

## TERMS AND CONDITIONS FOR ONLINE BOOKING

Customers are requested to familiarize themselves with the following

points: **Limitation of Liability and Disclaimer of Warranties**

IN NO EVENT SHALL AIR INDIA LIMITED BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE USE OF THIS WEB SITE OR WITH THE DELAY OR INABILITY TO USE THIS WEB SITE, OR FOR ANY INFORMATION, PRODUCTS, AND SERVICES (OTHER THAN CARRIAGE BY AIR) OBTAINED THROUGH THIS WEB SITE, OR OTHERWISE ARISING OUT OF THE USE OF THIS WEB SITE, WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE. ANY CARRIAGE BY AIR USING A TICKET OBTAINED USING THIS WEB SITE SHALL BE SUBJECT TO THE CONDITIONS OF CARRIAGE OF THE RELEVANT CARRIER, APPLICABLE FOR BOTH NON-INTERNATIONAL AND INTERNATIONAL CARRIAGE. IT MAY ALSO BE SUBJECT TO THE WARSAW CONVENTION, 1929 OR HAGUE PROTOCOL, 1955 OR MONTREAL CONVENTION, 1999, WHICH MAY LIMIT THE CARRIER'S LIABILITY IN CERTAIN CIRCUMSTANCES. YOU SHOULD REFER TO THE NOTE ON CONDITIONS OF CARRIAGE SET OUT BELOW.

While we exert reasonable efforts to ensure correct and up-to-date information on this website, Air India Limited makes no warranties or representations as to its accuracy. Air India Limited assumes no liability or responsibility for any typographical or other errors or omissions in the content on this site.

Air India Limited endeavors to provide uninterrupted service through this website, however Air India Limited does not represent or warrant that access to the Web site will be uninterrupted or that there will be no failures, errors or omissions or loss of transmitted information, or that no viruses will be transmitted on this Web site. AIR INDIA LIMITED makes no representations about the suitability of the information, products, and services contained on this Web site for any purpose. All such information, products, and services are provided "as is" basis without warranty of any kind. AIR INDIA LIMITED hereby disclaims all warranties and conditions with regard to the information, products, and services, (other than carriage by air), including all implied warranties and conditions of merchantability, fitness for a particular purpose, title and non-infringement.

You are advised to read all 'Notes' and 'Rules', and shall be held responsible for the contents displayed on each web page while booking on our website.

Completion of the booking process shall be deemed to be the acceptance of "Notes" and "Rules" on your behalf.

## **1. FEATURES OF ONLINE BOOKING**

The Air-India Limited online booking system is currently available only for flights operated by Air India Limited and its code share partners.

You can book online for up to nine (9) passengers (including adults and children) per booking. The number of infants booked, may be up to the corresponding number of adults. The bookings can be made in First, Business and Economy Class on Air-India Limited services only, subject to seats being available. For Code share flights, bookings can be made in the class for which Air India Limited has an agreement. Fares are not guaranteed until ticketed. They are governed by market forces and are dynamic in nature. Once a fare is chosen and transaction is fulfilled, neither any additional fare is charged in case of price escalation nor any fare refunded in case of a price reduction.

Online bookings for Air India Limited and code share partner operated flights can be made up to 2 hours before departure. Once purchased online the system will generate an Electronic Ticket and a printable itinerary receipt will be displayed. The electronic ticket receipt can be viewed /printed from the "My Booking" section of the website and will also be e-mailed to the e-mail address provided by you at the time of booking. Electronic ticket is a ticketless travel benefit. An electronic image of your ticket is stored in the airline reservation system. The itinerary receipt is your confirmation of travel. To enter the airport and for check-in, you must present the itinerary receipt along with any of the following valid photo identifications: INTERNATIONAL TRAVEL: Passport DOMESTIC TRAVEL: Passport, Photo Pan Card, Election card, Photo Driving License, and any Central/State government issued photo ID card.

## **2. PAYMENTS**

Payment for online bookings can be made through credit cards, debit cards, internet banking (direct debit) as specified below.

### **2.1. CREDIT CARD**

Payment for online booking is accepted by all Master and VISA Credit Cards. AMEX Credit Cards can be used for Payments for international journeys from India, domestic journeys within India and for journeys originating from USA, UK, Europe, Japan and Singapore. We accept Credit Cards issued in India and outside India.

