

General Terms and Conditions

The below terms and conditions apply to all Air India flights

General Information

While compiling this information, Air India has endeavored to ensure that all information is correct. However, no guarantee or representation is made to the accuracy or completeness of the information contained here. This information is subject to changes by Air India without notice.

Class of Service

Air India offers three classes of service:

First Class

Executive Class

Economy

First class is available on most of our Boeing flights. However, we do not offer this class on the Airbus and ATR aircrafts.

Executive Class is available on most of our Boeing and Airbus aircrafts.

Non-Smoking Flights

The Government of India prohibits smoking on all Air India flights. As a separate precautionary measure, all toilets are fitted with smoke detectors.

Reservation

We suggest that you make your reservations as far in advance as possible through any Air India office or approved Travel Agent. You can also book pay and purchase your e-ticket using our online booking facility. We kindly request you to supply a contact number during reservation for each city in your itinerary. This will enable us to inform you of any irregularity with a flight on which you are booked.

Reservation Requirements

- Reservations are not confirmed until recorded as accepted by Carrier or its authorised Agent
- As provided in carrier's Regulations, certain fares may have conditions, which limit or exclude the guest's right to change or cancel reservations.

Ticketing / Fares and Time Limit

Please note that fares are subject to change without notice. If you have purchased a ticket and subsequently the fares have increased then you will not be required to pay the difference.

However, if you decide to change your travel dates, which requires re-issuance of the ticket, the same ticket will be repriced at the applicable fare at the time of making changes and the

difference would have to be paid. Please check your ticket after it is issued, for its correctness and we request you to read the Terms and conditions and Conditions of carriage.

Totally unutilized open tickets and domestic tickets are valid for one year from date of issue. Unless otherwise specified on the ticket, the period of validity of international tickets issued at normal one way, round or circle trip fares shall be one year from date of commencement of travel. Or if the first flight coupon of the international ticket is open dated and or/unused, the ticket is valid from the date of issue thereof. You can change your travel itinerary after you have purchased your ticket through our offices or through an authorized travel agent. In case you do, please get your ticket appropriately revalidated at any of our offices, airport ticket counters, or by an authorized travel agency.

Please do note the following with regard to the cancellation, and rebooking of tickets, purchased under Normal fares.

For domestic travel within India:

- Any change to a confirmed ticket issued on INR fare - including cancellation, postponement, change of itinerary - must be done at least one hour before a flight (for tickets issued in RBD's T, S & E 24 hours before a flight). When a ticket is reissued from a higher to a lower fare or v.v , a re-issuance charge is levied, irrespective of whether there is any change in sector/class of travel
- Subject to the ticketing time limit, if the same is not met, a 100% cancellation charge on the basic fare will be applicable. This holds true for a published full-fare ticket. For special fares, please check the applicable cancellation charges.
- Refunds will be processed subject to refund penalties as per fare rules and will be paid as per the original currency of payment, country of payment and form of payment. We will refund the value of tickets purchased by you from our offices or airport ticketing counters directly to you:
 - If the ticket has been paid for in cash, we will refund the amount in cash;
 - If the ticket has been paid for by credit card, the proceeds will be credited to the respective credit cards
 - If the ticket has been paid for by debit card, the proceeds will be directly credited to the respective bank account
- The refund of a ticket issued by a Travel Agent, must be processed through the issuing Travel Agent
- Tickets issued outside India will be refunded in the country where the ticket has been purchased
- Please note that certain fares may have conditions which limit or exclude your right to get a refund. For complete details, please refer to the terms and conditions of that special fare or contact your nearest Air India ticketing office or 24 hours reservation centre or your travel agent Air India reserves the right to make a refund only to the person named in the ticket or to the person who originally paid for the ticket, and to refuse a refund if any application for such refund is made later than 365 days after the expiry date of the ticket. With effect from 01st October, 2018, the ticket/s issued will be valid for Refund up to 15months from the date of issue/ 3(Three) Months from the expiry of ticket validity.

