

# WE ARE SAVING YOUR SEAT

FIGHT COVID-19



Dear Vistara Partner,

Wishing you and your Family the best of health.

In support of government's move to extend the lockdown and eradicate COVID-19, Vistara has further suspended flight operations until 23:59 hours on 17<sup>th</sup> May 2020 following the directive from the Ministry of Civil Aviation.

We are in the process of cancelling bookings for the travel period 4<sup>th</sup> May to 17<sup>th</sup> May and understand it may cause our customers to revisit their travel plans.

If customers are unable to make a change to their booking before their travel date or wish to make a change to their upcoming travel booking, they can do the same. **Their PNR will be automatically extended till 31<sup>st</sup> December 2020 and remains valid on system.**

**The above extension of validity is applicable for travel commencing on or before 31<sup>st</sup> May 2020.**

We understand that customer may not wish to travel on the same domestic sector in the future. Therefore, in addition to opting for an alternate travel date, we are also offering you the flexibility to pick an alternate domestic sector, if customer wish to.

To postpone their travel to a later date, they can opt for an alternate date of travel or sector till 31<sup>st</sup> December 2020, without any change fee, fare differential, if any, will be applicable.

In case a customer wishes to cancel the journey and opt for refund, the same needs to be processed with the applicable fare rules of the ticket.

We appreciate your support during these tough times.

Sincerely,

Team Vistara

---

#### Terms and conditions for flight rescheduling:

- The flexibility is offered for all bookings **for travel up to 31st May 2020.**
  - One change to your booking is allowed without any re-scheduling fee. Any subsequent changes will include the regular change fee. Fare difference applies in both cases.
  - No refund will be permitted for any voluntary re-routing or date change, fare difference, if any, shall be applicable.
  - Rescheduling for the travel date / sector change will only be permitted for existing customers as mentioned in the original PNR.
  - Flexibility to change the sector is only applicable for bookings made on our domestic sectors. For bookings made on international sectors, only the flexibility to change the date is offered.
  - Other fare conditions as per the booking rules apply.
  - The PNR is non-transferable and cannot be clubbed with any existing offer.
  - Vistara Club members with redemption bookings will also enjoy the flexibility and validity of ticket(s) as per the conditions mentioned above. For bookings made through a complimentary voucher, only one change of date and sector change is permitted.
  - The upgraded vouchers used will be forfeited and the change will be applicable in the upgraded cabin class (if the redemption class is available), otherwise it will be applicable in the original booking class.
  - Bookings made directly through the website, mobile app or call center, can be rescheduled by calling the **Vistara Customer Service Center on +91 9289228888 any time till 31<sup>st</sup> December 2020.**
  - For all the cancelled flights between 15th April to 17th May'20, the PNR status would change to "UN", hence please advise your ticketing team to **remove the UN Status** and add a Fresh Segment in the PNR for Travel until 31st December 2020 or Reissue the ticket and associate new PNR with old ticket number.
  - For passengers not opting for one date change free – refund can be processed as per applicable fare rules.
  - Travel partners can make the necessary changes through the GDS.
-