Credit Card payment is subject to authorization from the card issuing bank

You are transacting on a website where the Merchant is based in India. In certain cases where the merchant is not based in the same country as the customer, your card issuing bank may charge an "International Transaction Fee", over and above the transaction value. This fee is imposed by Visa/MasterCard and passed on to the card holders by the card issuing bank. For more information you may please check with your bank on the clauses governing these additional

foreign fees. This fee is in addition to your ticket fare charged and will be incorporated in your credit card statement. It is not charged or billed by Air India Limited and hence will not be included in the Online Booking Confirmation email sent to you.

Effective 1 August 2009, Reserve Bank of India has made it mandatory for all banks to implement additional verification and validation procedures in all cases of "card not present transactions". All card holders have to register with their card issuing banks and create a Verified By Visa or MasterCard secure code password which has to be entered whilst making online payment. Similarly Amex card holders will have to ensure to feed in the complete and accurate Billing address whilst making online payment. The Credit Card used to purchase the ticket/s will have to be produced at the time of check-in. If the card holder is not a member of the travelling party, the travelling member should carry a photo copy of the card used (front and reverse) with the Credit Valid Verification (CVV) number blocked for security reasons and a signed letter from the credit card holder authorising the payment for the travel. The travel details should also contain the name of the passenger, the date of journey & the sector on which the journey is made. The document needs to be presented for verification at the time of check in. Air India Limited reserves the right to deny boarding if the conditions are not met.

Fares and charges are payable online in the currency of commencement of travel. When payment is made in any currency other than the currency in which the fare is published, such payment will be made at the rate of exchange established in accordance with Carriers/Credit Card company/Banking regulations. These regulations will also apply to tickets purchased and refunds processed through credit card companies.

Our risk management team could send you an email from the email address [chargeback@airindia.in](mailto:chargeback@airindia.in), in which you may be asked to send a scanned - masked credit card copy and the signed letter of authority for verification purposes. We request your cooperation in replying to such queries.

## **2.2. DEBIT CARD**

Payment of online booking is also accepted by Debit Cards issued in India by the following banks.

1. Andhra Bank
2. Axis Bank Limited
3. Barclays Bank Plc
4. Bank of Maharashtra
5. Canara Bank
6. City Union Bank Ltd
7. Corporation Bank
8. Deutsche Bank AG
9. GE Money Financial Services Ltd

10. HDFC Bank Limited
11. ICICI Bank Ltd
12. Indian Overseas Bank
13. ING Vysya Bank
14. Kotak Bank -Virtual card
15. Shivalik Bank
16. Standard Chartered Bank
17. State Bank of Bikaner and Jaipur
18. State Bank of India
19. State Bank of Mysore
20. State Bank of Travencore
21. Syndicate Bank
22. The Federal Bank Ltd
23. The Karur Vysya Bank Ltd

Following Debit Cards issued in United Kingdom are also accepted for payment of online booking on Air India website:

1. Maestro
2. Solo
3. Visa Debit
4. Visa Electron

Debit Card payment is subject to authorization from the card issuing bank. The Debit Card used to purchase the ticket/s will have to be produced at the time of check-in. If the card holder is not a member of the travelling party, the travelling member should carry a photo copy of the card used (front and reverse) with the Credit Valid Verification (CVV) number blocked for security reasons and a signed letter from the credit card holder authorising the payment for the travel.

The travel details should also contain the name of the passenger, the date of journey & the sector on which the journey is made. The document needs to be presented for verification at the time of check in. Air India reserves the right to deny boarding if the conditions are not met.

### **2.3. NET BANKING AND CASH CARDS**

If you have an account with any of the mentioned banks under the Net banking/cash card option(s) on the booking engine, then you can pay for your e-ticket(s) securely through the respective bank's Internet banking option and the amount will be automatically debited from your account.

1. ABN
2. ABD
3. AXIS Bank

4. Bank of Bahrain Kuwait
5. Bank of Baroda Corporate
6. Bank of Baroda Retail
7. Bank of India
8. Bank of Maharashtra
9. Canara Bank
10. Central Bank of India
11. City Union Bank
12. Corporation Bank
13. Deutsche Bank
14. Development Credit Bank
15. Dhanlaxmi Bank
16. Federal Bank
17. HDFC Bank
18. ICICI Bank
19. IDBI Bank
20. Indian Bank
21. Indian Overseas Bank
22. IndusInd Payment Gateway
23. ING Vyasa Bank
24. Jammu & Kashmir Bank
25. Janata Sahakari Bank Limited
26. Karnataka Bank
27. Karur Vyasa Bank
28. Kotak Bank
29. Lakshmi Vilas Bank Corporate
30. Lakshmi Vilas Bank
31. Lakshmi Vilas Bank Retail
32. Oriental Bank of Commerce
33. Punjab National Bank
34. Punjab National Bank Corporate
35. Royal Bank of Scotland
36. Shamrao Vithal Co-operative Bank Ltd.
37. South Indian Bank Ltd.
38. State Bank of Hyderabad
39. State Bank of India
40. State Bank of Bikaner and Jaipur
41. State Bank of Mysore
42. State Bank of Patiala
43. State Bank of Travencore
44. Syndicate Bank
45. Union Bank of India
46. United bank of India
47. Vijaya Bank
48. YES Bank

