

Citizens Charter

It gives us great pleasure to present to you the 'Citizens Charter - A complete handy reference guide to everything you wanted to know about your favourite airline. From reservations, check-in, baggage, security regulations, lounge facilities, passenger services, in-flight services and feedback mechanism, you'll find information on AirIndia in this segment, in a concise manner.

RESERVATIONS

Our Computerized Reservation System is accessible globally from all major reservation systems. This enables making reservations on any flight all over our network from a single location. Please contact our reservation offices, approved travel agents or our 24X7 contact centre.

While making a reservation kindly indicate your local contact numbers at all points of your itinerary including your residence, business and specially your mobile number where you can be contacted. This would enable us to inform you about any change in schedule of your flight on the contact number available in your reservation record.

Please indicate your meal preference from available options at the time of making reservations to enable us to serve you the meal of your choice.

Normal full fare tickets are valid for a year from the date of commencement of the journey.

Validity for special fare tickets depends on the type of fare used as indicated on the ticket.

Change in reservations may incur an additional fee depending on fare type and area of sale.

Passengers can select their seats on international sectors at least 24 hours prior to their departure.

For reservations and inquiries please call our numbers:

India

Call 24x7 All India Toll Free 1800 180 1407 from MTNL/BSNL lines and Mobile / landline Numbers of most Private Telecom Operators in India only.

USA/Canada

USA Toll Free Number: 1800 223 7776

Canada Toll Free Number: 1800 625 6424

UK

44 207 760 3290 (Local)

France

Paris: 0033-1-76545741 (9am to 9pm) (Local)

Germany

Frankfurt: 0049- 69-12009821(9am to 9pm) (Local)

Australia

Australia Toll Free Number: 1800 247 463

Singapore

Singapore: 00-65-62259411 (Local)

For callers from all foreign locations (International Chargeable Calls)

For callers from any location other than India, the AI Contact Centre can also be reached through +91-22-25818515 and +91-44-66921455. All calls made to these numbers are chargeable to the callers by their telecom service provider as per applicable international call rates.

Call Centre Email IDs

E mail ID: call.del@airindia.in

E mail ID: call.bom@airindia.in

E mail ID: traveldocs@airindia.in - For forwarding scanned copies of travel documents for re-issuance of Tickets / Updating FFP mileage.

Frequent Flyer Information

Call 24x7 All India Toll Free 1800 180 1407 from MTNL/BSNL lines and Mobile / landline Numbers of most Private Telecom Operators in India only.

E mail IDs

General Queries: flying-returns.ai@iclpoyalty.com

Missing miles / Retro credit: retros.ai@iclpoyalty.com

Redemption related Queries: redemptions.ai@iclpoyalty.com

Silver Edge Members: silveredge.ai@iclpoyalty.com

DIAL-A-TICKET

Dial-a-Ticket (DAT) is a convenient and simple one-stop solution for your ticketing needs over the phone. Using DAT you can book and pay for your Air India ticket through a credit card and the e-ticket itinerary receipt (ITR) will be e-mailed to you.

This service is available for domestic travel 24x7 from Air India Call Centre Toll Free 1800 180 1407 from MTNL/BSNL lines and Mobile / landline Numbers of most Private Telecom Operators in India only. For further information, please contact our call centre.

DIAL-A-PACKAGE

Dial-a-Package - A convenient and easy channel to book your Air India Holiday Package over phone. This service is available for domestic travel on 24x7 from Air India Call Centre Toll Free 1800 180 1407 from MTNL/BSNL lines and Mobile / landline Numbers of most Private Telecom Operators in India only.

Just call and book your holiday package, pay by credit card and have your package documents (ticket, hotel accommodation and associated service related vouchers) delivered to your e-mail Id. For further information, please contact our call centre.

ONLINE BOOKING

An easy and convenient way to purchase tickets is online through our website

<http://www.airindia.in>

Our website uses the industry standard Secure Socket Layer (SSL) technology to encrypt all personal data that is sent by your computer to the Air India server. Please see our Terms and Conditions for details.

You can book online for up to nine (9) passengers, including adults and children in your traveling party. These bookings can be made for flights from 2 hours until 360 days prior to departure of the flight.

You can use a credit card issued by Master/ certain other debit cards, or through net banking. Amex cards are currently used only for travel ex India. Details of the banks are mentioned in our Terms and Conditions. Once the payment has been validated you will get a confirmation of your booking. An e ticket will be generated and the details with the e ticket link will be emailed to the passenger.

