



# **OTAs Digital API Business Specification Document Sales & Distribution Department**

**Version 1.4**

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**Revision History:**

Version	Date	Revised By	revisions*
1.0	16 <sup>th</sup> Jul 2022	Initial release	
1.1	24 <sup>th</sup> Aug 2022	Nishat Mehdi	Price Revision in Bundle Service (Section 2.2.3)
1.2	23 <sup>rd</sup> Sep 2022	Nishat Mehdi	Addition of Navaratri Special meal till 31 <sup>st</sup> Oct'22
1.3	1 <sup>st</sup> Dec 2022	Nishat Mehdi	Revision in Penalties for Premium Flex, Marine, Corporate Full Flex, Fixed Fare
1.4	30 <sup>th</sup> Jan'23	Nishat Mehdi	Revision in Reschedule Penalties for Premium Flex
1.5	2 <sup>nd</sup> May'23	Nishat Mehdi	Revision on Corporate Value Benefits, Product brand name change, Change in Reschedule and Cancellation Window
1.6	1 <sup>st</sup> Jun'23	Nishat Mehdi	Revision in Cancellation Policy for Corporate Flex, Corporate Value and Fixed Fare
1.7	6 <sup>th</sup> Jun'23	Nishat Mehdi	Removal of four meals from the menu
1.8	9 <sup>th</sup> Jun'23	Nishat Mehdi	Change of meal menu (SSR code and new addition) effective 22 <sup>nd</sup> Jun'23
1.9	9 <sup>th</sup> Sep'23	Nishat Mehdi	Introduction of New Fare Product for IX Flights and I5, Introduction of Interline flights for Domestic and International effective 6 <sup>th</sup> Sep'23
2.0	18 <sup>th</sup> Oct'23	Nishat Mehdi	New Brand Launch – Change in Marketing Kit
2.1	24 <sup>th</sup> Nov'23	Nishat Mehdi	Product Launch of Vista VIP effective 1 <sup>st</sup> Dec'23
2.2	24 <sup>th</sup> Nov'23	Nishat Mehdi	Revision on Reschedule and Cancellation Penalty for all Fare Products effective 1 <sup>st</sup> Dec'23
2.3	24 <sup>th</sup> Nov'23	Nishat Mehdi	Enable Corporate Value and Corporate Flex fare for International Flights effective 7 <sup>th</sup> Dec'23

**Approvals:**

Prepared By	Checked By	Approved By	Date
Nishat Mehdi (Associate Manager)	Pankaj Jha (Senior Manager)	Anup Manjeshwar (Associate Vice President)	18th Jul 2022

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**1. Introduction****1.1 Purpose**

- 1.1.1. Business specification document for AIX Connect DotRez Integrators
- 1.1.2. Use of Business document
  - 1.1.2.1. Marketing Kit
  - 1.1.2.2. Product and Services details
  - 1.1.2.3. Business rules
  - 1.1.2.4. Fare Rules
  - 1.1.2.5. Refund Policy
  - 1.1.2.6. Terms & Conditions

**1.2 Intended Audience and Reading Suggestion**

- 1.2.1. Business Team
- 1.2.2. Technical Team
- 1.2.3. UAT Team

**1.3 Marketing Kit**

- 1.3.1. Air India Express Logo Image
- 1.3.2. Air India Express Aircraft Image  
<https://drive.google.com/drive/folders/1Z2asH9xkUPzviI3NbiVx5QR98LxWR2wQ?usp=sharing>

**2 Product and Services**

**2.1 Fare Product and Niche category**

Category	Code	Product Name
Fare Product (Fare Type & Product Class)	Fare Type - R, Product Class - EC	Xpress Value
Fare Product (Fare Type & Product Class)	Fare Type - R, Product Class - EP	Xpress Sale
Fare Product (Fare Type & Product Class)	Fare Type - R, Product Class - BT	Xpress Promo
Fare Product (Fare Type & Product Class)	Fare Type - R, Product Class - FM	Xpress Family
Fare Product (Fare Type & Product Class)	Fare Type - R, Product Class - NT	Xpress Return
Fare Product (Fare Type & Product Class)	Fare Type - R, Product Class - OF	Xpress Flex
Fare Product (Fare Type & Product Class)	Fare Type - R, Product Class - HF	Vista Flex
Fare Product (Fare Type & Product Class)	Fare Type - R, Product Class - HF	Marine Fare
Fare Product (Fare Type & Product Class)	Fare Type - R, Product Class - DF	Defence Fare
Fare Product (Fare Type & Product Class)	Fare Type - R, Product Class - VV	Vista VIP
Fare Product (Fare Type & Product Class)	Fare Type - SC, Product Class - SM	Corporate Value
Fare Product (Fare Type & Product Class)	Fare Type - MC, Product Class - FS	Corporate Flex
Fare Product (Fare Type & Product Class)	Fare Type - MC, Product Class - FS	Government Fare
Fare Product (Fare Type & Product Class)	Fare Type - MC, Product Class - XE	Fixed Fare
Niche category - PTC Type	PTC Code - STU, Fare Type - R, Product Class - EC, EP, BT	Student Fare
Niche category - PTC Type	PTC Code - SCP, Fare Type - R, Product Class - EC, EP, BT	Senior Citizen
Niche category - PTC Type	PTC Code - DNR, Fare Type - R, Product Class - EC, EP, BT	Medical Personnel Fare
Niche category - PTC Type	PTC Code - XST, Fare Type - R, Product Class - EC, EP, BT	Extra Seat

