

TERMS AND CONDITIONS

Please make sure you familiarise yourself with the following points:

Limitation of Liability and Disclaimer of Warranties

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IN NO EVENT SHALL AIR-INDIA LTD 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 AND MAY ALSO BE SUBJECT TO THE WARSAW CONVENTION, WHICH MAY LIMIT THE CARRIER'S LIABILITY IN CERTAIN CIRCUMSTANCES. YOU SHOULD REFER TO THE NOTE ON CONDITIONS OF CARRIAGE SET OUT BELOW

1. Online Bookings

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

You can book online for upto nine passengers (including adults and children) per booking. The number of infants booked may be upto the corresponding number of adults. The bookings can be made in First, Business and Economy Classes on Air-India services only, subject to seats being available. Fares are not guaranteed until ticketed.

Online bookings for Air India operated flights can be made upto 4 hours before flight departure and flights operated with code- share partners upto 24 hours before flight departure.

The electronic ticket receipt will be e-mailed to you. 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. You are required to print and carry this receipt to gain access to the airport and to complete check-in formalities. To enter the airport and for check-in, you must present the itinerary receipt along with a valid photo identification (Official Government issued photo identification/ driving license/ election photo identification/ Passport).

Payments for online bookings can be made through 'MasterCard' and 'VISA' credit cards and Debit Cards as specified below.

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 till the completion of the entire journey 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.

You are responsible to read all 'Notes' and 'Rules' mentioned on each web page displayed while booking on our website. Air India will consider as accepted these notes and rules if you complete your booking process.

Once an online booking is made, guests 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 whatsoever including change in flight schedule.

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 and hence will not be included in the Online Booking Confirmation email sent to you.

2. Modifications and Refunds

Once an online booking is made, you will not be able to make modifications to it or cancel it online. You will have to contact the nearest Air-India office for any re-booking, re-routing or cancellation of your ticket. Refunds, however, will be processed only by the E-Marketing Department (Yatrik Cell) in Mumbai. If an Electronic Ticket has been generated, please send an email to the E-Marketing Department (Yatrik Cell) at yatrik.cell@airindia.in requesting for the 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 Price page.

3. Credit Card

Payment for online booking is accepted by Credit Card (MasterCard and VISA only). We accept all major Credit Cards. 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 CVV number blocked for security reasons and a signed letter from the credit card holder authorising the payment for the travel, which 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 with.

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.

4. Debit Card

Payment of online booking is also accepted by Debit Card.

For online bookings made when the shopper is using an India issued Debit Card, Air India accepts Debit Cards issued by the following banks:

1. Andhra Bank
2. Axis Bank Limited
3. Barclays Bank Plc
4. Canara Bank
5. City Union Bank Ltd
6. Corporation Bank
7. Deutsche Bank AG
8. GE Money Financial Services Ltd
9. HDFC Bank Limited
10. ICICI Bank Ltd
11. Indian Overseas Bank
12. Kotak Bank - Virtual card
13. Standard Chartered Bank
14. State Bank of India
15. Syndicate Bank
16. The Federal Bank Ltd
17. The Karur Vysya Bank Ltd

For online bookings made when the shopper is using a United Kingdom issued Debit Card, Air India accepts the following Debit Cards:

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

Debit Card payment is subject to authorization from the card issuing bank. 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 CVV number blocked for security reasons and a signed letter from the credit card holder authorising the payment for the travel, which 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 with.

5. **Credit Card Authentication**

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.

6. **Personal Profile and Registration**

Registered YATRIK users may Login with their YATRIK user Id. FFP members can login with their Membership Number. YATRIK users/FFP members can use their ID only if they are traveling.

Alternately, please create a User ID in the name of one of the travelling adult passenger only. 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.

First time users will need to register and a User ID will be allotted, which can be used in all future transactions. Your personal profile such as address, contact numbers and personal preference details will be stored in your personal profile form. This will help us in providing you with our optimum service and save your time for future enquiries and bookings. Your User ID and password are confidential and should not be revealed to any person to prevent its misuse.

7. 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.

8. Security

AIR-INDIA LTD will take all reasonable measures to ensure that information you transmit to AIR-INDIA LTD using AIR-INDIA LTD On-Line will remain confidential and protected from unauthorised access but AIR-INDIA LTD does not warrant against unauthorised access and will not be liable for any unauthorised access by any means to that information.

9. Security Information

To ensure secure online payment and all other transactions of personal data, AIR-INDIA LTD, 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 LTD. 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 directly to the payment gateway provider and Air-India does not see any of its information at any time.