Online Booking Helpdesk (Monday to Saturday, 0930 hrs. - 1730 hrs. IST):

Telephone 011 – 2462 4074 /011- 2462 4075

E mail: ecommerce@airindia.in

MOBILE BOOKINGS

Quick, easy and convenient bookings on all Domestic sectors can be made through the Air India mobile App.

Just download the App & plan your trip on-the-go now.

Available on both Apple App Store & Google Play Store.

DOCUMENTS TO CARRY

Domestic Services

For domestic journeys, along with a soft /hard copy of e-ticket your ticket, you will be required to show any of the following identification:

Photo Identification of the passenger i.e. : Passport , Driving License, Pan Card , Voter card , Student ID, Military ID, Photo Credit Card, Airlines ID, Any Photo ID card by Airline , Any other photo card issued by Government agencies .

Soft copy image of the e-ticket in smart phones, tablets, or laptops etc should be same as issued by airlines for gaining access in the terminal building

For further details, please contact our reservation offices/Authorized travel agents.

International Services

Please ensure that your travel documents are in order. Air India or your Travel Agent will be glad to assist you.

You will be required to show your ticket, passport, visa and other relevant travel documents during your journey. Please keep them in an easily accessible place. The carrier will not accept responsibility for the consequences of any irregularity.

COUNTER CLOSING TIME

The scheduled departure time of your flight is indicated on your itinerary receipt. Flights will not be delayed for passengers arriving late for check-in and the airline accepts no responsibility in such cases.

Counter closing requirements may vary at some airports. These should be checked in advance to avoid reporting late for the flights.

Domestic Services

For domestic flights, the counter closing time is generally 45 minutes before departure of flight.

If you are traveling on domestic sector of an international flight, the counters close 60 minutes before departure time.

Please ensure to report sufficiently in advance for completion of check-in, security formalities and to be able to reach the boarding gate well in time.

The boarding gates close 20 minutes prior to departure.

International Services

For international flights, Check-in counters close 60 minutes prior to the departure of the flight

In order to complete the pre-departure formalities of security, immigration and customs clearances, passengers are requested to report at the check-in counters at least three hours prior to departure.

The boarding gates close 20 minutes prior to departure.

CHECK-IN OPTIONS:

Domestic Services

Besides the normal check-in at the airport, on domestic flights, you can choose some other options of check-in and avoid airport queues with our real time check-in options.

Web Check-in

You can check-in through AIR INDIA website www.airindia.in and make selection of your seat on- line and print boarding pass at the convenience of your office or residence. If you have baggage to deposit, you are requested to report sufficiently in advance before check-in closure at airports.

Kiosk Check-in

Self Service check-in Kiosks are available at some airports to enable you to check-in yourself and obtain boarding pass from the Kiosk machine. This facility is presently available for purely domestic flights. If you have baggage to deposit, please contact our check-in agent before check-in closure at airport.

Tele-Check-in

Executive class passengers and Frequent Flyer Members, having confirmed reservation and travelling without check-in baggage, can avail the facility of Tele Check-in on our domestic flights from six metro airports – Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bengaluru.

This service is available for domestic travel on 24x7 from Air India Call Centre Toll Free 1800 180 1407 from MTNL/BSNL lines and Mobile / landline Numbers of most Private Telecom Operators in India only. Please collect your boarding pass printout from our check-in counters at the airport.

For further details, please call our Toll-Free number.

City Check-in

City Booking Offices in select metro cities offer City check-in facility to passengers holding confirmed booking and travelling with hand baggage only.

Additionally, at Delhi, City Check-in facility / Baggage drop at some stations on the Airport Metro Express Line has also been introduced.

Mobile Check-in

Log on to <http://flyai.mobi> from your mobile handset and you will not only be able to check-in for your flight, but also choose the seat of your choice, check time table information and access our contact centre information. The facility is presently available for purely domestic flights for passengers traveling from six metro airports- Delhi, Mumbai, Chennai, Kolkata, Hyderabad and Bengaluru.

Please collect your boarding pass printout from our check-in counters at the airport.

International Services

Web Check-in

Please visit our website www.airindia.in and make selection of your seat on-line. On international sectors, a confirmation slip will be issued online and boarding pass will be issued/baggage accepted after verification of travel documents at the airport.