- Note: Partners will have the Fare Product access based on their Business nature and API approved by AIX Connect management.

2.2 Old Fare Products of Air India Express and Its relevance with New Fare Products

Air India Express (IX) - Old Fare Product				Air India Express (IX) - New Fare Product			
Fare Type	Fare Type Code	Product Class Name	Product Class Code	Fare Type	Fare Type Code	Product Class Name	Product Class Code
Regular	R	Express Promo 20Kg	P2	Regular	R	Xpress Value, Xpress Sale, Xpress Promo, Xpress Family, Xpress Return	EC, EP, BT, FM, NT
Regular	R	Express Promo 30Kg	P3	Regular	R	Xpress Flex	OF
Regular	R	Express Promo 40Kg	P4	Regular	R	No Replacement	NA
Regular	R	Express Value 20Kg	V2	Regular	R	Xpress Value, Xpress Sale, Xpress Promo, Xpress Family, Xpress Return	EC, EP, BT, FM, NT
Regular	R	Express Value 30Kg	V3	Regular	R	Xpress Flex	OF
Regular	R	Express Value 40Kg	V4	Regular	R	No Replacement	NA
Regular	R	Express Flexi 20Kg	F2	Regular	R	Vista Flex	HF
Regular	R	Express Flexi 30Kg	F3	Regular	R	Vista Flex	HF
Regular	R	Express Flexi 40Kg	F4	Regular	R	No Replacement	NA

2.3 Ancillary Product

2.2.1. Gourmair Pre-Book Menu

2.2.1.1. High Resolution Imaged - [https://drive.google.com/drive/folders/199B94lszy3pV2p0FE4CmGWtBmmW\\_7T9p?usp=sharing](https://drive.google.com/drive/folders/199B94lszy3pV2p0FE4CmGWtBmmW_7T9p?usp=sharing)

Type	Description	SSR Code	Type	Available in Product
Hot Meal (Veg)	MINI IDLIS, MEDU VADA AND UPMA	VIVB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Veg)	MINI IDLIS, MEDU VADA AND UPMA	VIVF	Free	HF, FS, XE
Hot Meal (Non-Veg)	MASALA OMELETTE WITH CHICKEN SAUSAGE & HASH BROWN	NOSB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Non-Veg)	MASALA OMELETTE WITH CHICKEN SAUSAGE & HASH BROWN	NOSF	Free	HF
Hot Meal (Veg)	MATAR PANEER BHURJI WITH ALOO PARATHA	VPBB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Veg)	MATAR PANEER BHURJI WITH ALOO PARATHA	VPBF	Free	HF, FS, XE
Hot Meal (Veg)	VEGETABLE MANCHURIAN WITH FRIED RICE	VMFB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Veg)	VEGETABLE MANCHURIAN WITH FRIED RICE	VMFF	Free	HF
Hot Meal (Non-Veg)	CHILLI CHICKEN WITH HAKKA NOODLES	NCHB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Non-Veg)	CHILLI CHICKEN WITH HAKKA NOODLES	NCHF	Free	HF
Hot Meal (Veg)	PANEER MAKHANI WITH JEERA ALOO & VEGETABLE PULAO	VPMB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Veg)	PANEER MAKHANI WITH JEERA ALOO & VEGETABLE PULAO	VPMF	Free	HF
Hot Meal (Non-Veg)	MURG TIKKA MASALA WITH LACHHA PARATHA	NMTB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Non-Veg)	MURG TIKKA MASALA WITH LACHHA PARATHA	NMTF	Free	HF

