

DSL/INC//147/20-21/MKTGNR

**Dated: 11<sup>th</sup> JAN 2021**

All Travel Partners,  
Northern Region.

**Subject : Waiver no INT/01/2021 -**  
**For Air Passengers undergoing QUARANTINE on arrival at Delhi from UK.**

This refers to ORDER from DELHI DISASTER MANAGEMENT AUTHORITY, GOVERNMENT OF NCT OF DELHI, No.F.2/07/2020/S.1/Pt file IV/ 347, dated 08 January, 2021, which states that all passengers arriving from United Kingdom into Delhi Airport are required to undergo mandatory self-paid RT-PCR test on arrival for detection of COVID-19. In case of positive detection, passengers are required to undergo institutional quarantine for at 7 days followed by 7 days of Home Quarantine.

In view of the above, it is likely that passengers having onward connections to interior points will be misconnecting.

In order to facilitate passengers, it has been decided that passengers arriving from UK origin Air India flights landing at Delhi, will be provided the following benefits,

1. **One Free Date Change-** Date change charges will be waived for their onward booked flights (Only Air India flights). Passengers may be re-booked for their alternate flights after completion of their quarantine period and new booking date should not be beyond 14 days from original booking date for interior point. The waiver will also be applicable for passengers holding separate tickets for their onward travel.

2, In case, any Ticketed Passengers decide to cancel their journey before the start of the journey ex-UK, passenger may be allowed one date change option which may be availed till 31 Dec 2021 (i.e journey to be completed by 31 Dec 2021). However, passenger must cancel booking before 24 hrs of travel. If passenger wishes to cancel and take refund, applicable cancellation charges will apply.

**Applicable waiver code will be: INT/01/2021**

The waiver is applicable only for passengers who have misconnected due to conduct of RT-PCR formalities on arrival or passengers testing positive from RT-PCR test. In case of family, travelling together who also volunteer to undergo quarantine with COVID positive patient, these passengers will also be covered under the waiver.

Stay Safe, Stay Healthy.

Team Air India Marketing,  
Northern Region, N.Delhi  
[www.airindia.in](http://www.airindia.in)  
[www.facebook.com/AirIndia](https://www.facebook.com/AirIndia)  
<https://twitter.com/airindiain>