BAGGAGE

To view complete information on Checked Baggage Allowance kindly visit the URL: <http://www.airindia.in/checked-baggage-allowances.htm>

For Excess Baggage Charges kindly visit the URL: <http://www.airindia.in/excess-baggage.htm>

ALLOWANCE FOR SPORTING EQUIPMENT

Domestic Services

Golfing Equipment

Kits containing only 1 Golf bag and a pair of shoes will be charged equal to 6 Kilos of excess baggage per kit. Only 1 such kit may be pooled in the Free Baggage Allowance of the class of service used. If not included in the Free Baggage Allowance, such charges will be applicable. Any weight of such golf kit in excess of 15 Kilos will be charged normal excess baggage charge per kilo.

Snow/Water Skiing Equipment

The skiing equipment kit may contain 1 pair of skis, one pair of boots or 1 snowboard, 1 pair of boots and 1 pair of standard water skis. Charges shall be at the applicable rate for 3 Kilos of excess baggage. Such skiing kit may be pooled in the Free Baggage Allowance but if in excess of the Free Baggage allowance, it will be charged as above. Only 1 such kit may be allowed to be pooled in the free allowance. Any excess due to additional ski kit will be charged normal excess baggage rate.

International Services

Golfing Equipment

Kits containing only 1 Golf bag and a pair of shoes will be charged equal to 6 Kilos of excess baggage per kit. Only 1 such kit may be pooled in the Free Baggage Allowance of the class of service used. If not included in the Free Baggage Allowance, such charges will be applicable. Any weight of such a golf kit in excess of 15 Kilos will be charged normal excess baggage charge per kilo.

Snow/Water Skiing Equipment

The skiing equipment kit may contain 1 pair of skis and one pair of boots or 1 snowboard, 1 pair of boots and 1 pair of standard water skis. Charges shall be at the applicable rate for 3 Kilos of excess baggage. Such a skiing kit may be pooled in the Free Baggage Allowance but if in excess of the Free Baggage allowance, it will be charged as above. Only 1 such kit may be allowed to be pooled in the free allowance. Any excess due to an additional ski kit will be charged normal excess baggage rate.

Angling Kit

The Angling Kit shall be treated to be equal to 4 Kilos of excess baggage. Such a kit may be pooled with the Free Baggage Allowance and if in excess of baggage allowance due to this inclusion, shall be charged as above. Any weight of the angling kit in excess of 15 Kilos will be charged at the normal excess baggage rate.

EXCESS BAGGAGE - SPORTING EQUIPMENT FOR USA/CANADA & JAPAN :

Golfing Kit/Surf Boarding equipment

The kit will be charged 50% of the excess baggage charge. Such a kit can be pooled in the Free Baggage Allowance but only 1 per passenger. Excess weight due to additional kit shall be charged as an extra piece.

Snow/Water Skiing equipment

The kit containing 1 pair of skis and/or 1 pair of boots or 1 snowboard and 1 pair of boots or 1 pair of standard water skis, if in excess will be charged 33% of the applicable excess baggage charge.

HANDLING CHARGES FOR CARRIAGE OF ARMS /AMMUNITION

Domestic Services

As per Government of India regulations, a bonafide passenger can carry one licensed revolver or pistol or shotgun and fifty cartridges in registered baggage after declaring them at check-in and meeting all safety and security requirements. A prescribed form is to be filled in by the passenger and verified by the Airport Manager.

A handling charge of INR 5000/ (plus Service Tax) per fire-arm and /or 50 cartridges will be levied per passenger by Air India.

However, the following categories of passengers will be exempt from payment of handling charge:

- Serving personnel from Defense forces, Para military forces and Police travelling on duty and carrying an official movement order issued by their concerned department authorizing the carriage of weapon and / or ammunition for official purpose.
- Sportsman traveling either domestic or International for a competition or representing the country, provided they fulfill the following conditions :
 - Identification document for the sportsman. Evidence of identity can be established by a photo identity card issued by a government agency or the sponsoring club.
 - Valid license/authorization of fire arms and ammunition.
 - Bonafide for carriage of arms and ammunition on the basis of a written document issued by the President or Secretary of the sports club sponsoring him/her for the shooting event.

For further details please contact our offices / Airports in advance.

International Services

On our international sectors also the above rules will apply. However, at international stations, such carriage will also be subject to local laws and necessary permits.