• For international sectors:

Tickets for international travel are subject to cancellation charges. These are specific for a particular sector. Related details are available at our offices, airport ticket counters, on our website whilst booking online and from our authorised travel agents.

Tickets issued on airindia.in:

- The retrieved itinerary will display only the unutilised segments in your booking. If the status of your booking is either checked-in, used or refunded, the same will not be displayed.
- However please note that if a booking is modified or cancelled with the call centre /reservations office, it cannot be further modified or cancelled online.
- Further online modification or cancellation of a single PNR that have multiple passengers booked on it, will result in modification or cancellation of all the booked passengers and is not possible to cancel one passenger from a multi passenger booking. Once we receive your refund request, we will process the refund within 07 working days
- Should there be any cancellation / refund fees, we will deduct the relevant amount and the balance will be refunded to the same Credit / Debit card used to purchase the original itinerary
- For any further information or assistance, please write to us at ecommerce@airindia.in

Concessional Fares

A 50% concession on the basic Adult fare in Economy Class on all Domestic sectors within India operated by us is offered to Students, Senior Citizens (65 years and above), Cancer Patients, Blind guests and Armed Forces personnel. However, limited numbers of seats are allocated on each flight for the carriage of such traffic. In addition, certain conditions apply and formalities are required to be fulfilled in each case, and these and related details are available at our offices, airport ticket counters and from our authorized travel agents. All taxes, Airline Fuel Charges, and fees, however, are applicable as per normal (non-discounted) Adult fares.

From time to time we offer special fares and packages - detailed terms and conditions of which are available at our offices, airport ticket counters, with our travel agents and on our website.

Infant travel:

An infant is one who has not yet reached his/her second birthday. Infant tickets for normal fares will be charged at 10% of the basic normal adult fare however, the same may vary for special fares. For Domestic travel currently the infant base fare is INR 1000 (subject to change without notice). Applicable taxes, Airline Fuel Charges, and fees will be charged in addition to this fare. Infant discounts are sometimes not applicable for special discounted fares. If the infant has crossed his second birthday when the journey commences, then the ticket would have to be issued with a part infant and part child fare. No seat will be allotted for an infant traveling on an infant ticket. If a seat is required the infant should pay the child fare.

Please note:

Infants below 14 days old are not permitted travel (both domestic and international).

However, in an exigency, wherein life saving treatment is mandatory for the infant, the mother may be permitted to fly with the new born, provided the new born is certified fit to fly, by the concerned pediatrician and is accompanied by at least a MBBS doctor.

Child travel

A child is one who has reached his/her second birthday but not yet reached his/her twelfth birthday on the date of commencement of journey. Child tickets for international travel are 75% of the basic normal adult fare. For domestic travel nil discounts applies for travel in economy and 75% of the basic normal fare in business and first class.

Personal Data

Personal data as given to the Carrier for the purpose of making a reservation for carriage and for obtaining ancillary services, by the passenger is recognized by him/her, authorising the Carrier to retain such data and to transmit these to its own offices, other carriers or the providers of such services, in whatever country they may be located.

Check-in Time**For Domestic flights:**

Check-in usually starts 120 minutes before departure and the Check-in counters will be closed 45 minutes before departure time for all classes of guests.

Passengers are requested to report 120 minutes prior to departure time at Srinagar, Jammu & Leh airports for check-in due to extra security measures.

Please note that passengers travelling on flights originating from Jammu, Srinagar and Leh stations will not be allowed to carry any hand baggage

For International flights:

Check-in usually starts 3 hours prior to departure and Check-in counters will be closed 60 minutes before departure time for all classes of guests.

Certain formalities are required to be completed by the guest at the airport before and after being accepted by the airline for travel. To complete these formalities and the check-in process, guests are required to arrive at the airport sufficiently before the departure time of the flight.