Hot Meal (Veg)	VEGAN MOILEE CURRY WITH COCONUT RICE	VMCB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Veg)	VEGAN MOILEE CURRY WITH COCONUT RICE	VMCF	Free	HF
Hot Meal (Non-Veg)	HERB GRILLED FISH FILLET	NFFB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Non-Veg)	HERB GRILLED FISH FILLET	NFFF	Free	HF
Hot Meal (Non-Veg)	AWADHI CHICKEN BIRYANI WITH MIRCH SALAN	NCBB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Non-Veg)	AWADHI CHICKEN BIRYANI WITH MIRCH SALAN	NCBF	Free	HF, FS, XE
Hot Meal (Non-Veg)	HYDERABADI MUTTON BIRYANI WITH MIRCH SALAN	NMBB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Non-Veg)	HYDERABADI MUTTON BIRYANI WITH MIRCH SALAN	NMBF	Free	HF, FS, XE
Lite Bite (Non-Veg)	CHICKEN JUNGLEE SANDWICH	NCJB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Lite Bite (Non-Veg)	CHICKEN JUNGLEE SANDWICH	NCJF	Free	HF, FS, XE
Lite Bite (Veg)	HERB ROAST VEGETABLE ROLL	VHRB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Lite Bite (Veg)	HERB ROAST VEGETABLE ROLL	VHRF	Free	HF, FS, XE
Hot Meal (Non-Veg)	CHICKEN NUGGETS WITH FRIED POTATOES	NCNB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Non-Veg)	CHICKEN NUGGETS WITH FRIED POTATOES	NCNF	Free	HF
Hot Meal (Jain)	MAKAI MATAR WITH TIKONA PARATHA	VMMB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Jain)	MAKAI MATAR WITH TIKONA PARATHA	VMMF	Free	HF
Hot Meal (Veg -Diabetic Friendly)	BAJRA KHICHI WITH MATAR BHAJI	VBKB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Veg - Diabetic Friendly)	BAJRA KHICHI WITH MATAR BHAJI	VBKF	Free	HF
Hot Meal (Non-Veg)	HERB GRILLED CHICKEN BREAST WITH SAUTEED VEGETABLES	NGCB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Hot Meal (Non-Veg)	HERB GRILLED CHICKEN BREAST WITH SAUTEED VEGETABLES	NGCF	Free	HF
Lite Bite (Veg)	SEASONAL FRESH FRUIT PLATTER	VFPB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Lite Bite (Veg)	SEASONAL FRESH FRUIT PLATTER	VFPF	Free	HF, FS, XE
Dessert (Veg)	SHÔNDESH TIRAMISÙ	VSDB	Chargeable	EC, EP, BT, FM, NT, OF, DF, SM, HF, FS, XE
Dessert (Veg)	SHÔNDESH TIRAMISÙ	VSDF	Free	HF

• Note:

- Meals are to be sold per passenger by Leg.
- Under the products where AIX Connect offers free meal, guest is eligible for ONLY 1 free meal per journey. Eg. BLR to DEL via JAI (Connecting Flight) for whole Journey 1 meal will be free for 1 pax
- Upon Pre-Book the meal (Chargeable or Free) the guest will be eligible for Complimentary box includes (Juice, Dessert, and Cutlery), Juice can be replaced with Tea or Coffee upon request by the guest in the aircraft.
- Free codes are available only with the products where we offer free meals.
- Hot Meals are only allowed for the flights above 75 mints duration.
- Lite Bites and Dessert is allowed on all flights.
- Max up to 2 same meals are allowed to be sold per flight.
- Meals are allowed to be booked as per the choice from menu 12 hrs prior to the departure for all domestic flights. Within 12 hrs bookings guest will get complimentary meal along with Juice (Choice to change Juice with Tea or Coffee upon request within aircraft) for the products where we offer 1 free meal.



- Meals are allowed to be booked as per the choice from menu 24 hrs prior to the departure for all international flights. Within 24 hrs bookings guest will get complimentary meal along with Juice (Choice to change Juice with Tea or Coffee upon request within aircraft) for the products where we offer 1 free meal.
- Meals are Non-Refundable in case of voluntary cancellation or reschedule without resell SSR, as soon as purchased in the booking.

**2.2.2. Baggage**

Type	Description	SSR Code
Cabin Baggage	+ 3 Kg Cabin Weight	PBCA
Cabin Baggage	+ 5 Kg Cabin Weight	PBCB
Check-In Baggage	+ 3 Kg	PBA3
Check-In Baggage	+ 5 Kg	PBAB
Check-In Baggage	+ 10 Kg	PBAC
Check-In Baggage	+ 15 Kg	PBAD
Check-In Baggage	+ 25 Kg	PBAF
Special Equipment	1 Piece	SBHA
Special Equipment	2 Piece	SBHB
Special Equipment	3 Piece	SBHC
Piece Baggage	1 Piece	BGHA
Piece Baggage	2 Piece	BGHB
International Connection Baggage	8 Kg ICB	IB08
International Connection Baggage	15 Kg ICB	IB15
International Connection Baggage	30 Kg ICB	IB30