On international sectors, Air India will levy handling charge of USD 100 (or equivalent amount plus local taxes) per fire-arm and /or 50 cartridges.

For further details please contact our offices / Airports in advance.

HAND BAGGAGE (CARRY-ON BAGGAGE)

Please ensure that your carry-on bag (hand baggage) in the cabin does not exceed the dimensions of 55 cms (22 inches) x 40 cms (16 inches) x 20 cms (8 inches) and a total weight of 8 kgs.

Children are entitled to the same cabin baggage allowance as adults.

When an infant (not entitled to a seat or free baggage allowance) accompanies an adult, a carrycot, or a fully collapsible push chair/stroller is allowed. This may be carried in the cabin if space is available, or else as checked baggage.

An odd sized cabin baggage not conforming to the specified dimension will not be allowed in the cabin. Such baggage will be removed and will be loaded in the hold, as per rules.

In addition to one piece of cabin baggage or package, you may also be permitted to carry one following personal item, subject to Security Regulations:

- A Lady's hand bag.
- An overcoat or wrap.
- A rug or a blanket
- A camera or binoculars
- Reasonable amount of reading material for the flight.
- Infant's feed for consumption during the flight and infant's carrying basket, Feeding bottle, if an infant is carried.
- A Collapsible wheelchair or pair of crutches or braces for passenger's use, if dependent on these.
- A Walking stick.
- An umbrella (Folding type)
- Medicines required during Flight like Asthma inhaler etc.
- A Laptop.

Due to security reasons / Government regulations, passengers travelling on flights originating from certain stations e.g., in Jammu and Kashmir may not be allowed to carry any hand baggage. Please check the current regulations of the station.

For a comfortable journey, we suggest that most items are placed in your checked-in baggage. Items of value /importance, those required by you on-board the aircraft or required in connection with the journey should be carried in your hand baggage or on your person.

Please check local regulations before your travel.

Hand Baggage Security regulation:

As per the notice issued by the Bureau of Civil Aviation Security Government of India, passengers boarding an Air India aircraft will not be allowed to carry in their hand baggage or on person liquids, gels or aerosols which include beverages, shampoo, suntan lotion, creams, tooth paste, hair gels, hair spray, liquid cosmetics or any other items of similar consistency, exceeding 100ml, except medicines, inhalers accompanied by prescriptions and baby food.

These items will be carried in a clear transparent re-sealable one litre size plastic bag and will be subjected to the prescribed screening and security checks.

Duty free items purchased at the airport of departure in India will be permitted for carriage on the aircraft only if they are:

- Carried in uniquely identifiable bags (bearing the name of the Duty Free and the inscription "Duty Free Items") with a cash receipt attached to the bag.
- The Duty Free Shops are responsible for the safety and security screening of Duty Free items purchased by the passenger and will ensure they are delivered to the concerned passenger at the gate of the aircraft.

If passengers are transferring to another flight at any point on the journey or at destination, or deplaning from the aircraft at a transit point, where they are required to go through security checks once again, duty free liquids, and gels exceeding 100ml and purchased in India will not be permitted. However, items purchased in that country, at the airport of departure will be permitted as per the local laws.

BAGGAGE TIPS

Improper carriage of baggage can put one through a lot of inconvenience. The following tips will be handy.

Make sure you know your free checked baggage / carry-on baggage allowance and latest restrictions on carriage of such items. Any items over your allowance will be charged as excess baggage.

Label your bags correctly with your name and address and remove tags and labels left over from previous flights counters.

Do not carry packages with unidentified contents on behalf of other people.

Make sure you take medication, car /house keys in your person/ hand baggage.

The Carrier is not liable for loss/damage to or delay in the delivery of fragile or perishable articles or items of value or importance such as money, jewellery, silverware, cameras, electronics/ video/computer or photographic equipment, negotiable papers, securities, heirlooms, antiques, artifacts, work of art, irreplaceable books or publications, manuscripts, business documents, precious metals and other

similar valuables or commercial effects. Passengers are advised to carry such items in person or in their carry-on baggage.

If liquids / creams /oils must be carried in checked baggage, they must be packed in waterproof containers or properly secured by plastic bag. Broken glass containers and liquid spills inside a suitcase are not the responsibility of the airline.

In some instances you may be required to identify or claim your baggage, for security or local customs reasons, at the connecting point. Please ascertain in advance if this is required.