Baggage Allowance

For detailed information on baggage visit <http://www.airindia.in/baggage.htm>

Articles

Articles, which may be carried free in addition to the free baggage allowance (**Subject To Security Regulations**).

- An overcoat wrap or blanket
- An umbrella or walking stick
- A lady's handbag, lady's pocketbook or lady's purse
- A reasonable amount of reading matter for the flight
- A small camera and / or a pair of binoculars

- Infant's carrying basket
- Infant food for consumption on the flight
- A fully collapsible invalid's wheelchair and / or a pair of crutches and/or braces or other prosthetic device for the guest's use provided that the guest is dependent upon them

Security Regulations

According to security regulations, guests are advised:

- Not to accept any packets from unknown persons
- Not to leave baggage unobserved at any time, especially within airport area. Unattended Baggage may be removed by Airport Security Staff as object of suspicion
- To declare before baggage screening / check-in if carrying any arms or explosive substance.
- Concealment is an offence under Aircraft Act and Rules
- To carry only one hand baggage, the sum of the three dimensions (viz. length, breadth and height) of which should not exceed 115 cm
- Battery cells / Dry cells carried in the hand baggage or in any electrical/electronic items are liable to be removed and the airline would not be in a position to hand-over the same at the destination. The same may be carried in registered baggage.

Prohibited Articles

Also carriage of dry cell batteries, knives, alcohol, scissors, sharp instruments, tools, fire arms, ammunition, and their toy replicas are prohibited in the guest cabin

Valuable Articles

Currency, precious metals, jewellery, negotiable instruments, securities, personal identification documents and other items of value, are best carried with the guests in the cabin.

Restricted Articles

Medicines and toiletries in limited quantities which are necessary or appropriate for the guest during the journey, such as hair sprays, perfumes and medicines containing alcohol may be carried. Many of these listed articles can be carried as air cargo provided they are packed in accordance with cargo regulations.

The following items may be carried:

Dry ice in quantities not exceeding 2 kilograms (5 pounds) per guest, used to pack perishables, as carry on baggage only.

Alcoholic Beverages. With approval of the carrier(s), small oxygen cylinders for medical use and small carbon dioxide gas cylinders worn by guest for the operation of mechanical limbs. The above terms are only illustrative and not exhaustive and for further information you may contact the nearest Air India office.

Dangerous Articles in Baggage

For safety reasons, dangerous articles, such as those listed below, must not be carried in guest's baggage.

Compressed gasses deeply refrigerated, flammable non-flammable and poisonous) such as butane oxygen, liquid nitrogen, aqualung cylinders and compressed gas cylinders.

Corrosives such as acids, alkalis, mercury and wet cell batteries and apparatus containing mercury.

Explosives, ammunitions, fireworks and flares, ammunition including blank cartridges handguns, fireworks, pistol caps.

Flammable liquids and solids such as lighter refills, alcohol, lighter fuel, matches, paints, thinners, firelighters, lighters that need inverting before ignition, matches

Radioactive material, Briefcases and an attache case with installed alarm devices.

Oxidising materials such as bleaching powder and peroxides.

Poisons and infectious substances such as insecticides, weed-killers and live virus materials.

Other dangerous articles such as magnetised materials, offensive or irritating materials. The Government of India Prohibits the use of mobile phones on board at all times.

Domestic Travel:

Conditions of Contract for scheduled domestic flights within India:

- Carriage hereunder which is not international is subject to the rules and limitations relating to liability as specified by Notifications issued from time to time under Section 8 of the Indian Carriage by Air Act. 1972.

- Pursuant to Notification No. SO 659(E) dated August 22, 1989 issued by Government of India hereby agrees that its liability shall be as under:

In the event of the death of a passenger, or any bodily injury or wound suffered by a passenger which results in a permanent disablement incapacitating him from engaging in or being occupied with his usual duties or business or occupation, the liability of Air-India as actual carrier for each passenger shall be Rs. 7,50,000/- if the passenger is 12 or more years of age, and Rs. 3,75,000/- if the passenger is below 12 years of age, on the date of the accident.

