

IMPORTANT UPDATE

Air India's Void Policy

Dear Travel Partners,

This is to inform you that effective **15th October 2025**, Air India will be updating its void policy.

Ticket voiding will be permitted under the following conditions:

- For SALE transactions across all Points of Sale (POS), including the United States of America.
- For tickets with a combination of Domestic and International sectors.

Exceptions: Voiding is not permitted for purely domestic travel within India if the departure of the first leg is within 7 days from the date of fresh issue (SALE).

In case of violation, debit memos will be issued to the booking/ticketing agents.

These will include:

- Applicable cancellation or no-show penalties
- Administrative fees and GST, as per policy

We request you to update these details in your systems at the earliest to ensure a seamless booking experience.

For any urgent queries or clarifications, please contact your Air India Sales representative.

Warm regards,
Team Air India