BANNED / RESTRICTED ITEMS

Certain items may or may not be permitted to be carried on person / in cabin baggage or in registered baggage while travelling on board our flights .

In view of increased security measures at airports worldwide and in compliance with regulations received from the Government of India, such items may be confiscated and not returned to passengers if found in hand baggage by the security staff at the boarding gate.

Given below is a list of items for general information. The list is not exhaustive and prevailing rules will apply.

ITEMS WHICH CANNOT BE CARRIED IN HAND BAGGAGE

Personal Items

Lighters, Scissors-metal with pointed tips, Realistic replica of toy weapon.

Sharp Objects

Box Cutters, Ice Axes/Ice Picks, Knives (any length and type except round-bladed, butter, and plastic cutlery), Meat Cleavers, Razor-type blades such as box cutters, utility knives, razor blades not in a cartridge, but excluding safety razors, Sabres, Sword

Sporting Goods

Baseball Bats, Bows and Arrows, Cricket Bats, Golf Clubs, Hockey Sticks, Lacrosse Sticks, Pool Cues, Ski Poles, Spear Guns.

Guns and Firearm

Ammunition, BB guns, Compressed Air Guns, Firearms, Parts of Guns and Firearms, Pellet Guns, Realistic Replicas of Firearms, Starter pistols.

Tools

Axes and hatchets, Cattle Prods, Crowbars, Hammers, Drills (including cordless portables power drills), Saws (including cordless portable power saws), Screwdrivers (except those in eyeglass repair kits), Tools (including but not limited to wrenches and pliers), Wrenches and Pliers.

Martial Arts/Self Defense Items

Billy Clubs, Black Jacks, Brass Knuckles, Kubatons, Mace/Pepper Spray, Martial Arts Weapons, Night Sticks, Nunchakus, Martial Arts/Self Defense Items, Stun Guns/Shocking Devices, Throwing Stars

ITEMS WHICH CANNOT BE CARRIED IN HAND BAGGAGE AND EVEN AS CHECKED -IN BAGGAGE**Explosive Materials:**

Such as Flare Guns, Gun Lighters and Gun Powder, Explosive material.

Blasting caps, Dynamite, Fireworks, Flares (in any form), Hand Grenades, Plastic Explosives, Realistic Replicas of Explosives.

Compressed gases

Compressed gases (deeply refrigerated, flammable, non-flammable and poisonous) such as butane, oxygen, liquid nitrogen, aqualung cylinders.

Flammable Items:

Such as Aerosol (Any except for personal care or toiletries in limited quantities), Fuels (including cooking fuels and any flammable liquid fuel), Gasoline, Gas Torches, Lighter Fluid, Strike anywhere matches, Turpentine and paint Thinner, Realistic Replicas of Incendiaries

Oxidizing materials

Such as bleaching powder, peroxides

Poisonous and infectious substances

Such as insecticides, weed-killers and live virus materials.

Radio-active materials**Corrosives**

Such as acids, alkalis, mercury, wet cell batteries (except those in wheelchairs), oven or drain cleaners

Other dangerous articles

Such as magnetized, offensive or irritating materials. Briefcases and attaché cases with installed alarm devices

Certain other Items such as the following may be carried only with advance approval according to policies of Air India, interlining carriers and local regulations:

Battery powered wheelchairs with spillable /non-spillable batteries, dry ice, portable medical electronic devices etc.

LOST, DAMAGED AND DELAYED BAGGAGE

International Services

Liability for International Carriage (with certain exceptions) is subject to the rules and limitations established by the Convention as embodied in the Indian Carriage by Air Act 1972 as amended vide Act No. 28 of 2009, dated 20/03/2009 and pursuant to Notification No S.O. 1283(e) issued by the Government of India notifying The Carriage by Air Amendment Act, 2009.

Please refer to conditions of carriage.

Domestic Services

Liability for Carriage 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 and pursuant to Notification No S.O. 142(E), dated January 17 2014, issued by the Ministry of Civil Aviation.

Please refer to conditions of carriage

Delayed Baggage

For baggage which is not received, please contact Air India personnel in the arrival hall and report the same. A Property Irregularity Report will be filed and a copy will be given with a reference number for follow up action.

International

On international journeys, if delivery of entire checked baggage is delayed beyond 24 hours when a passenger is on a visit to a foreign country and has no access to their own wardrobe, then one time interim expense of GBP 50.00 or equivalent in local currency is reimbursed. In India, the amount is INR 3,000.

