversion table see pages 259-275.

#### Local Currency Rounding Table

For those countries where fares are expressed in USA and the USD is not the local currency; see pages 280-Q thru 282.

#### Currency Table

##### Abu Dhabi

(See United Arab Emirates)

##### Afghanistan

US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1

##### Albania

Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01

##### Algeria

Algerian Dinar	DZD	ROE:120.675876	Note -
Round Up: Local Currency - 1			Other Charges - 1

##### American Samoa

US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1

##### Angola

US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1

##### Anguilla

US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1

##### Antigua and

Barbuda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Argentina			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Armenia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Aruba			
Aruban Guilder	AWG	ROE:1.8000000	Note -
Round Up: Local Currency - 1			Other Charges - 1
Australia			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Austria			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Azerbaijan			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Bahamas			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Bahrain			
Bahraini Dinar	BHD	ROE:.376100	Note -
Round Up: Local Currency - 1			Other Charges - 1
Bangladesh			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Barbados			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Belarus			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Belgium			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Belize			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Benin, Rep. Of			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Bermuda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Bhutan			
NGULTRUM	BTN	ROE:71.969032	Note -
Round Up: Local Currency - 1			Other Charges - 1
Bolivia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Bonaire			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1



Bosnia and Herzegovina			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Botswana			
PULA	BWP	ROE:11.113232	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Brazil			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
British Virgin Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Brunei			
Darussalam			
Brunei Dollar	BND	ROE:1.385105	Note -
Round Up: Local Currency - 1			Other Charges - 1
Bulgaria			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Burkina Faso			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Burundi			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Cambodia			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 1.0
Cameroon			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Canada			
Canadian dollar	CAD	ROE:1.323867	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cape Verde			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Cayman Islands			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Central African Republic			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Chad			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Chile			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
China			
Yuan Renminbi	CNY	ROE:7.145291	Note -
Round Up: Local Currency - 10			Other Charges - 1
Chinese Taipei			
Dollar	TWD	ROE:31.279394	Note -
Round Up: Local Currency - 1			Other Charges - 0.5

Colombia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Comoros			
Comoro			
Franc	KMF	ROE:446.758035	Note -
Round Up: Local Currency - 100			Other Charges - 50
Congo (Brazzaville)			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Congo (Kinshasa)			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cook Islands			
New Zealand			
Dollar	NZD	ROE:1.568442	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Costa Rica			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cote d'Ivoire			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Croatia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Cuba			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Curacao			
Netherlands			
Antilles			
Guilder	ANG	ROE:1.790000	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cyprus			
Euro	EUR	ROE:0.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.05
Czech			
Republic			
Czech Koruna	CZK	ROE:23.484744	Note -
Round Up: Local Currency - 1			Other Charges - 1
Denmark			
DANISH KRONE	DKK	ROE:6.773884	Note -
Round Up: Local Currency - 5			Other Charges - 1
Djibouti			
Djibouti Franc	DJF	ROE:177.721000	Note -
Round Up: Local Currency - 100			Other Charges - 100
Dominica			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Dominican			
Republic			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Ecuador			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Egypt			

EGYPTIAN Pound	EGP	ROE:16.560000	Note -
Round Up: Local Currency - 1			Other Charges - 1
El Salvador			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Equatorial Guinea			
CFA franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Eritrea			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Estonia			
euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 5			Other Charges - 0.1
Ethiopia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - .			Other Charges - 0.1
Eswatini			
Lilangeni	SZL	ROE:15.071386	Note -
Round Up: Local Currency - 10			Other Charges - 1
European M. Union			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.5
Falkland Islands			
Falkland Islands Pound FKP	FKP	ROE:.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Faroe Islands			
Danish Krone	DKK	ROE:6.773884	Note -
Round Up: Local Currency - 5			Other Charges - 0.1
Fiji			
Fiji Dollar	FJD	ROE:2.204261	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Finland			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
France			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
French Guiana			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
French Polynesia			
CFP Franc	XPF	ROE:108.365631	Note -
Round Up: Local Currency - 5			Other Charges - 1
Gabon			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Gambia			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Georgia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Germany			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Ghana			
US Dollar	USD	ROE:1.0	Note D

Round Up: Local Currency - 1	Other Charges - 0.1
Gibraltar	
Gibraltar	
Pound GIP ROE:.818146	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Greece	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 100	Other Charges - 10
Greenland	
Danish Krone DKK ROE:6.773884	Note -
Round Up: Local Currency - 5	Other Charges - 1
Grenada	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Guadeloupe	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Guam	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Guatemala	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Guinea	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Guinea-Bissau	
CFA Franc XOF ROE:595.677380	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Guyana	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 1
Haiti	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Honduras	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Hong Kong	
Hong Kong Dollar HKD ROE:7.841150	Note -
Round Up: Local Currency - 10	Other Charges - 1
Hungary	
Forint HUF ROE:299.756829	Note -
Round Up: Local Currency - 10	Other Charges - 10
Iceland	
Iceland Krone ISK ROE:126.754430	Note -
Round Up: Local Currency - 100	Other Charges - 10
India	
Indian Rupee INR ROE:71.969032	Note -
Round Up: Local Currency - 5	Other Charges - 1
Indonesia	
Indonesian Rupiah IDR ROE:14126.800000	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Iran, Islamic Republic of	
Iranian Rial IRR ROE:112807.000000	Note -
Round Up: Local Currency - 100	Other Charges - 100
Iraq	

Iraq Dinar	IQD	ROE:1199.765150	Note D
Round Up: Local Currency - 0.1			Other Charges - 0.05
Ireland			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Israel			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Italy			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Jamaica			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Japan			
YEN	JPY	ROE:106.608770	Note -
Round Up: Local Currency - 100			Other Charges - 10
Jordan			
Jordanian Dinar	JOD	ROE: .709000	Note -
Round Up: Local Currency - 1			Other Charges - 0.05
Kazakhstan			
Tenge	KZT	ROE:387.166000	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Kenya			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Kiribati			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Korea, Democratic People's Republic of North Korean			
Won	KPW	ROE:107.250000	Note -
Round Up: Local Currency - 1			Other Charges - 1
Korea, Republic of			
Korean Won	KRW	ROE:1201.730079	Note -
Round Up: Local Currency - 100			Other Charges - 100
Kuwait			
Kuwait Dinar	KWD	ROE:.304751	Note -
Round Up: Local Currency - 1			Other Charges - 0.05
Kyrgyzstan			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Laos, People's Democratic Republic of			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Latvia			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Lebanon			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1

Lesotho			
LOTI	LSL	ROE:15.071386	Note -
Round Up: Local Currency - 10			Other Charges - 0.1
Liberia			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Libyan Arab Jamahiriya			
Libyan Dinar	LYD	ROE:1.431813	Note -
Round Up: Local Currency - 0.1			Other Charges - 0.05
Lithuania			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Luxembourg			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Macao			
Pataca	MOP	ROE:8.076385	Note -
Round Up: Local Currency - 10			Other Charges - 1
Madagascar			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 100			Other Charges - 50
Malawi			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Malaysia			
Ringgit	MYR	ROE:4.194384	Note -
Round Up: Local Currency - 1			Other Charges - 1
Maldives			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Mali			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Malta			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Marshall Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Martinique			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Mauritania			
Ouguiya	MRO	ROE:37.391920	Note -
Round Up: Local Currency - 20			Other Charges - 10
Mauritius			
Mauritius Rupee	MUR	ROE:37.445118	Note -
Round Up: Local Currency - 5			Other Charges - 1
Mayotte			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Mexico			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Micronesia			

