

FROM THE CCO'S DESK

Dear Vistara Partner,

Last few months have surely been challenging, we have slowly but steadily proceeded towards some semblance of normalcy, gracefully facilitated by our strong support system. We would like to thank you for that! Your continued trust in us has made Vistara India's most preferred and trusted domestic airline. Your commitment to us always makes us fly higher.

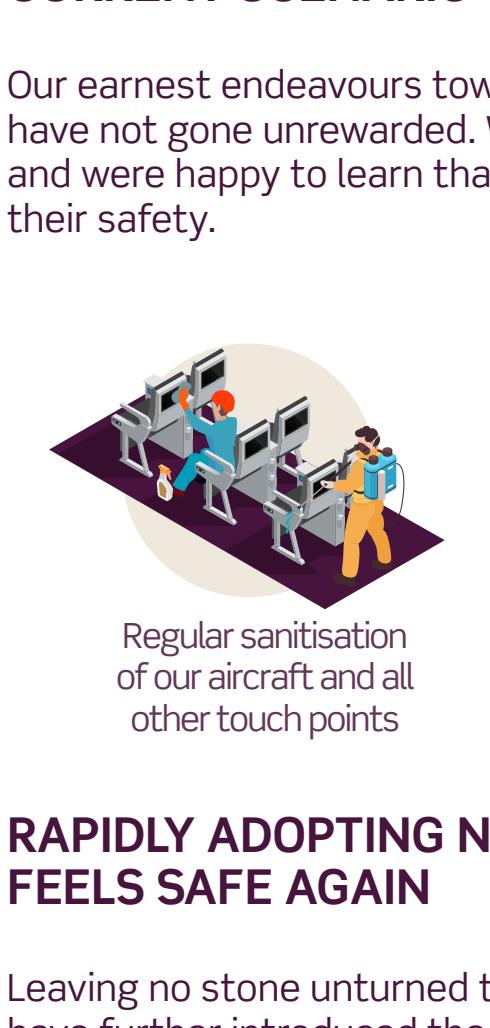
As you may already know, on 25-May-2020, we resumed flight operations in a limited capacity with our flights operational in 25 cities across India with around 350 flights weekly.

We have also activated our special international travel corridors under the air bubble agreements and have started flights to Dubai from Bengaluru, Delhi and Mumbai. We have also started operating our special, non-stop flights between Delhi and London Heathrow from 28-Aug-20 till 24-Oct-20, marking our foray in long-haul operations. We are putting building blocks in place to expand to other international destinations in the coming weeks, subject to regulatory approvals.

On behalf of everyone at Vistara, we urge that you take the necessary health precautions: whether you are commuting to work, or taking to the skies with us. Stay safe, fly safe.

Yours truly,
Vinod Kannan

A NOTE FROM THE HEAD OF SALES - INDIA



I trust you and your family are keeping well and staying safe. The last few months have not been the usual and it is heartening to see the human capability of gracefully adapting to a fast changing environment. Your constant support and dedication has given us the ability to soar into the skies yet again. These times have been rather challenging, however, I believe that every cloud has a silver lining and innovation, perseverance and belief has been our silver lining.

As we move forward we have offered our preferred partners incentives in the form of a marketing fee for both domestic and international travel. In addition to this, we have also put forward an additional Special Incentive Program to boost sales and increase the earning capability for our travel partners. Adding on, for

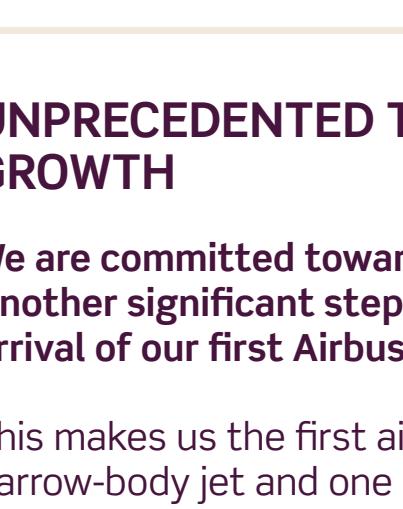
tickets issued on or after 18-June-20, we are permitting full refunds for flights cancelled within 14 days of booking to create more flexibility and ease for our passengers.