Domestic

On domestic flights , if baggage is delivered the following day / subsequently, 50 % of the amount, towards purchase of casual /formal clothes like shirts, pants, night suits etc. may be reimbursed, subject to a maximum of INR 2000/-. This compensation is not payable when the passenger is returning to his base station / home airport.

Lost Baggage

If a delayed baggage could not be traced for 21 days from the date of Property Irregularity Report, the same may be treated as lost. The compensation claim will be processed as per laid down procedures. All claims to be substantiated with itemized list of contents, description, age together with proof of purchase / ownership of all such items.

Damaged Baggage

For baggage which is received in damaged or pilfered condition , please contact Air India personnel in arrival hall and report the same before leaving the arrival hall. This will enable our personnel to physically examine the affected baggage and assess the nature, extent and reparability of the damage.

Luggage is designed to protect its content. In the course of normal handling, your luggage will acquire evidence of use /wear and tear such as, minor cuts, scratches, dents or soil. We trust you understand that we shall have no liability for this type of damage including but not limited to

- Broken feet/wheels or handles /straps *
- Damage to over packed/oversized bags
- Damage due to unsuitable packing
- Damage to pull handles / lost pull handles *
- Items of a fragile or perishable nature
- Manufacturer/s defects

* These conditions do not apply for transportation to/from or between a place in the United States

Efforts are made to get the damaged baggage repaired. If the baggage is damaged beyond repair, then a suitable replacement may be considered.

You may wish to obtain adequate insurance coverage through your Insurance Company prior to travel.

Note:

Passengers are advised not to carry valuables such as jewellery, encashable articles, negotiable papers and currency in their checked baggage. The Carrier is not liable for loss/damage to or delay in the delivery of fragile or perishable articles or items of value or importance such as money, jewellery, silverware, cameras, electronics/ video/computer or photographic equipment, negotiable papers, securities, heirlooms, antiques, artifacts, work of art, irreplaceable books or publications, manuscripts, business documents, precious metals and other similar valuables or commercial effects.

UN ACCOMPANIED BAGAGGE

International Services

Baggage shipped as cargo shall consist of only personal wearing apparel and personal articles of the passenger, subject to the following conditions

Shipment rates are applicable only for the same points (airports only) for which the passenger holds a ticket.

The passenger must declare the baggage contents, and complete all documents required for dispatch and customs.

The baggage shall be cleared through customs by the passenger personally or by his agent.

It is at the discretion of the airline on which flight the baggage will be carried.
It is mandatory to stick self-adhesive Air India labels both inside and outside each piece of baggage.

CARRIAGE OF PETS

Domestic Services

Small inoffensive domestic pets such as dogs, cats and birds, accompanied by valid Health and Rabies vaccination certificates, will be accepted on AI domestic flights in the cabin or in cargo hold at owner's risk and subject to requirements of the carrier.

Such carriage is subject to approval of the commander of the flight.

The pet must be properly carried in soft ventilated bags/kennel in the prescribed size (kennel size not to exceed 18" x 18" x 12"). The weight of the pet including the container should not exceed 5 kgs for carriage in the cabin. Pets of larger size /weight will be carried in the cargo hold.

Maximum of 2 pets are permitted per flight and passenger accompanying such pet will be seated in the last row of booked cabin class.

A label will be affixed on the container showing the name of the pet.

A moisture absorbent mat must be placed in the container.

The pet dog must be properly muzzled and leashed.

The Pets/Guide Dogs will not be allowed to occupy a passenger seat.

Pets will be carried at an additional charge and will not be included in the Free Baggage Allowance.

However, a Trained Guide Dog when properly muzzled and leashed and with health/vaccination certificate, may be carried free of charge if the dog is trained to lead the a passenger with impaired vision /hearing and the passenger is dependent on such dog.

International Services

Animals such as dogs, cats, household birds and other pets when properly crated and accompanied by valid health and vaccination certificates, entry permits, and other documents required by countries of entry or transit will, with the advance agreement of carrier, be accepted for carriage, subject to Carrier's regulations.

Charges for the carriage of accompanied pets will be the normal excess baggage charges and animal and container are not allowed for pooling in the Free Baggage Allowance.

However, these pets may be carried free of charge if the dog is trained to lead the blind passenger with impaired vision and dependant on such dog or the passenger with impaired hearing and dependant on the dog, provided this is medically established or supported. Dog if properly harnessed may be permitted to be carried in the cabin but cannot occupy a seat.