US Dollar	USD	ROE:1.00	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Moldova, Republic of			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Monaco			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Mongolia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Montenegro			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Montserrat			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Morocco			
Moroccan Dirham	MAD	ROE:9.756254	Note -
Round Up: Local Currency - 5			Other Charges - 1
Mozambique			
Metical	MZM	ROE:62.046000	Note -
Round Up: Local Currency - 10000			Other Charges - 10000
Myanmar			
Kyat	MMK	ROE:1546.704423	Note D
Round Up: Local Currency - 1			Other Charges - 1
Namibia			
Namibian Dollar	NAD	ROE:15.071386	Note -
Round Up: Local Currency - 10			Other Charges - 1
Nauru			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Nepal			
Nepalese Rupee	NPR	ROE:115.150452	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Netherlands			
Netherlands			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Netherlands Antilles			
Netherlands Antillean			
Guilder	ANG	ROE:1.790000	Note -
Round Up: Local Currency - 1			Other Charges - 1
New Caledonia			
CFP Franc	XPF	ROE:108.365631	Note -
Round Up: Local Currency - 100			Other Charges - 10
New Zealand			
New Zealand Dollar	NZD	ROE:1.568442	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Nicaragua			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Niger			

CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Nigeria			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Niue			
New Zealand Dollar	NZD	ROE:1.568442	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Norfolk Island			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Northern Mariana Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Norway			
Norwegian Krone	NOK	ROE:9.026063	Note -
Round Up: Local Currency - 5			Other Charges - 1
Occupied Palestinian Territory			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Oman			
Rial Omani	OMR	ROE: .384500	Note -
Round Up: Local Currency - 1			Other Charges - 1
Pakistan			
Pakistan Rupee	PKR	ROE:156.955904	Note -
Round Up: Local Currency - 10			Other Charges - 1
Palau			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Panama			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Papua New Guinea			
KINA	PGK	ROE:3.487872	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Paraguay			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Peru			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Philippines			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Poland			
PLN	PLN	ROE:3.948006	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Portugal			
Portuguese			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Puerto Rico			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Qatar			
Qatari Rial	QAR	ROE:3.640000	Note -
Round Up: Local Currency - 10			Other Charges - 10



Reunion			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Romania			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Russian Federation			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Rwanda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saba			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Helena			
Saint Helena			
Pound	SHP	ROE: 0.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Kitts and Nevis			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Lucia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Maarten			
Guilder Netherlands Antilles	ANG	ROE:1.790000	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Pierre and Miquelon			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 0.01			Other Charges - 0.01
Saint Vincent and The Grenadines			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Samoa			
Tala	WST	ROE:2.758274	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Sao Tome and Principe			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saudi Arabia			
Saudi Riyal	SAR	ROE:3.750000	Note -
Round Up: Local Currency - 1			Other Charges - 1
Senegal			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Serbia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Seychelles			
Seychelles			
Rupee	SCR	ROE:14.552957	Note -

Round Up: Local Currency - 1	Other Charges - 1
Sierra Leone	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Singapore	
Singapore	
Dollar SGD ROE:1.385105	Note -
Round Up: Local Currency - 1	Other Charges - 1
Slovakia	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 1
Slovenia	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 100	Other Charges - 1
Solomon Islands	
Solomon Islands	
Dollar SBD ROE:8.494263	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Somalia	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
South Africa	
Rand ZAR ROE:15.071386	Note -
Round Up: Local Currency - 10	Other Charges - 1
South Sudan	
South Sudanese Pound SSP ROE:159.403000	Note G
Round Up: Local Currency - 1	Other Charges - 1
Spain	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Sri Lanka	
SRI LANKA RUPEE LKR ROE:181.346000	Note -
Round Up: Local Currency - 100	Other Charges - 1
Sudan	
Sudanese Dinar SDG ROE:45.225000	Note G
Round Up: Local Currency - 1	Other Charges - 1
Suriname	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Sweden	
Swedish Krone SEK ROE:9.726038	Note -
Round Up: Local Currency - 5	Other Charges - 1
Switzerland	
SWISS Franc CHF ROE:.987367	Note -
Round Up: Local Currency - 1	Other Charges - 0.5
Syrian Arab	
Republic	
Syrian Pound SYP ROE:436.000000	Note G
Round Up: Local Currency - 1	Other Charges - 1
Tajikistan	
Euro EUR ROE:.908104	Note E
Round Up: Local Currency - 1	Other Charges - 0.1
Tanzania, United	
Republic of	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Thailand	
Baht THB ROE:30.821100	Note -

Round Up: Local Currency - 5	Other Charges - 5
Timor - Leste	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 5	Other Charges - 0.1
Togo	
CFA Franc XOF ROE:595.677380	Note -
Round Up: Local Currency - 100	Other Charges - 100
Tonga	
Pa'anga TOP ROE:2.385951	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Trinidad and Tobago	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Tunisia	
Tunisian Dinar TND ROE:2.918174	Note -
Round Up: Local Currency - 0.5	Other Charges - 0.5
Turkey	
Turkish	
Lira TRY ROE:5.715780	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Turkmenistan	
New Manat TMT ROE:3.500000	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Turks and Caicos Islands	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Tuvalu	
Australian Dollar AUD ROE:1.468910	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Uganda	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Ukraine	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
United Arab Emirates (Comprised of Abu Dhabi, Ajman, Dubai, Fujairah, Ras-el-Khaimah, Sharjah, Umm Al Qaiwain)	
UAE Dirham AED ROE:3.672750	Note -
Round Up: Local Currency - 10	Other Charges - 10
United Kingdom	
Pound Sterling GBP ROE:0.818146	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
United States	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Uruguay	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Uzbekistan	
Euro EUR ROE:.908104	Note E

Round Up: Local Currency - 1		Other Charges - 0.1
Vanuatu		
Vatu	VUV ROE:114.140000	Note -
Round Up: Local Currency - 100		Other Charges - 10
Venezuela		
US Dollar	USD ROE:1.0	Note D
Round Up: Local Currency - 1		Other Charges - 0.1
Vietnam		
US Dollar	USD ROE:1.0	Note D
Round Up: Local Currency - 1		Other Charges - 0.1
Wallis and Futuna Islands		
CFP Franc	XPF ROE:108.365631	Note -
Round Up: Local Currency - 100		Other Charges - 10
Yemen, Republic of		
Yemini Rial	YER ROE:250.000000	Note G
Round Up: Local Currency - 1		Other Charges - 0.1
Zambia		
US Dollar	USD ROE:1.0	Note D
Round Up: Local Currency - 1		Other Charges - 0.1
Zimbabwe		
Zimbabwe Dollar	USD ROE:1.0	Note -
Round Up: Local Currency - 1		Other Charges - 0.1

Notes:

- D International Fares from this country are published in US Dollars. This rate of exchange is to be used solely to convert local currency domestic fares to US Dollars. This will allow combination of domestic fares and international fares from this country on the same ticket and provide a common industry base.
- E International Fares from this country are published in Euro. This rate of exchange is to be used solely to convert local currency domestic fares to Euro. This will allow combination of domestic fares and international fares from this country on the same ticket and provide a common industry base.
- G This rate of exchange is established by Government Order and does not result from the application of Resolution 024c.