NOTICE OF BAGGAGE LIABILITY LIMITATIONS TO PASSENGERS WHOSE CARRIAGE IS NOT INTERNATIONAL

Liability for loss of or damage to baggage is limited as follows:

- To a sum of Rs 450/- per kg. of baggage checked-in by the passenger.
- To a sum of Rs. 4,000/- in respect of the objects of which the passenger takes charge himself.

The Carrier's liability for loss, delay or damage to baggage is limited to INR 450 per kilo, unless a higher value is declared in advance and additional charges are paid. Excess valuation may not be declared on certain types of articles. The Carrier assumes no liability for fragile or perishable articles

NON-LIABILITY FOR DELAY

The carrier shall be liable for damages occasioned by delay in the carriage by air of passengers or baggage. Nevertheless, the carrier shall not be liable for damage occasioned by delay in the carriage by air of passengers or baggage if it proves that it and its servants and agents took all measures that could reasonably be required to avoid damage or that it was impossible for it or them to take such measures.

Excerpts from Regulations

- The Company reserves to itself the right, without assigning any reason, to cancel or delay the

commencement or continuance of the flight or to alter the stopping place or to deviate from the route of the journey or to change the type of aircraft in use without thereby incurring any liability in damages or otherwise to the guests or any other person on any ground whatsoever. The Company also reserves to itself the right to refuse to carry any person whom it considers unfit to travel or who in the opinion of the company may constitute risks to the aircraft or to the persons on board

- If at any stage it is found that the aircraft with the booked load or guests etc. will be over loaded the Company will have the right to decide which guest or articles shall be off-loaded and such decision shall be binding
- The Company is not liable for any loss or damage occasioned by delay in the carriage by air of guests or baggage. Receipt without complaint of registered baggage on the termination of the journey shall be prima facie evidence that the baggage has been delivered correctly and in good condition
- The ticket issued by the Company shall be subject to rules of cancellation made by the Company for the time being in force, which may be seen at any office of the Company on request
- In the event of death of a guest, or any bodily injury or wound suffered by a guest which results in a permanent disablement incapacitating him from engaging in or being occupied with his usual duties or business occupation, the liability of the Carrier for each guest shall be INR 7,50,000 if the guest is 12 years or more of age and INR 3, 75,000 if the guest is below 12 years of age on the date of the accident

INTERNATIONAL TRAVEL:

Terms and conditions of carriage applicable to International travel only:

Subject to conditions of contract in this ticket. This ticket is not valid and will not be accepted for carriage unless purchased from the issuing carrier or its authorized travel agent.

ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY

Passengers on a journey involving an ultimate destination or a stop in a country other than the country of origin are advised that the provisions of a treaty known as the Montreal Convention may be applicable to the entire journey, including any portion entirely within the country of origin or destination. For passengers on a journey to, or from, or with an agreed stopping place in the United States of America, the Convention and special contracts of carriage embodied in applicable tariffs provide that the liability of certain carriers parties to such special contracts, for death of or personal injury to passengers is limited in most cases to proven damages not to exceed U.S.\$75,000 per passenger, and that this liability up to such limit shall not depend on negligence on the part of the Carrier. The names of carriers parties to such special contracts are available at all ticket offices of such carriers and may be examined on request. Additional protection can usually be obtained by purchasing insurance from a private Company. Such insurance is not affected by any limitation of the carrier's liability under the Warsaw Convention or such special contracts of carriage. For further information please consult your Airline or Insurance Company Representative.

NOTE: The limit of liability of U.S.\$75,000 above is inclusive of legal fees and costs, except that in case of a claim brought in a State where provision is made for separate award of legal fees and costs, the limit shall be the sum of U.S.\$58,000 exclusive of legal fees and costs.