Pets will be accepted only when properly crated and accompanied by valid health and rabies vaccination certificates, entry permits and other documents required by countries of entry for transit Pets will be accepted at owner's risk and subject to requirements of the carrier.

Air India will not be responsible in the event such pets are refused entry into or passage through any country or territory.

The existing policy reiterated below will continue to apply to all International flights operated by Air India subject to the regulations of the country of destination and all en route transiting countries.

The existing policy:

Domestic pets such as dogs, cats and birds are permitted on Air India flights in the cabin or as checked in baggage depending on the regulations of the country of destination subject to the following conditions:

- Properly carried in soft ventilated bags/kennel in the prescribed size. (kennel size not to exceed 18" x 18" x 12")
- The pet must be properly muzzled and leashed and the weight of the pet including the container should not exceed 5kgs. Pet will be carried at an additional charge and will not be included in free baggage allowance.
- Valid health and rabies vaccination certificates.
- Entry permits and other documents required by countries of entry or transit.
- Pet accepted at owner's risk and Air India will not be responsible in the event of such pets being refused entry into or passage through any country or territory.
- The owner will be responsible for compliance with all governmental customs and health requirements, including quarantine arrangements at destinations.
- The owner will assume all the risks of injury, sickness or death of the pet accepted for carriage.
- A declaration indemnifying the airline will be obtained from the passenger
- The owner must ensure their pets meet the quarantine requirements. Pets may be subjected to quarantine at destination at the owners expense. The quarantine period may vary and would be at the discretion of the vet authorities at destination.

A trained dog or a service dog to assist blind or deaf passengers will be carried free of charge in addition to the normal free baggage allowance.

Maximum 2 animals- pets or service dog are permitted per aircraft, with the concurrence of the commander.

Only one service dog per flight will be permitted.

Exceptions:

For flights to/from via London - pets are not permitted in the cabin or as accompanied baggage. For flights transiting Middle East - live birds will not be carried as accompanied baggage either in the cabin or in the hold. They may however be permitted as accompanied baggage ex India to the Gulf.

Carriage of Pets on India-USA/ Canada -India route

Carriage of pets will not be permitted on nonstop flight operated by Air India on the India – USA/Canada – India route. The only exception would be service dogs required to assist the blind or deaf, which may be carried in the cabin.

Carriage of Pets – UK

Carriage of dogs/cats/pets and any other mammals in cabin of the aircraft is not permitted in UK., i.e, into or out of LHR or through LHR.

Carriage of dogs/cats/pets and other mammals are permitted under Airway bill only with prior intimation to LHR airport.

LOUNGE FACILITIES

On the domestic network, Air India offers Lounge facilities to Executive class passengers / select FFP club members at airports in Metro cities. On the international network, Air India offers lounge facilities to First class, Executive class passengers and select FFP club members Air India has its own lounges at New Delhi, Mumbai, London and New York.

These Lounges have newspapers & magazines, TV & video for entertainment, telephone, fax, Internet facility etc. Here, passengers can relax and have refreshments as they await the departure of their flights.

AIR INDIA FLYING RETURNS PROGRAMME

FFP Programme has 4 Tier membership :

- Air India Flying Returns (Base Tier)
- Three elite Tiers – Silver Edge Club (SEC), Golden Edge Club (GEC) and The Maharajah Club (TMC) – created specially for our most frequent flyers.

Multiple opportunities to earn FR miles

Members earn FR Miles when flying on Air India, Air India code share flights, Air India airline partner's flights and when availing the services of Global Programme Partners which include some of the leading names in airlines, retail, lifestyle, car rental, telecommunication and publishing.

Automatic Recording of FR miles

Members must quote their Flying Returns membership number when making bookings on flights and with other programme partners; present the membership card at check-in to ensure that the activities are recorded automatically. Members must ensure the name in the booking is exactly as it appears on the Flying Returns membership card.

To view all the activities recorded in the Flying Returns account kindly login to your account and visit the My Account section.

Log on to www.airindia.in >flying returns - for more information.

PASSENGER SERVICES

All assistance is provided at station of Origin, Transit stations and at destination to following passengers:

Wheelchair Passenger :

Wheel Chairs are provided to passengers with prior confirmation. Wheelchair passengers are of two categories:

- Non- ambulatory passengers i.e. passengers totally dependent on wheelchairs.
- Ambulatory passengers i.e. passengers who can walk with assistance.