Local Currency Rounding Table

For those countries where fares are expressed in USD and the USD is not the local currency, and when payment is tendered in the local currency, the amounts shall be rounded up to next unit as per the following table, unless otherwise shown:

Afghanistan		
Afghani	AFA	Note -
Round Up: Local Currency - 1		Other Charges - 1
Albania		
Lek	ALL	Note -
Round Up: Local Currency - 1		Other Charges - 1
Angola		
KWANZA	AOK	Note -
Round up: Local Currency - 1000000		Other Changes - 0.1
Kwanza		
Reajustado	AOR	Note -

Round Up: Local Currency - 100	Other Charges - 100
Anguilla	
EC Dollar XCD	Note 3
Round Up: Local Currency - 1	Other Charges - 0.1
Antigua and Barbuda	
EC Dollar XCD	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Argentina	
Argentine Peso ARS	Note 1,3
Round Up: Local Currency - 1000	Other Charges -
1000	
Armenia	
Armenian Dram AMD	Note -
Round Up: Local Currency - 100	Other Charges - 10
Azerbaijan	
Azerbaijani	
Manat AZM	Note -
Round Up: Local Currency - 100	Other Charges - 10
Bahamas	
Bahamian Dollar BSD	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Bangladesh	
Taka BDT	Note -
Round Up: Local Currency - 1	Other Charges - 1
Barbados	
Barbados Dollar BBD	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Belarus	
Belarussian	
Ruble BYB	Note -
Round Up: Local Currency - 100	Other Charges - 10
Belize	
Belize Dollar BZD	Note 1
Round Up: Local Currency - 1	Other Charges - 0.1
Bermuda	
Bermudian	
Dollar BMD	Note 3
Round Up: Local Currency - 1	Other Charges - 0.1
Bolivia	
Boliviano BOB	Note 1
Round Up: Local Currency - 1	Other Charges - 0.1
Bosnia and Herzegovina	
Dinar BAD	Note -
Round Up: Local Currency - 1	Other Charges - 1
Brazil	
Brazilian Real BRL	Note 1,2
Round Up: Local Currency - 1	Other Charges - 1
Burundi	
Burundi Franc BIF	Note -
Round Up: Local Currency - 10	Other Charges - 5
Bulgaria	
Lev BGL	Note -
Round Up: Local Currency - 1	Other Charges - 1
Cambodia	
Riel KHR	Note -
Round Up: Local Currency - 10	Other Charges - 10

Cape Verde			
Cape Verde			
Escudo	CVE	Note -	
Round Up: Local Currency - 100		Other Charges - 100	
Cayman Islands			
Cayman Island			
Dollar	KYD	Note 3	
Round Up: Local Currency - 0.1		Other Charges - 0.1	
Chile			
Chilean Peso	CLP	Note 1	
Round Up: Local Currency - 1		Other Charges - 1	
Colombia			
Colombian Peso	COP	Note 1	
Round Up: Local Currency - 100		Other Charges - 100	
Costa Rica			
Costa Rican			
Colon	CRC	Note 1	
Round Up: Local Currency - 10		Other Charges - 10	
Croatia			
Croatian Kuna	HRK	Note 3	
Round Up: Local Currency - 1		Other Charges - 1	
Cuba			
Cuban Peso	CUP	Note -	
Round Up: Local Currency - 1		Other Charges - 0.1	
Dominica			
EC Dollar	XCD	Note -	
Round Up: Local Currency - 1		Other Charges - 0.1	
Dominican Republic			
Dominican Peso	DOP	Note -	
Round Up: Local Currency - 1		Other Charges - 0.1	
Ecuador			
Sucre	ECS	Note 1,3	
Round Up: Local Currency - 1		Other Charges - 0.1	
El Salvador			
El Salvador			
Colon	SVC	Note -	
Round Up: Local Currency - 1		Other Charges - 1	
Eritrea			
Ethiopian Birr	ETB	Note -	
Round Up: Local Currency - 1		Other Charges - 1	
Estonia			
Kroon	EEK	Note -	
Round Up: Local Currency - 1		Other Charges - 0.1	
Ethiopia			
Ethiopian Birr	ETB	Note -	
Round Up: Local Currency - 1		Other Charges - 1	
Gambia			
Dalasi	GMD	Note -	
Round Up: Local Currency - 1		Other Charges - 0.1	
Georgia			
Lari	GEL	Note -	
Round Up: Local Currency - 100		Other Charges - 10	
Ghana			
Cedi	GHC	Note -	
Round Up: Local Currency - 1		Other Charges - 0.1	
Grenada			

EC Dollar	XCD	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Guatemala		
Quetzal	GTQ	Note 3
Round Up: Local Currency - 1		Other Charges - 0.1
Guinea		
Guinea Franc	GNF	Note -
Round Up: Local Currency - 100		Other Charges - 100
Guyana		
Guyana Dollar	GYD	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Haiti		
Gourde	HTG	Note -
Round Up: Local Currency - 1		Other Charges - 0.5
Honduras		
Lempira	HNL	Note 1
Round Up: Local Currency - 1		Other Charges - 0.2
Indonesia		
Rupiah	IDR	Note -
Round Up: Local Currency - 100		Other Charges - 100
Israel		
Shekel	ILS	Note 3
Round Up: Local Currency - 1		Other Charges - 1
Jamaica		
Jamaican Dollar	JMD	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Kazakhstan		
Kazakhstan		
Tenge	KZT	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Kenya		
Kenyan Shilling	KES	Note -
Round Up: Local Currency - 5		Other Charges - 5
Kyrgyzstan		
Som	KGS	Note -
Round Up: Local Currency - 1		Other Charges - .1
Laos, People's Democratic Republic of		
Kip	LAK	Note -
Round Up: Local Currency - 10		Other Charges - 10
Latvia		
Latvian Lats	LVL	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Lebanon		
Lebanese Pound	LBP	Note -
Round Up: Local Currency - 100		Other Charges - 100
Liberia		
Liberian Dollar	LRD	Note -
Round Up: Local Currency - 100		Other Charges - 100
Lithuania		
Lithuanian Litas	LTL	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Macedonia, The Former Yugoslav Republic of		
Dener	MKD	Note 3
Round Up: Local Currency - 1		Other Charges - 1

Madagascar			
Malagasy Franc	MGF		Note -
Round Up: Local Currency	-1000		Other Charges - 50
Malawi			
Kwacha	MWK		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Maldives			
Rufiyaa	MVR		Note 1
Round Up: Local Currency	- 1		Other Charges - 1
Mexico			
Mexican			
Peso	MXN		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Moldova,			
Republic of			
Moldovan Leu	MDL		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Mongolia			
Tugrik	MNT		Note -
Round Up: Local Currency	- -		Other Charges - -
Montserrat			
EC Dollar	XCD		Note 3
Round Up: Local Currency	- 1		Other Charges - 0.1
Nepal			
Nepalese Rupee	NPR		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Nicaragua			
Cordoba Oro	NIO		Note 1
Round Up: Local Currency	- 1		Other Charges - 1
Nigeria			
Naira	NGN		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Panama			
Balboa	PAB		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Paraguay			
Guarani	PYG		Note 1
Round Up: Local Currency	- 1000		Other Charges - 1000
Peru			
Nuevo Sol	PES		Note -
Round Up: Local Currency	- 0.1		Other Charges - 0.1
Philippines			
Philippine Peso	PHP		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Poland			
Zloty	PLN		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Romania			
Leu	ROL		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Russian			
Federation			
Belarussian			
Ruble	BYB		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Rwanda			
Rwanda France	RWF		Note -
Round Up: Local Currency	- 10		Other Charges - 5



Saint Kitts and Nevis			
EC Dollar	XCD	Note -	
Round Up: Local Currency - 1		Other Charges - 0.1	
Saint Lucia			
EC Dollar	XCD	Note -	
Round Up: Local Currency - 1		Other Charges - 0.1	
Saint Vincent and The Grenadines			
EC Dollar	XCD	Note -	
Round Up: Local Currency - 1		Other Charges - 0.1	
Sao Tome and Principe			
Dobra	STD	Note -	
Round Up: Local Currency - 10		Other Charges - 10	
Sierra Leone			
Leone	SLL	Note -	
Round Up: Local Currency - 1		Other Charges - 0.1	
Somalia			
Somali Shilling	SOS	Note -	
Round Up: Local Currency - 1		Other Charges - 1	
Surinam			
Surinam Guilder	SRG	Note -	
Round Up: Local Currency - 1		Other Charges - 1	
Tajikistan			
Tasik Ruble	TJR	Note -	
Round Up: Local Currency - 100		Other Charges - 10	
Tanzania, United Republic of			
Tanzanian Shilling	TZS	Note -	
Round Up: Local Currency - 10		Other Charges - 10	
Trinidad and Tobago			
Trinidad and Tobago Dollar	TTD	Note -	
Round Up: Local Currency - 1		Other Charges - 0.1	
Turkey			
Turkish Lira	TRL	Note -	
Round Up: Local Currency - 1000		Other Charges - 100	
Turkmenistan			
Turkmenistan Manat	TMM	Note -	
Round Up: Local Currency - 1		Other Charges - 0.1	
Uganda			
Uganda Shilling	UGX	Note -	
Round Up: Local Currency - 1		Other Charges - 1	
Ukraine			
Hryvnia	UAH	Note -	
Round Up: Local Currency - 1		Other Charges - 0.1	
Uruguay			
Uruguayan Peso	UYU	Note -1,3	
Round Up: Local Currency - 100		Other Charges - 100	
Uzbekistan			
Uzbekistan Sum	UZS	Note -	
Round Up: Local Currency - 100		Other Charges - 10	