Payment through Internet Banking is subject to successful authorization from the account holder's bank. An additional convenience fee of Rs25 per transaction, as levied by the banks, would also be collected. The convenience fee is not levied by Air India and is non refundable in case the tickets are put up for refund.

Once an online booking is made, passengers are requested to confirm the time, and date of departure. Air India assumes no responsibility whatsoever on account of delay or cancellation of flight for any reason including change in flight schedule.

### **3. MODIFICATIONS, CANCELLATIONS AND REFUNDS:**

Once you make your reservation online you can make use of the "My Booking" section to modify or cancel your reservation for only fully unutilized tickets.

The link to the "My Booking" section can be accessed from the homepage of the Air India website [www.airindia.in](http://www.airindia.in).

The modification/cancellation request for bookings made online will be processed automatically through the Internet Booking Engine. Any refund due will be done through the system in accordance with the applicable modification/cancellation rules. In case of rebooking, a fare difference may be payable for the change, as per the fare applicable for the rebooked date, in addition to any rebooking fees/charges. Any additional charges or fare difference for the modified reservation can be paid through any of the payment modes mentioned above, however it is advisable to use the same payment mode/card as used for original reservation.

Please note that if a booking is modified or cancelled with the call centre/reservations Office or if it is partly utilized, 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. You would have to contact the call centre for such cancelations or rebookings.

Kindly send an email to [ecommerce@airindia.in](mailto:ecommerce@airindia.in) in the following circumstances:

- 1) If you are unable to access the "My Booking" section due to an error or if the fare rule does not permit the refund or in case of involuntary refunds/modifications,
- 2) For any online booking clarifications/queries/ non receipt of refund.

Refund against tickets purchased through credit/debit cards will be only in accordance with credit/debit card refund procedures. Please note that cancellation and refund rules differ for different fare types and the same are displayed in the 'View Fare Rules' link on the "Flight And Fare Options" page of the Select tab.

If the booking has not been made online, please contact any AIR INDIA office to make changes or cancel your reservation. Tickets will be refunded by the ticket issuing office only. The refund of a ticket issued by a Travel Agent will be processed by the issuing Travel Agent only. Note: Passengers holding open tickets (issued across Air India counters/travel agents) should contact the nearest Air India office/travel agent for endorsing the tickets for travel. Bookings cannot be made online using existing open tickets.

With effect from July 1, 2017, the Goods and Services Tax (GST) introduced in India replaces some of the existing indirect taxes. GST will be applicable on all related collections which are part of transport of passenger by air. A service tax of 12% for First and Business Class ticket and 5% for Economy Class ticket would be payable on the rebooking and cancellation/refund fees & charges.

#### **4. PERSONAL PROFILE AND REGISTRATION**

To enjoy the benefits of single sign on with our Frequent Flyer and on-line booking systems, you can now make on-line bookings with your Frequent Flyer membership (Flying Returns membership) details. If you are not a Flying Returns member, you may register on : <https://ffai.loyaltyplus.aero/loyalty/register.seam> , or you may use the Online Booking services as a 'Guest User'. However we strongly recommend that you login with your frequent flyer number. This will help us in providing you with our optimum service and save your time for future enquiries and bookings. Your FFP ID and password are confidential and should not be revealed to any person to prevent misuse. The registered user id's have been deactivated for making online bookings. You would now have to login with your Flying Returns membership number and password instead of the user details. In order to retain the history of your earlier online bookings, made using your 'Registered username' and 'password' , on the new Frequent Flyer profile, please access the My Booking tab on the Internet booking engine of the Air India website, and login with your Flying Returns number and password. Here you can import your bookings to the new Flying Returns profile, on the on-line booking system. We request you to access the My profile tab (on the My booking page) to update the card details and related travelers information, by using the Add/Edit buttons. For international passengers, the name must reflect exactly as it is in the passport. As a surname and name is mandatory on a ticket, if the passport has only a first name, please insert the same in the surname column, whilst filling the profile. For journeys to and from USA, the name should be exactly as mentioned in the passport.

