

# WE ARE SAVING YOUR SEAT

FIGHT COVID-19



Dear Travel Partner,

Greetings from Vistara!

Wishing you and your family the best of health.

Customers can follow below guidelines to revisit their upcoming travel booking for flights which have been cancelled on Domestic & International Routes.

#### **Domestic Advisory:**

- Domestic Ticket purchased effective 21<sup>st</sup> May 2020 till 30<sup>th</sup> June 2020, One Complimentary Date / Flight Change will be permitted on the same sector and cabin for travel on or before 30<sup>th</sup> June 2020 without any difference of fare or change penalty.
- Domestic Tickets issued prior to 21<sup>st</sup> May 2020 and travel till 30<sup>th</sup> June 2020, One Complimentary Date / Flight / Sector Change will be permitted for travel till 31<sup>st</sup> March 2021, Fare difference if any will be applicable.
- Domestic Ticket purchased effective 21<sup>st</sup> May 2020 till 30<sup>th</sup> June 2020, One Complimentary Date / Flight / Sector change on Domestic Routes will be permitted if the Customer opts to reschedule travel between 01<sup>st</sup> Jul 2020 to 31<sup>st</sup> March 2021. However, difference of fare if any will be applicable.

#### **Refund Permitted for Cancelled flight on Domestic Routes:**

- **Domestic Ticket purchased effective 18<sup>th</sup> June 2020 till further notice, Full Refund without any penalty will be permitted on all Domestic Flights cancelled by the airline within 14 days of Departure from the Travel Date.**

#### **International Advisory:**

- International Tickets purchased till 31<sup>st</sup> May 2020 for travel till 30<sup>th</sup> June 2020, One complimentary Date / Sector Change will be permitted if the customer opts to reschedule the travel between 1<sup>st</sup> July 2020 to 31<sup>st</sup> March 2021. However, difference of fare if any will be applicable.

#### **Group Policy:**

- Issued or Booked before 21<sup>st</sup> May for travel commencing on or before 31<sup>st</sup> July 2020.
- Offer free date change or sector change till 31<sup>st</sup> March 2021, difference of fare if any will be applicable or full amount converted to a credit shell with Vistara that can be utilised for future groups till 31<sup>st</sup> December 2020 for travel till 31<sup>st</sup> March 2021.
- Un-utilised amount will be forfeited by Vistara post 31<sup>st</sup> December 2020.
- Normal cancellation fees as per Group Policy will apply for refund.

We appreciate your support during these tough times and look forward to welcoming our guests on board Vistara.

Sincerely,

Team Vistara