Venezuela		
Bolivar	VEB	Note -
Round Up: Local Currency - 10		Other Charges - 10
Viet Nam		
Dong	VND	Note -
Round Up: Local Currency - 1		Other Charges - 1
Yemen,		
Republic of		
Yemeni Rial	YER	Note -
Round Up: Local Currency - 1		Other Charges - 1
Yugoslavia		
New Dinar	YUM	Note 4
Round Up: Local Currency - 1		Other Charges - 1
Zaire		
New Zaire	ZRN	Note -
Round Up: Local Currency - 1		Other Charges - 0.05
Zambia		
Kwacha	ZMK	Note -
Round Up: Local Currency - 1		Other Charges - 5

Notes:

1. For documents issued in the local currency of this country, refunds shall only be made in this country and in the currency of this country.
2. No rounding is involved, all decimals beyond two shall be ignored.
3. Rounding of fares and other charges shall be to the nearest rounding unit.
4. Rounding shall be accomplished by dropping amounts of 50 paras and less and increasing amounts of more than 50 paras to the next higher New Dinar.

**Rule 200 Children's and Infants' Fares and Unaccompanied Minor Program †**

- (A) Accompanied children (infants(s)) under two years of age
- (1) When accompanied by an adult passenger, children who are less than two years of age on the date of commencement of the outward journey will be assessed 10 percent of the applicable adult fare for one child (infant) not occupying an individual seat.
- Exception 1: (Applicable for transatlantic transportation) when travel is between points in the continental U.S.A./Canada, 10 percent of the fare between the point of origin/destination in the U.S.A./Canada and points in area 2 and area 3.
- Exception 2: (Applicable for transpacific transportation) when travel is between points in Canada, the continental U.S.A. and Puerto Rico, 10 percent of the fare between San Francisco and points in areas 2 or areas 3.
- (2) When accompanied by an adult passenger, children who are less than two years of age on the date of commencement of the outward journey and occupy an individual seat, will be assessed the applicable children's fare.
- (B) Accompanied children two years of two age or over, but under 12
- When accompanied by an adult passenger the fare for children who have reached their second birthday but have not reached their twelfth birthday on the date of commencement of their outward journey, will be 50 percent of the applicable adult fare.
- (C) Unaccompanied children under eight years of age
- (1) (Applicable between points wholly within area 1.) unaccompanied children under eight years of age on the date of commencement of their outward journey will be charged the full applicable adult fare.
- (2) (Applicable between points in the U.S.A./Canada and points in area 2 and area 3.) unaccompanied children two years of age but less than five years

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 200 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

- of age will be charged 50 percent of the normal economy or first class fare, as applicable. Unaccompanied children five years of age but less than eight years of age will be charged 50 percent of the applicable normal or special fare.
- (D) Unaccompanied children eight years of age or over but under twelve years of age  
Except as otherwise provided in the applicable fares rules, unaccompanied children who have reached their eighth birthday but have not reached their twelfth birthday on the date of commencement of their outward journey will be charged 50 percent of the applicable fare.
- (E) Other conditions for accompanied/unaccompanied children
- (1) Unless otherwise specified in an applicable fares rule, children's and infants' discounts apply to any charge or surcharge and any cancellation or refund fee.
  - (2) 'Adult passenger' as used herein, shall mean a passenger 12 years of age and older.
- (F) The following rules apply to unaccompanied minors between five to twelve years of age:
- a. Only children above five years of age may travel unaccompanied;
  - b. Four copies of a completed "unaccompanied minors" form must be submitted to an Air India ticketing office at least three days prior to departure;
  - c. The unaccompanied minor must present themselves at Air India's check in counter at least three hours prior to departure.
  - d. An adult designated to pick up and drop off the unaccompanied minor in the "unaccompanied minors" form must present government-issued photo ID when dropping off and picking up an unaccompanied minor.
  - e. Airport staff and cabin crew will provide their full assistance to unaccompanied minors between drop off and pick up, including through security, customs and immigration.
  - f. Travelers under the age of 18 traveling to or from the United Kingdom require a consent form signed by both parents. Please familiarize yourself with the requirements in transit and destination locations.

We do not extend our unaccompanied minor services to children under five years. . If a group of children aged 5-18 years is travelling together, the children aged 5-12 years will be considered unaccompanied minors.

- 1) In the UAE, children between 5 and 18 years old are considered unaccompanied minors.

2) In other Gulf countries, children between 5 and 16 years are considered unaccompanied minors.

Parents / guardians are responsible for ensuring compliance with all legal requirements of departure, transit and destination countries.

Unaccompanied minors will be charged the full fare of an adult in both domestic and international sectors. The following additional handling charges are applicable for unaccompanied minors traveling to/from India (inclusive of taxes):

To/From	Charges
India	INR 5000
Far East Asia, South-East Asia, Middle East, SAARC	USD 100
United Kingdom, Europe, Israel, Australia	USD 120
America	USD 150
Canada	CAD 210

The parent/guardian must print and fill out all required details of the 'Unaccompanied Minor Form' ([https://www.airindia.com/content/dam/air-india/pdfs/ai\\_unaccompanied\\_minor\\_form.pdf](https://www.airindia.com/content/dam/air-india/pdfs/ai_unaccompanied_minor_form.pdf)) and carry four physical copies of the same, on the day of travel.

Please ensure you arrive at least three hours prior to the departure time to complete all formalities along with the necessary documents on the date of travel.

The designated parent/guardian must escort their child to the airport and be available to receive them upon arrival.

The designated parent/guardian will need to present a valid photo ID when dropping off and picking up their child.

## Rule 205 Free and Reduced Rate Transportation for Agents

- (A) General agents and general sales agents  
a general agent or a general sales agent, duly appointed by any one of the participating carriers, and officials and employees (including members of their immediate families) of such a general agency, will be allowed free or reduced fare transportation over the lines of one or more of the carriers so represented by the agent, under the following conditions:
- (1) When transportation is for the purpose of carrier's business: transportation will be issued free of charge to the general agent, general agency officials and employees when such transportation is on the carrier's business.
  - (2) When transportation is for the purpose of vacation: transportation will be issued free of charge to the general agent or to general agency officials or employees (including members of their immediate families) by the carriers when transportation is for the purpose of personal vacation of the general agent or an official or employee of a general agency, but not to exceed one trip per person per calendar year.
  - (3) Eligibility: to be eligible for the reductions specified above, the general agent, the official or employee of the general agency must devote all, or substantially all, of his time to the business of the carrier, and with respect to (2) above, the appointment of the general agency must have been in effect continuously for at least 12 months prior to the commencement of the reduced fare transportation.
  - (4) Application for fare reductions: in order to obtain the above fare reductions, application must be made in writing by the general agent or a senior official of the general agency to the carrier which is to furnish the transportation. transportation will not be issued until approval has been given by an authorized official of the carrier which is furnishing the transportation.
- (B) Passenger sales agents located outside the United States
- (1) Application: owners, officers, directors and employees of an authorized passenger sales agency of the carrier, will be allowed transportation over the lines of each such carrier on the following basis:
    - (a) Reduced fare transportation at twenty-five (25) percent of the applicable fare;
    - (b) Not more than two trips per calendar year per authorized agency office location;
    - (c) The outward portion of travel must be