#### **5. AGE AND RESPONSIBILITY**

You represent that you are of sufficient legal age to use this service, and you possess the legal right and ability to create binding obligations for any liability you may incur as a result of the use of this service. You understand that you are financially responsible for all uses of this service by you and those using your login information. You warrant that all information supplied by you and members of your household in using the booking facility are true and accurate. User in his own interest is requested to confirm this information from the nearest Air-India office or his

travel agent in case of any doubts. You are responsible for the correctness of the age of children and infants booked by you online. An infant is one who has not yet reached his/her second birthday, while 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. If the infant has crossed his second birthday when the return journey commences, then the ticket would have to be issued with a part infant and part child fare. This type of ticket cannot be booked online. No seat will be allotted for an infant traveling on an infant ticket. If a seat is required for the infant, the child fare should be paid.

## **6. SECURITY**

AIR INDIA LIMITED will take appropriate steps with the help of implemented technology and security features, to protect the personal information you share with us . AIR INDIA LIMITED will take all reasonable measures to ensure that information you transmit to AIR INDIA LIMITED using AIR INDIA LIMITED On-Line booking engine will remain confidential and protected from unauthorised access but AIR INDIA LIMITED does not warrant against unauthorized access and will not be liable for any unauthorised access by any means to that information.

## **7. SECURITY INFORMATION**

To ensure secure online payment and all other transactions of personal data, AIR INDIA LIMITED, uses a technology called SSL (Secure Socket Layer). SSL encrypts all communications between your computer and our server so that the information can only be read and understood by AIR INDIA LIMITED server. A closed lock in the bottom left (Netscape) or right (Internet Explorer) corner of your browser window shows a secure connection. For further information, please consult your browsers' security specifications. If your browser is equipped with SSL (i.e. Netscape 4.0 and higher, Internet Explorer 4.0 and higher), your transaction will automatically be secured. The common standard in the Internet to signal a secure site is a closed lock at the bottom of the browser. As long as the lock is displayed closed your information is secure and encrypted to avoid abuse. If you click the secure transaction link and still cannot see the closed lock, the reason may be that the window is nested in another frame. To check that you have a secure connection (in Internet Explorer), click the right mouse button and properties, then certificates. Then you will see if the connection is secure or not. Another way (in Netscape) click the right mouse button and 'view frame info' at the bottom of the text you will see Security information. Your Credit Card details are transmitted to the payment gateway under PCI security guidelines.

## **8. DOCUMENTATION REQUIREMENTS**

The responsibility to ensure the correctness of all documentation including valid passport, visa (if required) rests solely with you. Air-India Limited will not be responsible for any damages arising out of incomplete or improper documentation on your part. The passenger shall present



all exit, entry, health and other documents required by laws, regulations, orders, demands or requirements of the countries concerned. Carrier reserves the right to refuse carriage of any passenger who has not complied with applicable laws, regulations, orders, demands or requirements or whose documents do not appear to be in order, or who does not permit Carrier to take and retain copies thereof. We will not be liable if you do not have all your documents such as passports, visas, health certificates and other travel documents needed for your journey or if any of the same are not valid, or if you have not obeyed all laws, regulations, orders, and other requirements of the countries that you will exit, enter, or transfer through during your journey.

## **9. AIRPORT TAX, SURCHARGES, AND FEES**

All known taxes, surcharges, and fees at the time of ticketing will be collected on your ticket. Some airports will levy airport departure taxes, surcharges, and fees which are payable by passengers at the airport locally. Information on these charges may not be provided through our quoted fares.

## **10. CONDITIONS OF CARRIAGE**

The carriage of passengers and their baggage by air shall at all times be subject to the Conditions of Carriage of the carrier concerned. Please read 'AIR INDIA LIMITED's' -"General Conditions of Carriage" for Passengers & Baggage handling, which shall govern all the aspects/conditions of Carriage of Passenger and Baggage.

## **11. MODIFICATION OF TERMS**

AIR INDIA LIMITED reserves the right to change these terms and conditions at any time without notice or liability. You are responsible for regularly reviewing these Terms and Conditions. Continued use of AIR INDIA LIMITED online booking, following any such changes shall constitute your acceptance of such changes.