10. Documentation and health requirements

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

11. 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 an airport departure taxes, surcharges, and fees which is payable by passengers at the airport locally. Information on these charges is not given through our quoted fares.

12. Conditions of carriage

The carriage of passengers and their baggage by air will be subject to the Conditions or Carriage of the carrier concerned. Please read 'AIR-INDIA LTD' [General Conditions of Carriage](#) for Passengers & Baggage.

13. Modification of Terms

AIR-INDIA LTD 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. Use of AIR-INDIA LTD On-Line following any such changes shall constitute your acceptance of such changes.

14. Privacy Statement:-

1. Information collection and use

AIR-INDIA LTD will not sell, trade or disclose to any third party other than an entity in the "AIR-INDIA LTD 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 LTD uses other agents, contractors or corporations to perform services on its behalf or as part of a joint promotion, AIR-INDIA LTD will 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 still be able to visit our web site but you may be unable to access certain options or services.

2. Security

AIR-INDIA LTD will take appropriate steps to protect the personal information you share with us. We have implemented technology and security features to safeguard the privacy of your personal information.

3. Registration, special offers and contests

Registered users will occasionally receive information on products, services and special deals offered by AIR-INDIA LTD. 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.

4. **Cookies**

Our web site may use "cookies" so that AIR-INDIA LTD 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.

5. **Links**

Our web site may contain links to other web sites. Please be aware that AIR-INDIA LTD is not responsible for the privacy practices of web sites not operated by AIR-INDIA LTD or an entity in the "AIR-INDIA LTD 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.

6. **Notification of changes**

If we decide to change our privacy policy, we will post those changes on our web site so our users are always aware of what information we collect, how we use it, and under 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 will notify users by way of an email. Users will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy under which the information was collected.

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 may be applicable to the entire journey, including any portion entirely within the country of origin or destination. For such 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. For such passengers travelling by a carrier not a party to such special contracts or on a journey not to, from, or having an agreed stopping place in the United States of America, liability of the carrier for death or personal injury to passengers is limited in most cases to approximately U.S.\$10,000 or U.S.\$20,000. 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 (as embodied in the (Indian) Carriage by Air Act, 1972), Air-India hereby agrees that its Limit of Liability prescribed thereunder shall stand increased up to SDR 100,000 per passenger, or equivalent.

NOTICE OF BAGGAGE LIABILITY LIMITATIONS

Liability for loss, delay, or damage to baggage is limited as follows unless a higher value is declared in advance and additional charges are paid: (1) for most international travel (including domestic portions of international journeys) to approximately US\$ 9.07 per pound (US\$ 20.00 per kilo) for checked baggage and US\$ 400 per passenger for unchecked baggage; (2) for travel wholly between U.S. points, Federal rules require any limit on an airline's baggage liability to be at least U.S. \$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 either included in the fare, or shown separately in the "TAX" box(es) of this ticket. You may also be required to pay taxes or fees not already collected.

IMPORTANT NOTICE

If you break your journey for more than 72 hours at any point, please reconfirm your intention of using your continuing or return reservation. To do so, please take the earliest opportunity to inform the airline office at the point where you intend to resume your journey, but not less than 72 hours before departure of your flight. Failure to reconfirm will result in the cancellation of your reservation(s). This notice does not apply to you if your journey is wholly within Europe or your onward travel is on flights of Air Canada, American Airlines, British Airways, Lufthansa, South African Airways and United Airlines.

CONDITIONS OF CONTRACT

1. 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, 28th September 1955, whichever may be applicable.
2. 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.
3. 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.

4. 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.
5. An air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its agent.
6. 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.
7. 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.
8. 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.
9. 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.
10. 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.
11. No agent, servant representative of carriers has authority to alter, modify or waive any provision of this contract.
12. Refund will be made provided that the unused coupons are surrendered within three years after the expiry date of their 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.

Compressed gases – (Deeply refrigerated, flammable, non-flammable and poisonous) such as butane, oxygen, liquid nitrogen, aqualung cylinders. **Corrosives** such as acids, alkalis, mercury and wet cell batteries.

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.

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.

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. 5,00,000/- if the passenger is 12 or more years of age, and Rs. 2,50,000/- 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:

- (a) to a sum of Rs 300/- per kg. of baggage checked-in by the passenger.
- (b) to a sum of Rs. 2,500/- in respect of the objects of which the passenger takes charge himself.

NON-LIABILITY FOR DELAY

The carrier is not liable for damage occasioned by delay in the carriage by air of passengers or baggage.