- commenced during the calendar year in which the ticket is issued, and all travel must be completed within three (3) months from date of issuance;
- (d) Owners, officers, directors or employees of the passenger sales agency may pool the total number of tickets which carrier will grant pursuant to (a) and (b) above within each country.
- (2) Spouses: the spouse of a person eligible under (b)(1) will be allowed:
    - (a) Reduced fare transportation at 50 percent of the applicable fare;
    - (b) Not more than one trip per calendar year for each spouse via each carrier;
    - (c) The spouse must accompany the eligible person on the same aircraft to the point of turnaround.
  - (3) Eligibility
    - (a) Reduced fare transportation will be granted provided that the agent has been on the IATA and/or carrier approved list of agents continuously for at least one year immediately prior to the issuance of the transportation.
    - (b) The reduced fare transportation will be granted whether or not there is a standard IATA sales agency agreement between each carrier participating in the transportation and the agent; provided that a standard IATA sales agency agreement exists between the carrier issuing the ticket and the agent.
  - (4) Application for transportation: in order to obtain the foregoing transportation, application shall be made in writing to the carrier which is to issue the ticket by a responsible official of the passenger sales agency. Such application shall include the point of origin, stopover points, point of destination, carrier and flight to be used on each portion of the transportation and dates of travel.
- (C) Passenger sales agents located in the United States
    - (1) Application: owners, officers, directors and employees of an authorized passenger sales agency of the carriers will be allowed transportation over the lines of such carriers on the following basis:
      - (a) Reduced fare transportation at twenty-five (25) percent of the applicable fare.
      - (b) Not more than two trips per calendar year for each qualified person at each approved location will be permitted provided that no carrier will honor more than two such reduced fare tickets per approved location per calendar year; provided further that the carrier may pool among the qualified personnel of the agent the total number of tickets which the carrier is entitled to

- grant within the United States.
    - (c) The outward portion of travel must be commenced during the calendar year in which the ticket is issued, and all travel shall be completed within three months from the date of issuance of ticket.
    - (d) Owners, officers, directors or employees of the passenger sales agency may pool the total number of tickets which carrier(s), will grant pursuant to subparagraphs (a) and (b) above within the United States.
  - (2) Spouses: the spouse of a person eligible under paragraph (1) above will be allowed:
    - (a) Reduced fare transportation at 50 percent of the applicable fare;
    - (b) Not more than one trip per calendar year for each spouse via each carrier;
    - (c) The spouse must accompany the eligible person on the same aircraft to the point of turnaround.
  - (3) Eligibility:
    - (a) Reduced fare transportation will be granted by the carrier(s) as indicated above provided the agent has been on the IATA and/or carrier approved list of agents continuously for at least one year immediately prior to the date of application for such reduced fare transportation and provided the passenger has been in the service of the agent continuously and without interruption for a period of not less than one year immediately prior to the date of application for such reduced fare transportation.
      - Exception: A person previously eligible for reduced rate transportation in the employ of another approved location or agent, may be granted such transportation after three months service with another approved location or agent provided the new employment is taken up immediately on termination of the old.
    - (b) The reduced fare transportation will be granted whether or not there is a standard IATA sales agency agreement between each carrier participating in the transportation and the agent; provided that a standard IATA sales agency agreement exists between the carrier issuing the ticket and the agent.
  - (4) Application for transportation
    - (a) On or before December 1 of each year, passenger sales agents desiring to establish eligibility for the foregoing transportation for the next calendar year shall submit the names of agency personnel eligible or to become eligible during the subsequent calendar year for reduced fare transportation



- to the secretary, traffic conference 1 of the international air transport association.
- (b) The secretary of traffic conference 1 shall furnish each agent with one educational travel development trip authorization for each permissible trip.
  - (c) In order to obtain the foregoing, transportation application shall be made in writing to the carrier which is to issue the ticket by a responsible official of the passenger sales agency, and countersigned by the person(s) who will make the trip(s). such application shall be accompanied by the trip authorization as received in (3)(b) above and must be received by the carrier at least 14 days prior to commencement travel.
- (D) Cargo sales agents located outside the United States and Canada:
- (1) Application: sole proprietors, partners, officers, directors and employees of an authorized cargo sales agency of the carrier will be allowed international transportation over the lines of each carrier on the following basis:
    - (a) Reduced fare transportation at 25 percent of the applicable fare. Not more than two (2) tickets per calendar year for each agent registered for a specific country; provided that a maximum of forty (40) additional tickets may be issued per calendar year for each registered agent for a specific country as follows: two tickets may be issued for each 100 percent of commissionable sales or part thereof over and above the national average for the specific country in which the agent is registered.
    - (b) Reduced fare transportation at 50 percent of the applicable all-year first class or economy class fare. Not more than 20 tickets may be issued per calendar year for each agent registered for a specific country.
    - (c) The outward portion of travel must be commenced during the calendar year in which the ticket is issued, and all travel must be completed within 3 months from date of issuance.
    - (d) Sole proprietors, partners, officers, directors and employees of the cargo sales agency may pool the total number of tickets which carrier will grant pursuant to (a) and (b) above within each country.
  - (2) Eligibility
    - (a) Reduced fare transportation will be granted provided that the agent has been on the IATA approved list of agents continuously for at least one year immediately prior to the date of application for such reduced fare transportation; provided that a period of not less than three months shall be the

- qualifying period if the agent was previously eligible for reduced fare transportation in the service of another IATA and/or carrier appointed cargo agent immediately prior to his present employment and this is so certified in writing by the IATA and/or carrier appointed cargo agent making the application.
- (b) Reduced fare transportation may also be granted to the spouse of such eligible agent traveling provided that:
- (i) The spouse travels together with the eligible person from the point of origin to the point of destination (in the case of one-way trips) or to the point of turnaround (in the case of round trips) or to the highest rated point (in the case of circle trips).
  - (ii) The discount granted is no greater than 50 percent of the applicable fare, and in no event shall such spouse receive more than one ticket per year.
  - (iii) The transportation shall not be charged against the agency's annual allotment noted under (1)(c) above.
- (c) The reduced fare transportation will be granted whether or not there is a standard IATA cargo agency agreement between each carrier participating in the transportation and the agent, provided that a standard IATA cargo agency agreement exists between the carrier issuing the ticket and the agent.
- (3) Application for transportation: in order to obtain the foregoing transportation, application shall be made in writing to the carrier which is to issue the ticket by an owner or officer of the cargo sales agency. Such application shall include the point of origin, stopover points, point of destination, carrier and flight to be used on each portion of the transportation and dates of travel.
- (4) Additional free and reduced fare transportation
- (a) Attendance at official IATA/FIATA meetings: reduced fare international transportation at 25 percent of the applicable fare to and from the point where the meeting is being held will be provided by carrier to the person who represents FIATA in an official capacity at such meeting. This reduced fare transportation will be in addition to that provided in (1) above. In order to obtain the transportation application shall be made in writing to the carrier. The agent shall attach to the application a certification by the director of the air freight institute of FIATA that the person is attending such meeting as an official representative of FIATA, showing the date, place and purpose of such meeting.