Non ambulatory passengers who are completely immobile must be cleared by the Air India Medical Services Department and they should be accompanied by an escort. Passenger requiring wheelchair assistance must make their request at the time of booking their flights and obtain a confirmation prior to their departure.

Expectant Mothers

An expectant mother may be accepted for travel up to and including the 32nd week of pregnancy. At the time of making a booking if the pregnancy is beyond 32 weeks up to and including 35 weeks, a medical certificate from the attending doctor must be obtained stating 'fit to travel'.

Aged Passengers

All assistance is provided at airports to aged passengers. Requests for wheelchair assistance up to the aircraft must be made at the time of making your booking.

Unaccompanied Minors

Children up to the age of 12 years, who are travelling alone, are considered as unaccompanied minors. Children below the age of 5 years must be accompanied by an additional hostess. The unaccompanied minor 'Request for Carriage' form and the Form of Declaration by the Parent or Legal guardian must be filled up at the time of making the booking to enable Air India staff assist the child on departure, at transit stations and at destination.

NON- SMOKING FLIGHTS

All Air India flights are non-smoking, to comply with ICAO Resolution.

IN-FLIGHT SERVICES

Domestic Services

Most of our aircraft are equipped with modern in-flight entertainment system that provides choice of audio and video channels.

Refreshments /meals /beverages are generally provided on board from available options, depending upon timing / duration of flight.

Local language / English / Hindi newspapers and in flight -magazines are available on most flights for leisurely reading.

International Services

Passengers can enjoy 350 hours of audio video on demand. There is something for each and every passenger – movies, games, news and music. State-of-the-art Thales i500 in-flight entertainment system, which provides high noise immunity, makes travelling on the long haul flights a pleasure. A USB port in all classes enables passengers to connect electronic devices, e.g. digital camera, keyboard, MP3 player and mobile phone.

Indian newspapers and magazines as well as English/ American publications are available on board. Newspapers in German, French, Italian and Japanese are also available on relevant routes. For children - comics, special books and games are available on board.

Refreshments/meals/beverages/drinks are generally provided on board from available options- as per timing / duration of flight. There is also a limited selection of baby food on board.

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 6th August, 2010, Rev 2, 15th July 2016 made effective 01st 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.

GRIEVANCE AND COMPLAINT HANDLING SYSTEM

A simplified and convenient procedure is in place for receipt and acknowledgement of grievance, complaints and feedback.

How to reach us:

1. You can login on to our website www.airindia.in > contact us > customer support > feedback form. On submission of the feedback form, an automated acknowledgment bearing a “Unique Reference Number” will be instantly generated. Facility also exists to view the status of the feedback with the help of this unique reference number.

2. You can also contact any of our Regional Customer Service Offices for redressal of your grievance/complaint. To ensure efficacy, the Customer Services offices have been primarily divided into various Regions as per the List of Stations under their respective purview. (Refer our website www.airindia.in > contact us > contact details).

India & SAARC Countries:

Eastern Region	:	connecter@airindia.in connecterl@airindia.in (For International queries)
Northern Region	:	connectnr@airindia.in connectnrl@airindia.in (For International queries)
Southern Region	:	connectsr@airindia.in connectsrl@airindia.in (For International queries)
Western Region	:	connectwr@airindia.in connectwrl@airindia.in (For International queries)
Headquarters	:	connectD@airindia.in

Asia Pacific, Gulf Middle East & Africa, US & Canada, Europe :

connectl@airindia.in

3. Suggestions / complaints can also be made at all our Reservation Offices / Airports on the suggestion forms available at these locations.

4. While flying, you can fill up the feedback forms available on board and hand over the same to our cabin crew.

Redressal System:

All complaints are acknowledged within 03 working days and an endeavor is made to send a final reply within 21 working days. In case any further investigations are required, which may take longer time, efforts are made to resolve the same within the shortest possible time frame.

In case you feel that your complaint/ grievance has not been properly addressed, you may contact the following officer of Air India:

Nodal Officer:

Ms. Deepika Jasuja,

Asst General Manager (Commercial-Traffic Services), Air India

E-mail: connectD@airindia.in

Appellate Authority:

Mr. Rishikant Singh

Dy. General Manager (Commercial-Traffic Services), Air India

E-mail address: tshq@airindia.in