## **12. PRIVACY STATEMENT: 12.1.**

### **Information collection and use**

AIR INDIA LIMITED shall not sell, trade or disclose to any third party other than an entity in the "AIR INDIA LIMITED Group" any information derived from the registration for, or use of, any on-line service without the consent of the user (except as required by law or in the case of imminent physical harm to the user or others). When AIR INDIA LIMITED uses other agents, contractors or corporations to perform services on its behalf or as part of a joint promotion, AIR INDIA LIMITED shall ensure that this entity protects the user's personal information in a manner which is consistent with this statement. If you choose not to provide certain personal information we request, you will be able to visit our web site but you may be unable to access certain options or services.

## **12.2. Registration, special offers and contests**

Registered users will occasionally receive information on products, services and special deals offered by AIR INDIA LIMITED. Out of respect for the privacy of our users we present the option not to receive these types of communications (please see the section headed "Choice/Opt-out" below). From time-to-time contests may be conducted via our web site. Participation in these contests is completely voluntary and the user therefore has a choice whether or not to disclose any personal information in connection with them. Information requested may include contact information (such as name and mailing address), and demographic information (such as age). Contact information will be used to notify the winners and award prizes.

## **12.3. Cookies**

Our web site may use "cookies" so that AIR INDIA LIMITED can better serve you with customised information when you return to our web site. Cookies are identifiers which a web site can send to your browser to facilitate a user's next visit to our web site. You can set your browser to notify you when you are sent a cookie, giving you the option to decide whether or not to accept it.

## **12.4. Links**

Our web site may contain links to other web sites. Please be aware that AIR INDIA LIMITED is not responsible for the privacy practices of web sites not operated by AIR INDIA LIMITED or an entity in the "AIR INDIA LIMITED Group". We encourage our users to read the privacy statements of each and every web site that collects personally identifiable information. This privacy statement applies solely to information collected by our web site. Air India Limited provides these links only as a convenience, and does not indicate endorsement by Air India Limited. Air India Limited reserves the right, at its discretion, to terminate any link at any time for whatever reason it considers appropriate.

## **12.5. Notification of changes**

If we decide to change our privacy policy, we shall post such changes on our web site so that our users are always aware of what information we collect, how we use it, and under which circumstances, if any, we disclose it. If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we shall notify users by way of an email. Users shall have a choice as to whether or not we use their information in this different manner. We shall use information in accordance with the privacy policy under which the information was collected.

## **13. 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 Warsaw Convention,

1929 or Hague Protocol, 1955 or Montreal Convention, 1999 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, 1929 Hague Protocol, 1955 or Montreal Convention, 1999 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.

#### **14. ADVICE TO INTERNATIONAL PASSENGERS TRAVELLING ON AIRINDIA ON LIMITS OF LIABILITY**

If during the course of any International Carriage, Air-India as actual carrier is liable for death, wounding or other bodily injury of any passenger, the limits of liability of Air India in each case of death, wounding or other bodily injury shall be for proven damages upto 1,00,000 SDR, subject to conditions as specified in the Air India Limited's General Conditions of Contract - Passenger and Baggage.

#### **15. NOTICE OF BAGGAGE LIABILITY LIMITATIONS**

Liability for loss, delay, or damage to baggage shall be limited upto 1131 Special Drawing Rights subject to conditions as specified under Air India Limited's General Conditions of Carriage -Passenger and Baggage. Carriers assume no liability for fragile or perishable articles. Further information may be obtained from the carrier.

#### **16. NOTICE OF GOVERNMENT IMPOSED TAXES AND FEES**

The price of your 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.

#### **17. 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 that Convention as amended at The Hague, 28 h 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.

1. Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw Convention,1929 or Hague Protocol,1955 or Montreal Convention,1999 unless such carriage is not "International carriage" as defined by that Convention.
2. 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.
3. 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 scheduled stopping places on the passenger's route; carriage to be performed hereunder by several successive carriers is regarded as a single operation.
4. An air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its agent.
5. 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.
6. 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. Also, see tariffs or conditions of carriage regarding noninternational transportation.
7. 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.

8. 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.
9. 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.
10. No agent, servant representative of carriers has authority to alter, modify or waive any provision of this contract.
11. Refund will be made provided the unused coupons are surrendered within a year after the expiry date of their validity subject to fare conditions. 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.