I am proud to inform you about another feather in our cap as we have chartered various Indian cricket teams from India to Dubai for their upcoming tournament. We have also catered to various other high profile charters. Despite these testing times and circumstances, we as an airline firmly believe in and are devoted to further growth and expansion. With the two latest additions to our fleet, it only boosts our confidence to #FlyHigher.

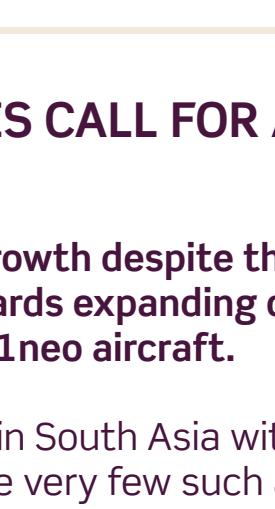
Yours sincerely,
Sumeet Gosain

MAJORITY FLYERS TRUST US WITH THEIR SAFETY IN THE CURRENT SCENARIO

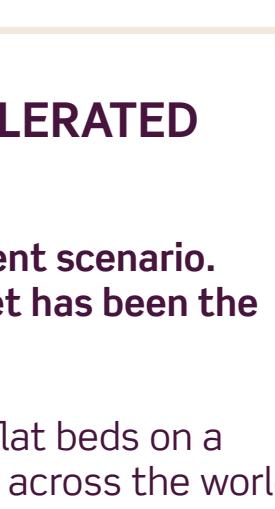
Our earnest endeavours towards ensuring a safe flying experience have not gone unrewarded. We recently conducted a customer survey and were happy to learn that 69% of our customers trust Vistara with their safety.



Regular sanitisation of our aircraft and all other touch points



Personal Protective Equipment for our staff and cabin crew



Personal Protective Equipment for all our customers

RAPIDLY ADOPTING NEW MEASURES TO ENSURE FLYING FEELS SAFE AGAIN

Leaving no stone unturned towards putting our flyers' minds at ease, we have further introduced the concept of being able to book an **extra seat** in case a flyer chooses to be extra cautious by avoiding sitting next to a co-flyer during this period. We aim to facilitate flyers in booking an extra seat next to them at a nominal cost, and further safeguard themselves and ensure their peace of mind. You can encourage your customers to avail this facility.

FLYERCODE - A CODE TO ABIDE BY WHILE FLYING

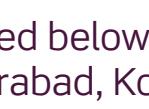
We also appeal to flyers to contribute towards making flying a safe experience by following a 4-step code. FlyerCODE enables flyers in fortifying their travel by being Cautious, Observant, Distanced and Empathetic. Here's a quick look at what FlyerCODE entails:

CAREFUL

or **staying cautious** at all times and reporting any symptoms or signs of declining health to the authorities

**OBSERVANT**

or **being mindful** of your surroundings and avoiding unnecessary interactions or touching of common surfaces

**DISTANCED**

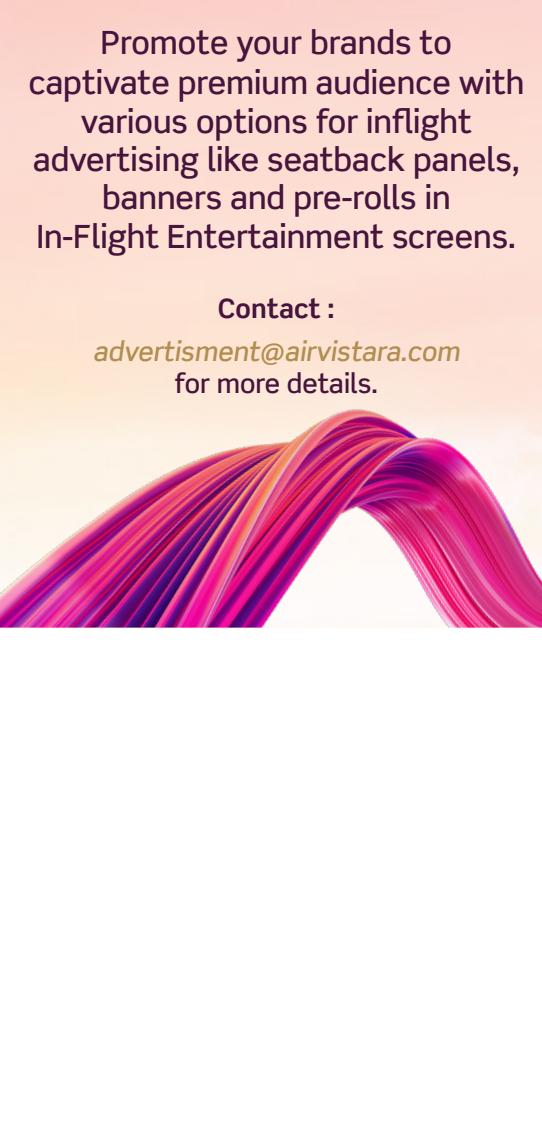
or keeping the prescribed **social distance** from everyone around you, throughout your journey