- (b) Training courses for cargo agents: carriers may individually or jointly provide programmed cargo training courses for instructions of employees of their cargo agents:
- (i) Transportation: carrier(s) providing the training will grant free transportation to the individual(s) to be trained on its own services between the individual's domicile and the training location. If the organizing carrier cannot provide the transportation within the time limits specified below, he may reroute the passenger on the services of another carrier, or if no air services are available, by surface transportation. the organizing carrier may absorb the surface and/or of f-line air transportation provided it does not exceed the value of the normal economy class fare, and provided further that where air transportation over the services of another carrier is used, such carrier may absorb the cost of such transportation.
  - (ii) Arrival and departure: the employee to be trained must reach the airport of the specified training location not more than 24 hours prior to the commencement of a full time training course, except that if the employee's journey exceeds 4,000 miles he must reach the specified training location airport not more than 48 hours prior to commencement of the course. The return journey must commence within 24 hours after completion of the course.
  - (iii) Stopovers: stopovers are permitted only on the return journey provided the agent pays 25 percent of the applicable fare for the portion of transportation from the first stopover point to the last point of departure of the outward journey.
  - (iv) All cargo carriers: the organizing carrier may grant to an active all cargo carrier the same free transportation specified in (b)(1) above for the purpose of providing instructions to such all cargo carrier's agents.
  - (v) Size of group eligibility of trainees:
    - (aa) The instruction must be a full-time training course for a minimum of eight trainees. The employees to be trained must have been employed by an IATA and/or carrier appointed cargo agent for not less than three

- consecutive months prior to date of commencement of travel and, further, the agent with whom they are employed must have been an IATA and/or carrier appointed cargo agent.
- (bb) If at any time prior to commencement of travel there is a change affecting the eligibility of the IATA and/or carrier appointed cargo agent or person selected for travel (i.e., the agent comes under notice of default or the person selected leaves the employ of the agent), the agent shall immediately so notify the issuing carrier to whom it shall also immediately return the ticket; provided that the carrier shall be responsible for cancelling the free or reduced fare transportation only if it knows or reasonably should have known of the changed eligibility.
- (cc) Notwithstanding subparagraph (aa) above, in the event that pursuant to subparagraph (bb) above a group organized in accordance with this rule is reduced to less than eight persons, the remaining members of the groups shall be permitted to travel.
- (vi) Duration daily instructions:  
The duration of the training course shall be not less than three nor more than five consecutive days on each of which there shall be not less than six hours of instruction per day. This may include instruction conducted at the carrier's cargo terminal facilities at the specified training location.
- (vii) Program names of trainees:  
A copy of the course program outlining the syllabus, the training location, the commencement and termination dates of the course, the names of the trainees attending each course and names of such trainees' employers shall be retained by the organizing carrier for 12 months subsequent to the date of commencement of the course.
- (viii) Absorption of expenses: carrier(s) will arrange and pay for the expenses of such persons attending the training course as follows:
- (aa) At the point of instructions:  
hotel and meal expenses, local taxes, ground transportation between the destination airport and

- the hotel and between the hotel and the specified training location, also, between the specified training location/hotel/cargo terminal facilities, and entertainment.
    - (bb) en route: hotel and meal expenses, Ground transportation, airport service charges and transit taxes.
  - (ix) special one-day courses: carriers may also establish special one-day courses which shall be subject to the above provisions except that:
    - (aa) There shall be not less than four hours of instructions; and
    - (bb) That the absorption of expenses shall be limited to the day of instructions; provided that where the arrival/departure does not permit the use of the carriers' own services on the same day, expenses may also be absorbed for one night.
- (E) Cargo sales agents located in the United States or Canada
  - (1) Application: sole proprietors, partners, officers, directors and sales/traffic management employees of an authorized cargo sales agency of the carriers will be allowed international reduced fare transportation at 25 percent of the applicable fare over the lines of such carriers on the following basis:
    - (a) Not more than two trips per calendar year for each registered agent, provided that a maximum of forty (40) additional tickets may be issued per calendar year for each registered agent as follows: six (6) tickets may be issued for each 100 percent of commissionable sales or part thereof over and above the national average.
    - (b) The outward portion of travel must be commenced during the calendar year in which the ticket is issued and all travel must be completed within three months from date of issuance.
    - (c) Sole proprietors, partners, officers, directors and sales/traffic management employees of the cargo sales agency may pool the total number of tickets which carrier(s) will grant pursuant to subparagraphs (a) and (b) above, within each country.
  - (2) Eligibility:
    - (a) Reduced-fare transportation will be granted provided that the agent has been on the IATA approved list of agents, continuously for at least one year immediately prior to the date of application for such reduced fare transportation, provided that a period of not less than three months shall be the

- qualifying period if the agent was previously eligible for reduced fare transportation in the service of another IATA and/or carrier appointed cargo agent immediately prior to his present employment and this is so certified in writing by the IATA and/or carrier appointed cargo agent making the application.
- (b) Reduced fare transportation may also be granted to the spouse of such eligible agent traveling provided that;
- (i) The spouse travels together with the eligible person from the point of origin to the point of destination (in the case of one-way trips) or to the point of turnaround (in the case of round trips) or to the highest rated point (in the case of circle trips).
- (ii) The discount granted is no greater than 50 percent of the applicable fare and in no event shall such spouse receive more than one ticket per year.
- (iii) The transportation shall not be charged against the agency's annual allotment noted under (1)(b) above.
- (c) The reduced fare transportation will be granted whether or not there is a standard IATA cargo agency agreement between each carrier participating in the transportation and the agent, provided that a standard IATA cargo agency agreement exists between the carrier issuing the ticket and the agent.
- (3) Application for transportation
- (a) The secretary of traffic conference 1 shall furnish each cargo sales agent with two educational and market development trip authorizations for each approved location.
- (b) In order to obtain the foregoing transportation application shall be made in writing to the carrier which is to issue the ticket by an owner or officer of the cargo sales agency. Such application, together with an educational and market development trip authorization, must be received by the carrier at least 14 days prior to commencement of travel.

## Rule 210 Free and Reduced Fare Transportation for Tour Conductors

(A) General

Subject to the provisions and conditions of this rule, an individual (hereinafter called "tour conductor" will be carried by the participating air carriers at the appropriate fare reduction from the applicable adult air fare effective between the points and via the routing to be used by the tour conductor.

(B) Definitions

- (1) The term "initial carrier" means the carrier performing the initial transportation under the tour itinerary or the carrier selling and issuing the transportation on behalf of the carrier(s) participating in the tour itinerary. The initial carrier shall determine whether the group traveling hereunder qualifies in accordance with this rule and whether tour conductor's transportation at free or reduced fares may be issued in accordance herewith.
- (2) The term "travel agent" means an agent duly appointed by the carrier to sell air passenger transportation over its lines.
- (3) The term "travel organizer" means a person who, with the approval and consent of the carrier, organizes and arranges an advertised group tour for a group of passengers.
- (4) The term "advertised group tour" means a tour involving a round or circle trip, in whole or in part on the lines of one or more carriers which is advertised and described, including descriptive copy covering hotel accommodations and other facilities and attractions available at stopover point included in the tour in literature circulated for the purpose of promoting the sale of the tour. The cost of the advertised group tour must be paid in full, prior to commencement of travel. However, special groups such as amateur or professional groups whose principal purpose of travel is to appear in specific engagements before the public do not qualify for the "advertised group tour" as defined herein.
- (5) The term "tour conductor" means an individual who is in charge of or guides the advertised group tour in person, and accompanies a group of passengers traveling together on an advertised group tour over all or a portion of their itinerary for the purpose of supervising the travel arrangements of and guiding the group.
- (6) The term "passenger" means a passenger paying the adult fare or the equivalent of one adult fare, such as two half fares.
- (7) The term "free or reduced fare transportation" means transportation issued to a tour conductor free or at the reduced fare according to this rule.