ADVICE TO INTERNATIONAL PASSENGERS TRAVELLING ON AIR-INDIA ON INCREASED LIMIT OF LIABILITY

If during the course of any International Carriage, Air-India as actual carrier is liable for death, wounding or other bodily injury under the provisions of The Warsaw Convention 1929 or Hague Protocol, 1955 or Montreal Convention, 1999 (as embodied in the (Indian) Carriage by Air Act, 1972 as amended by Carriage by Air (Amendment) Act, 2009), Air-India hereby agrees that its Limit of Liability prescribed there under shall be as specified in the above stated acts.

NOTICE OF BAGGAGE LIABILITY LIMITATIONS

Liability for loss, delay, or damage to baggage shall be as specified under the Carriage by Air Act, 1972 as amended by the Carriage by Air (Amendment) Act, 2009.; (2) for travel wholly between U.S. points, Federal rules require any limit on an airline's baggage liability to be at least \$1,250 per passenger.

Excess valuation may be declared on certain types of valuable articles. Carriers assume no liability for fragile or perishable articles. Further information may be obtained from the carrier.

NOTICE OF GOVERNMENT IMPOSED TAXES AND FEES

The price of this ticket may include taxes and fees which are imposed on air transportation by government authorities. These taxes and fees, which may represent a significant portion of the cost of air travel, are shown separately in the "TAX" box(es) of this ticket. You may also be required to pay taxes or fees not already collected.

CONDITIONS OF CONTRACT

- As used in this contract "ticket" means this passenger ticket and baggage check or this itinerary/receipt if applicable, in the case of an electronic ticket, of which these conditions and the notices form part, "carriage" is equivalent to "transportation", "carrier" means all air carriers that carry or undertake to carry the passenger or his baggage hereunder or perform any other service incidental to such air carriage, "electronic ticket" means the Itinerary/Receipt issued by or on behalf of Carrier, the Electronic Coupons and if applicable a boarding document. "Warsaw Convention" means the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw, 12th October 1929, or Montreal on May 28, 1999 or that Convention as amended at The Hague, 28th September 1955, or the Convention for the Unification of Certain Rules for International Carriage by air signed at Montreal on 28th May, 1999 whichever may be applicable.
- Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw Convention unless such carriage is not "International carriage" as defined by that Convention.
- To the extent not in conflict with the foregoing carriage and other services performed by each carrier are subject to : (I) provisions contained in this ticket, (II) applicable tariffs, (III) carrier's conditions of carriage and related regulations which are made part hereof (and are available on application at the offices of carrier), except in transportation between a place in the United States or Canada and any place outside thereof to which tariffs in force in those countries apply.

- Carrier's name may be abbreviated in the ticket, the full name and its abbreviation being set forth in carrier's tariffs, conditions of carriage, regulations or timetables; carrier's address shall be the airport of departure shown opposite the first abbreviation of carrier's name in the ticket; the agreed stopping places are those places set forth in this ticket or as shown in carrier's timetables as stopping places are those places set forth in this ticket or as shown in carrier's timetables as successive carriers is regarded as a single operation.
- An air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its agent.
- Any exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representatives of carrier and any person whose aircraft is used by carrier for carriage and its agents, servants and representatives
- Checked baggage will be delivered to bearer of the baggage check. In case of damage to baggage moving in international transportation, complaint must be made in writing to carrier forthwith after discovery of damage and, at the latest, within 7 days from receipt; in case of delay, complaint must be made within 21 days from date the baggage was delivered. See tariffs or conditions of carriage regarding non-international transportation.
- This ticket is good for carriage for one year from date of issue, except as otherwise provided in this ticket, in carrier's tariffs, conditions of carriage, or related regulations. The fare for carriage hereunder is subject to change prior to commencement of carriage. Carrier may refuse transportation if the applicable fare has not been paid.
- Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and form no part of this contract. Carrier may without notice substitute alternate carriers or aircraft, and may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without notice. Carrier assumes no responsibility for making connections
- Passenger shall comply with Government travel requirements, present exit, entry and other required documents and arrive at airport by time fixed by carrier or, if no time is fixed, early enough to complete departure procedures.
- No agent, servant representative of carriers has authority to alter, modify or waive any provision of this contract.
- Refund will be made provided that the unused coupons are surrendered within a year after the expiry date of their validity. With effect from 01st October, 2018, the ticket/s issued will be valid for Refund up to 15months from the date of issue/ 3(Three) Months from the expiry of ticket validity. **CARRIER RESERVES THE RIGHT TO REFUSE CARRIAGE TO ANY PERSON WHO HAS ACQUIRED A TICKET IN VIOLATION OF APPLICABLE LAW OR CARRIER'S TARIFFS, RULES OR REGULATIONS. SUBJECT TO TARIFF REGULATIONS** Issued by the Carrier whose name is in the "Issued By" section on the face of the Passenger Ticket and Baggage Check