**EMPATHETIC**

or **exercising empathy** towards fellow travellers and airport staff as well as flight crew

**Awarded Best Airline, India at TripAdvisor Travellers' Choice Award**

We received the prestigious TripAdvisor Travellers' Choice Award for Best Airline, India, for the third consecutive year. This win has fueled us to carry on and spread the #VistaraLove, wherever we go.

**WE WELCOMED OUR SECOND Boeing 787-9****Advertise with
INDIA'S BEST AIRLINE**

Promote your brands to captivate premium audience with various options for inflight advertising like seatback panels, banners and pre-rolls in In-Flight Entertainment screens.

Contact : advertisement@airvistara.com for more details.



UNPRECEDENTED TIMES CALL FOR ACCELERATED GROWTH

We are committed towards growth despite the current scenario. Another significant step towards expanding our fleet has been the arrival of our first Airbus A321neo aircraft.

This makes us the first airline in South Asia with full-flat beds on a narrow-body jet and one of the very few such airlines across the world, making it an accomplishment we are proud of.

We also welcomed our second **Boeing 787-9 Dreamliner™** aircraft last week.

These new additions have given our fleet a massive boost and will be key in facilitating the growth of our international operations.

A STERLING LOUNGE EXPERIENCE AT PLAZA PREMIUM LOUNGE, TERMINAL 3, DELHI

Flying with Vistara means an exceptional experience at the airport as well. Effective **01-Apr-20**, we partnered with Plaza Premium Lounge to offer our guest a quality lounge experience.

The Plaza Premium Lounge offers **exclusive seating** for Vistara customers. So, sit back, relax, and indulge in sumptuous food at the lounge, as you wait for your flight.

A GLIMPSE INTO OUR CHARTER OPERATIONS

Much like our commercial flights, our charter flights also deserve a mention for their offering.

Our charter operations boast of a fleet of aircraft including Boeing 787-9 Dreamliner™ and Airbus A321neo, featuring 3 cabin class configuration including Business Class, India's only Premium Economy and Economy Class.

As a full-service carrier, we offer custom hospitality at rates comparable to low service carriers.

Flights can be chartered to the international sectors listed below from the domestic sectors of Bengaluru, Chennai, Delhi, Hyderabad, Kolkata and Mumbai:

Abu Dhabi

Bangkok

Colombo

Dubai

Hong Kong

Kathmandu

London

Singapore

Doha

Jeddah

Muscat

Riyadh

We are expanding our horizons and working towards adding the following sectors to our list in September:

The charter operations will be subject to regulatory approvals. Full flat-bed seats are available in the Airbus A321neo and Boeing 787-9 Business Class.

For any charter related queries, kindly get in touch with your Vistara account manager.

OUR FORAY INTO CARGO GAINS MOMENTUM

We also launched cargo operations with the sole objective of providing efficient air freight transportation service across all stations in India.

We stand for reliability, efficiency and service quality in achieving our end goals.

Vistara Cargo currently operates across hubs such as Delhi, Mumbai and Ahmedabad. We are looking to add new sectors to the list across the length and breadth of the country. Interested customers can book cargo through our authorised GSA or reach us at tsal.cargo@airvistara.com.

With your continued support in these unprecedented times, we are confident to remain on the path of steady ascension! We look forward to giving air travel a new direction in this new world.