- (8) The term "round trip" and "circle trip" shall include transportation partly by air and partly by surface means.
- (C) Number of booked passengers required for tour conductor transportation where the group of passengers on the advertised tour, whose passage has been booked and fully paid for, consists of :
- (1) Fifteen (15) or more passengers, one free passage for a tour conductor will be issued for each 15 passengers in the group.
  - (2) Not less than ten (10) nor more than fourteen (14) passengers, a reduction of fifty percent (50%) of the fare will be granted for the tour conductor.
- (D) Application for and issuance of transportation
- (1) Transportation will not be issued to tour conductors unless application is made in writing by the travel agent or the travel organizer to the initial carrier accompanied by a sample or facsimile of all matter advertising the tour. such written application shall designate the name of the tour conductor. Written application must be directed to the office of the initial carrier which will arrange the transportation and must also include a description of the purpose itinerary of the group with all pertinent information describing the group if not fully set forth in the advertising matter submitted.
  - (2) The passengers include in the tour must travel as an organized touring group, and for that purpose the initial carrier must approve the itinerary of the various passengers forming the group and coordinate their transportation under the advertised group tour. All members of the group shall with respect to the air portion of the tour, commence transportation on the same airplane and shall:
    - (a) If round trip passengers, travel together to the point of turnaround;
    - (b) If circle trip passengers, travel together to the first point of stopover;Provided that where lack of seating accommodation or where other operating conditions prevent passengers from commencing transportation on the flight scheduled, the carrier will transport some members of the group on the next preceding or succeeding flight on which space is available or on such flight of another carrier.  
Exception: where passengers are transported over the lines of one or more carriers from more than one departure point within a country to an assembly point for the purpose of an advertised group tour, the passengers will be considered to be traveling together and the tour conductor will be accorded free or reduced fare transportation between



his departure point and the assembly point, subject to the following conditions:

- (i) The tour conductor and all passengers travel together from the assembly point to the point of turnaround, if a round trip, or to the first point of stopover if a circle trip;
- (ii) All such passengers and the tour conductor travel between the departure points and the assembly point within a period of seven days prior to the scheduled departure of the entire group from the assembly point;
- (iii) At least one passenger of the group travels from the same departure point as the tour conductor to the assembly point on the services of the carrier transporting the tour conductor;
- (iv) where the total number of passengers traveling between one or more departure points and the assembly point is 10 or more, but less than 15, the tour conductor will receive a reduction of 50 percent of the applicable fare, and where the total number of passengers traveling between one or more departure points and the assembly point is 15 or more, one free transportation passage for a tour conductor will be issued for each 15 passengers; provided that:
  - (aa) If the tour conductor travels from a departure point to the assembly point on the services of the carrier transporting the group from the assembly point onwards, the qualifying number of passengers referred to above may travel from the departure points to the assembly point on the services of any carrier, subject to the provision of (c) above.
  - (bb) If the tour conductor travels from a departure point to the assembly point on the services of a carrier who does not transport the group from

the assembly point onwards,  
the qualifying number of  
passengers referred to  
above shall all travel from  
the departure points to the  
assembly point on the  
services of such carrier,  
subject to the provision of  
(c) above.

- (3) Upon determination that the application meets the requirements of this rule, the initial carrier will advise the agent or organizer that the tour conductor's transportation - either free or at the reduced fare, as the case may be - will be issued by each carrier in the itinerary, and the initial carrier will notify each carrier which has indicated that it will participate. In cases where two or more carriers may have arrangements between them for the issuance of tour conductors' transportation, the initial carrier will issue such transportation on all such carriers.
- (4) In obtaining approval to accept free or reduced fare transportation of a tour conductor as provided herein, written authorization must be given by one of the authorized officials of the carrier(s) furnishing the transportation.
- (E) Baggage, meals and transfers  
Free baggage allowance for a tour conductor will be the same as if he were traveling at the normal adult fare. the reduction for a tour conductor is applicable only to air transportation and will include meals, hotel accommodations, and ground transfers only where included in the normal air fare. In no case will the reduction apply to any other charges or services, such as charges for excess baggage.

## **Rule 500 Passengers on Stretchers**

- (A) Passengers traveling on a stretcher will be accepted for transportation subject to rule 25 (refusal to transport - limitations of carriage) herein, provided advance arrangements are made and space and appropriate equipment for mounting within the aircraft are available; and subject to the conditions and charges indicated provided that the cost of ambulances, hospitalization and other ground expenses will be borne by the passenger occupying the stretcher.
- (B) Except as otherwise provided, the normal free baggage Allowance will apply to each fare paid.
- (C) Carrier will accept stretcher cases only when space is available and provided advance arrangements have been made. The fare for the invalid passenger and each attendant will be the applicable normal fare.

**†Rule 1000 Seaman's Fares**

**(A) Application**

Except as otherwise provided below bona fide members of the merchant marines of the country listed below will be assessed 75 percent of the applicable one way/round trip fare as indicated below for travel between the points listed below.

Exception: (Applicable only between U.S.A. and Finland members) members of the Finnish merchant marines will be assessed 65 percent of the fare governed by rules 2000/ 2125/2300.

- (a) Belgium for OW economy fares between points in the U.S.A. and points in areas 2/3.
- (b) Denmark, Norway, Sweden for OW/RT economy fares between points in the U.S.A. and points in areas 2/3.
- (c) Finland for OW economy fares between points in the U.S.A. and points in areas 2/3.
- (d) France for OW economy fares between points in the U.S.A. and points in area 2/3.
- (e) Germany for OW economy fares between points in the U.S.A. and points in areas 2/3.
- (f) Israel for OW first class or economy fares between points in the U.S.A. and Tel Aviv, Israel.
- (g) Italy for OW economy fares between points in the U.S.A. and Italy.
- (h) Liberia for OW economy fares between points in the U.S.A. and points in areas 2/3.
- (i) Netherlands for OW economy fares between points in the U.S.A. and points in areas 2/3.
- (j) panama for OW/RT economy fares between points in the U.S.A. and points in areas 2/3.
- (k) Poland for OW economy Fares between points in the U.S.A. and Poland.
- (l) Singapore for OW/RT economy fares between points in the U.S.A. and points in areas 2/3.

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<sup>†</sup> Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 600 are effective July 30, 2025, pursuant to Order No. 2021-A-3 of the CTA.

- (m) South Africa for OW economy fares between points in the U.S.A. and South Africa.
  - (n) Switzerland for OW/RT economy fares between points in the U.S.A. and points in areas 2/3.
  - (o) United Kingdom for OW/RT economy fares between points in the U.S.A. and points in areas 2/3.
  - (p) U.S.A. for OW economy fares between points in the U.S.A. and points in areas 2/3.
- (B) Period of validity  
These fares apply all year.
- (C) Stopovers  
En route stopovers are not permitted under the following reduced fares:  
Belgian/Finnish/Singapore/South African/United Kingdom, United States, merchant marines.
- (D) Eligibility  
the following personnel who are members of the merchant marines named below are eligible for the fares specified in paragraph (a):
- (1) Belgian  
Members of the Belgian merchant marine working aboard a Belgian ship who appear on the crew list. the reduced fares also apply to spouse and/or children (between 12 and 22nd birthday) of members of the Belgian merchant marines for travel between their place of residence and the port of call when they are traveling to join the seaman at a port or returning home from visiting at a port.
  - (2) Danish, Norwegian and Swedish  
Seaman of the Danish, Norwegian and Swedish merchant marines and members of their immediate family, namely spouse, and children who have reached their 12th but not their 22nd birthday (and any doctor, nurse or attendant who must accompany them)
  - (3) Finnish  
Seaman of the Finnish merchant marine.
  - (4) French  
Seamen of the French merchant marine.
  - (5) German  
Seamen of the German merchant marine.
  - (6) Israel  
Seaman of the Israel merchant marine and members of their immediate family, namely spouse and children. These fares also apply to seaman traveling on behalf of the shipping company.
  - (7) ITALIAN  
Seaman (of any rank) of the Italian merchant marine who are Italian nationals or Italian residents. They must be under regular contract to a shipping company and be traveling to or from their ship, in connection with a furlough, shore leave, transfer to another ship, termination of contract, repatriation, sickness or disability.