DANGEROUS ARTICLES IN BAGGAGE

For safety reasons, dangerous articles such as those listed below, must not be carried in passengers' baggage.

- Explosives, munitions, fireworks and flares.
- Flammable liquids and solids such as lighter fuel, matches, paints, thinners, fire-lighters. Radioactive materials.
- Brief-cases and attache cases with installed alarm devices.
- Oxidising materials such as bleaching powder, peroxides.
- Poisons and infectious substances such as insecticides, weed-killers and live virus materials.
- Other dangerous articles such as magnetized material, offensive or irritating materials.
- Medicines and toiletries in limited quantities which are necessary or appropriate for the passenger during the journey, such as hairsprays, perfumes and medicines containing alcohol may be carried.

Many of these listed articles can be carried as air cargo provided they are packed in accordance with cargo regulations. Further information is available on request

CHECK IN TIMES

Certain formalities are required to be completed by the passengers at the airport before and after being accepted by the airline for travel. To complete these formalities and the check-in process, passengers are required to arrive at the airport sufficiently before the departure time of the flight. The check-in time for individual flight can be enquired in advance from the airline's booking and airport offices. The time(s) shown on the flight coupon(s) is the departure time of the aircraft. The flights cannot be delayed for passengers arriving late for check-in and no responsibility can be accepted in such cases by Air-India.

CABIN BAGGAGE

Only one piece of Cabin Baggage, total dimensions of which do not exceed 115 cms (45 inches) may be carried on board, provided that it can be stored in the space under the seat. Excessive and oversized hand baggage will be retrieved at the boarding gate and excess baggage charges will be levied. For security reasons, battery cells are not allowed on one's person or as part of the Cabin Baggage, even if they constitute a part of electrical/electronic equipment carried as hand baggage, except in small cameras.

- To the extent not in conflict with the foregoing carriage and other services performed by each Carrier are subject to:
 - provisions contained in this ticket,
 - applicable tariffs,
 - carrier's conditions of carriage and related regulations which are made part hereof (and are available on applications at the offices of Carrier), except in transportation between a place in the United States or Canada and any place outside thereof to which tariffs in force in those countries apply.

- Carrier's name may be abbreviated in the ticket, the full name and its abbreviation being set forth in carrier's tariffs, conditions of carriage, regulations or time tables, carrier's address shall be the airport of departure shown opposite the first abbreviation of carrier's name in the ticket; the agreed stopping places are those places set forth in this ticket or as shown in carrier's time tables as scheduled stopping places on the guests route; carriage to be performed hereunder by several successive carriers is regarded as a single operation.

CARRIER RESERVES THE RIGHT TO REFUSE CARRIAGE TO ANY PERSON WHO HAS ACQUIRED A TICKET IN VIOLATION OF APPLICABLE LAW OR CARRIER'S TARIFFS, RULES OR REGULATIONS. SUBJECT TO TARIFF REGULATIONS