## 18. 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.

## 19. CHECK IN TIMES

Certain government formalities and departure procedures 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 procedures, passengers are required to arrive at the Carrier's check-in location and boarding gate sufficiently in advance of flight departure. The

recommended check-in time for individual flight are printed on the tickets; however the same may be enquired in advance from the airline's booking and airport offices. The time shown on the flight coupon is the departure time of the aircraft. The flights cannot be delayed for passengers arriving late for check-in. No responsibility can be accepted in such cases by Air-India and we reserve the right to cancel your reservation if you do not comply with the Check-in Deadline or fail to check-in prior to closure of the check-in counter.

## **20. 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. For detailed information on cabin and check-in baggage visit

<http://www.airindia.in/baggage.htm>

## **21. CONDITIONS OF CONTRACT FOR PASSENGERS WHOSE CARRIAGE IS NOT INTERNATIONAL**

Carriage hereunder is subjected to Air-India's "General Conditions of Carriage" and related regulations available on request for examination at Air-India's offices.

## **22. ADVICE TO PASSENGERS WHOSE CARRIAGE IS NOT INTERNATIONAL**

1. 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.
2. 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.

### **23. NOTICE OF BAGGAGE LIABILITY LIMITATIONS TO PASSENGERS WHOSE CARRIAGE IS NOT INTERNATIONAL**

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

- (a) To a sum of Rs 450 /-per kg. of baggage checked-in by the passenger.
- (b) To a sum of Rs. 4000/-in respect of the objects of which the passenger takes charge himself.

### **24. NON-LIABILITY FOR DELAY**

The carrier shall be liable for damages occasioned by delay in the carriage by air of passengers upto 4150 Special Drawing Rights (as specified under Air India Limited -General Conditions of Contract). 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. Carrier undertakes to use its best efforts to carry the passenger and his baggage with reasonable dispatch. Times shown in the ticket, timetables or elsewhere are not guaranteed and do not form part of the contract of carriage and Carrier assumes no responsibility for making connections. Sometimes delays in departure times and the time taken for an aircraft to fly to a destination occur because of circumstances beyond our control (for example, bad weather or air traffic control delays or strikes). The carrier shall take all reasonable measures necessary to avoid delay in carrying you and your Baggage but shall be under no further liability to the passenger.

### **DENIED BOARDING, CANCELLATION AND DELAYS IN FLIGHTS.**

The scale of the facilities to be provided to the passengers by the airline due to denied boarding, cancellation of flight and delays in flight shall be governed by Civil Aviation Requirements (CAR), Section 3-Air Transport, Series 'M' Part IV-Issue I, Dated 6<sup>th</sup> August, 2010, Rev 2, 15<sup>th</sup> July 2016 made effective 01<sup>st</sup> August, 2016 by DGCA and any further directives that may be issued from time to time. Please refer to the link <http://www.dgca.nic.in/cars/D3M-M4.pdf>

### **PASSENGER RIGHTS: RESCHEDULING/DELAY.**

In case of Cancellation/Refund/Date change/Re-issuance/Re-routing, the applicable penalties may be waived by the airline only on the following grounds:

#### **Domestic Services**

- 1) In case where Rescheduling/Delay of a flight is more than 1 (one) hour from the scheduled departure.
- 2) In case where Rescheduling /Delay of a flight is 1 (one) hour or less, subject to the condition that such Rescheduling /Delay of a flight results in misconnection.

Further provided that penalties under this condition shall only be waived in case the connection is on a single ticket.

Subject to the above conditions, in case Rescheduling/Delay of a flight is 1 (one) hour or less, penalties for Cancellation/Refund/Date change/Reissuance/Re-routing shall be applicable as per the fare rules.

#### **International Services**

- 1) In case where Rescheduling/Delay of a flight is more than 2 (two) hours from the scheduled departure.
- 2) In case where Rescheduling /Delay of a flight is 2 (two) hours or less, subject to the condition that such Rescheduling /Delay of a flight results in misconnection.

Further provided that penalties under this condition shall only be waived in case the connection is on a single ticket.

Subject to the above conditions, in case Rescheduling/Delay of a flight is 2 (two) hours or less, penalties for Cancellation/Refund/Date change/Reissuance/Re-routing shall be applicable as per the fare rules.

Please note:

- 1) Reschedule or Delay, as used herein, shall mean and include, a Pre-ponement or delay of the Scheduled Time of Departure or a change in Schedule Time of Arrival.
- 2) In case of stations outside India, relevant local laws, guidelines shall apply.
- 3) The rules given above are applicable for stations within India only.