- (8) Liberian  
Seaman (including ship's officers) who are traveling to resume their duties on a ship, or traveling to their homes from their ships.
- (9) Netherlands  
Seamen (including ship's officers) or medical personnel accompanying such persons when sick or incapacitated.
- (10) Panamanian  
Seamen of any nationality who work on ships of the merchant marine of panama, personnel belonging to the direction consular y de naves, or persons who have to make a journey on behalf of the direction consular y de naves, and particularly the merchant marine of panama and any doctor, nurse or attendant who must accompany such passengers.
- (11) Singapore  
Seamen of the Singapore merchant marine.
- (12) Swiss  
Seamen of the Swiss merchant marine (and doctors and nurses who must accompany them) who are traveling to take up their duty posts on ships, or are being repatriated.
- (13) United Kingdom  
Seamen of the United Kingdom merchant marine.
- (14) United States of America  
Seamen of the United States of merchant marine.
- (E) Combinations
  - (1) Fares for Belgian, French, German, New Zealand, Polish, Singapore, South Africa, Sri Lanka and United States merchant marines and combinable only with domestic fares within the countries of origin and destination.
  - (2) Fares for Liberian merchant marines and combinable only with fares between points in Canada/U.S.A.
- (F) Documentation  
Documentation, as shown below, will be required of bona fide members of each merchant marine.
  - (1) Belgian  
Application for transportation under this rule must be accompanied by a certificate issued by the steamship company or its representative, or a ship's captain, certifying that the beneficiary is employed on a ship of the Belgian merchant marine and that travel is in connection with the steamship company's requirements. The seaman will be required to present his seaman's discharge book at the time the ticket is issued. For spouse and/or children the reduction will only apply upon presentation of a certificate from the shipping company showing:
    - (1) The passenger(s) are the same spouse and/or the children (between the 12th and 22nd birthday) of the seaman, and
    - (2) The port of call and the place of residence of the spouse/children.
  - (2) Danish, French, German, Norwegian and Swedish  
seamen of the above merchant marines must be in

- possession of a written application giving:
- (1) A complete description of the transportation required;
  - (2) The place of origin and destination;
  - (3) The number and name(s) of passenger(s)
  - (4) The name of the company by which employed
  - (5) The date of commencement of the transportation
- (3) Finnish and united kingdom  
The discounts shall be granted only upon a written application from the steamship company concerned, its agents or the ship's captain certifying that the travel requested is for duty purposes and giving full details of the transportation required. including place of origin, place of destination, name and status as passenger(s), name of vessel, port of registry, name of steamship company and date of commencement of the transportation.
- (4) Greek, Liberian and Netherlands  
The steamship company or its agent must submit in writing a statement certifying that the seaman is traveling to man a ship or is being repatriated.
- (5) Italian  
Such transportation will be granted upon written application submitted by the shipping company or its agent or by Italian diplomatic, consular, military or port authorities.
- (6) Panamanian  
In order to qualify for the above special fares, the passenger(s) and such doctor, nurse or attendant when required to accompany such passenger, must be in possession of a written application giving a complete description of the transportation required from the director of the "Direccion Consular y de Naves" of the "Ministerio de Hacienda y Tesoro", the shipping company, its representatives or the ship's captain.
- (7) Singapore  
The discount shall be granted only when application for transportation under this rule is accompanied by a certificate issued by the national maritime board of Singapore, the shipping company concerned, its agents, or the captain of the ship certifying that the seaman is employed by a ship registered in Singapore and that travel is in connection with the shipping company's requirements.
- (8) South African  
Application for transportation under this rule must be accompanied by a certificate issued by the steamship company or its representative or a ship's captain, certifying that the beneficiary is employed on a ship and that travel is in connection with the steamship company's requirements. the seaman will be required to present his seaman's discharge book at the time the ticket is issued.
- (9) Swiss

- Such, transportation will only be issued by carrier when accompanied by a written application for transportation from the shipowner, his representative, the ship's captain, or consulate of the swiss government, certifying that the seaman is a holder of a swiss seaman's book.
- (10) United States  
Application for transportation under this rule must be accompanied by a certificate issued by the steamship company or its representative, or a ship's captain, certifying that the beneficiary is employed on a ship of the United States merchant marines and that travel in connection with the steamship company's requirements. the seaman will be required to present this seaman's discharge book at the time the ticket is issued.
- (G) Reservations and ticketing
- (1) Payment for fares for Danish, Norwegian and Swedish merchant marines must be made by either the ship owner(s), his (their) representative or appropriate Danish, Norwegian or Swedish government authority, as the case may be.
  - (2) Payment for fares for Finnish merchant marines must be made by the shipping company concerned, its agent or the ship's captain.
  - (3) Payment for fares for French, Singapore or Sri Lanka merchant marines must be made by the shipping company concerned.
  - (4) Payment for fares for South Africa merchant marines must be made by the shipping company concerned, its agent, the ship's captain or by the consular or national shipping officer concerned. the ticket shall be annotated "NONREF" in the form of payment box.
- (H) Routing/rerouting
- (1) Involuntary rerouting applies to normal rules only, but only the services of airlines authorized to grant the special fares may be used.
  - (2) Voluntary rerouting is not permitted.
- (I) Rules and Discounts  
the following rules are not applicable:  
200 (Children's and infants' fares)  
205 (Free and reduced rate transportation for agents)  
210 (Free and reduced fare transportation for tour conductors)  
Exception: Children's discounts apply to Israeli merchant marine fares.
- (J) Other conditions  
Fares for Italian merchant marines will not be used as a basis for computing any other reduced fares.



### **Rule 1030 Chicago/London Introductory Offer**

Passengers traveling on non-stop AI flights 124/125/126/127 from Chicago to London may choose one of the following two options where outbound transatlantic travel commences through 31Aug97.

Option 1 - upgrade to next higher class.

Purchase a full normal OW/RT executive class fare ticket (fare basis - J) from Chicago to London and travel in first class on a confirmed basis. Reservations must be made in a class; or purchase a full normal OW/RT economy class fare ticket (fare basis - Y) from Chicago to London and travel in executive class on a confirmed basis. Reservations must be made in d class. Ticket designator: "JUPF" applies to executive class to first class upgrade tickets or "YUPJ" applies to economy class to executive class upgrade tickets.

Option 2 - Free companion ticket.

Purchase a full normal OW/RT first class or executive class fare ticket (fare basis - F or J) from Chicago to London and receive a free companion Ticket for travel in the same class of service. passengers must travel together both to and from London. Book: First class - A or executive class - D. ticket designators: ACN/ACP00 for first class revenue/companion tickets respectively or DCN/DCP00 for executive class revenue/companion tickets respectively.

## Rule 1050 Reduced Fares for Government Employees

### (A) Application

- (1) Government employees as described in (2) below, when traveling only via AI and between points shown will be assessed the percentage of the applicable fare, as specified in the table below.

Between	And points in	Percentage to be paid	Applicable fare
NYC	India	60 percent	F - Rule 2000 J - Rule 2125 Y - Rule 2300

### (2) Eligibility

The following personnel are eligible to travel at these fares.

India-based staff of Indian missions, central state government and public sector undertakings posted abroad government of India/state government staff on deputation with the foreign employer, viz: foreign government, united nations, other international or intergovernmental organizations whose transportation is payable by the employee. the reduced fare will also apply to:

- (1) Members of the immediate family, i.e., spouse, dependent children;
- (2) Dependent parents if resident in the same household;
- (3) An official hostess of a single head of mission, who has been permitted to accompany the head of mission at government expense;
- (4) Dependent children, between the country of the educational establishment in which the student is enrolled and the city to which the payment has been posted;
- (5) Domestic servant(s) employed by the official.

### (3) Documentation

Reduced fares apply if the request for travel is routed through the employer, who shall certify that the applicant is their employee and that the cost of the transportation will be borne by the employee himself, where an undertaking does not have a regular office abroad, the request shall be routed through the nearest Indian mission.

### (B) Reservations and ticketing

Payment shall be made to AI directly and not through travel agents.

Tariff: AI1  
Carrier: Air India Limited - AI

CTA No. 317 DOT No. 522