- Note:
  - All the above baggage is available with all the Fare Product and Niche Category as per the system define charges.
  - International connection baggage is allowed to be purchased only with such passenger who have international flight connection with OAL and required to show their itinerary at the airport. In case the same is failed to provide International Connection Baggage will not be allowed to be carried and additional charges based on weight and piece of baggage will be collected from the passenger at the airport.
  - Baggage to be sold per passenger at Journey Level

**2.2.3. Bundle Service**

Ancillary Value	Type	Value Pack	Vista Pack	VIP Pack
		(VLPL)	(VLPS)	(VLPR)
Seats	1, 12, 14		50% Off	Included
Seats	02-May		50% Off	Included

Seats	All except 1-5, 12, 14	Included	Included	Included
Meal	Hot		Included	Included
Meal	S/W	Included	Included	Included
Red Carpet	Express Check-in			Included
Red Carpet	Express Baggage Delivery			
Red Carpet	Express Boarding			
	<b>Price</b>	<b>₹ 500</b>	<b>₹ 700</b>	<b>₹ 1,500</b>

**Note:**

- VLPL, VLPS, VLPR is the bundle service SSR code which is required to be added ONLY from the Bundle SSR request.
- Above SSR code available within SSRAvailability API call, are identifier for the system and if the same is added via SSRAvailability, the guest is not eligible for the services we offered within the bundle service.
- Bundle service code is NOT allowed to be added via SSRAvailability API call.
- Bundle Service to be Sold at Journey level where while assigning the meal it will be Leg level and Seat assignment will be at Segment level.

**2.2.4. Xpress Ahead**

- Xpress Ahead product offers the priority services which includes below services.
- SSR Code: PVIP (Available from SSRAvailability API Call)
  1. Priority Check-in via Red Carpet counter
  2. Priority Boarding
  3. Priority Baggage
- Xpress Ahead to be sold per passenger at Journey level.

**2.2.5. Seat**

- Seat to be sold per passenger at Segment level.
- In 1 row max 1 ADT with INFT can be booked per flight.
- Child is not allowed to be booked Emergency Exit, Refer Property tag "NCHILD" for identification.
- ADT with INFT is not allowed to be booked on Emergency Exit.

*For the Seat Map integration please refer to the API documentation.*

### 3 Business Rule

#### 3.1 Passenger Information

- First Name (Should contain only Alphabets, Numeric, Special Characters, Symbols are NOT allowed)
- Last Name (Should contain only Alphabets, Numeric, Special Characters, Symbols are NOT allowed)
- Middle Name (Is optional hence it is not mandatory to pass the middle name of the guest in the booking)
- For ADT, STU, SCP, DNR title excepted Mr, Ms, Mx
- For CHD title excepted Mr, Ms, Mx, CHD
- INFT DOB and Gender is mandatory to define.
- INFT is an SSR, hence refer to the technical document to know the process to sell the same.
- Passport Information is mandatory for all international bookings for each passenger including Infant.

#### 3.2 Primary Contact Information

- First Name (Should contain only Alphabets, Numeric, Special Characters, Symbols are NOT allowed)
- Last Name (Should contain only Alphabets, Numeric, Special Characters, Symbols are NOT allowed)
- Middle Name (Is optional hence it is not mandatory to pass the middle name of the guest in the booking)
- Title acceptable Mr, Ms, Mx
- Address (Line 1, Line 2, City, Province/State, Postal/Zip Code, Country)
- Agency # (Source Organization)
- Company Name (Agency Name should be as per the agreement signed between AIX Connect and Agency)
- Contact Number - Home and Other (For landline number should be Country Code-City Code + Eight-digit number i.e., 91-8046746746, For Mobile should be Country Code-Ten digit number i.e. If Indian number 91-XXXXXXXXXX, if international number 971-XXXXXXXXXX)
- Language
- Email ID
- Distribution Itinerary must be true for system to send the itinerary, please refer to the API Samples AddContact request.
- Commit request must contain the itinerary request body, please refer to the API Samples commit request.

#### 3.3 GST Requirement (Optional)

Mandatory to pass the below details for Corporate Value and Corporate Flex booking of the same Corporate (If Corporate have a valid GST) for whom the booking is been created.

- Company Name (As per GST registration)
- GST Number (As per GST registration)
- Email ID (As per GST registration)

3.4 **Standard Rules for booking**

- No Last Name - Use the First Name for Last Name
- No First Name - Use the Last Name for First Name
- Max passengers per booking allowed – 9
- Max INFT per booking – 4
- 1 ADT can only purchase 1 INFT at a time per flight
- INFT age allowed to book - 9 days to 2 yrs. old based on the date of Departure
- CHD age allowed to book - 2 yrs. to 12 Yrs. old based on the date of Departure
- ADT with age of 12 - 16 Yrs. is not allowed to accompany CHD or INFT (YPTA)
- Max 10 INFT can be booked per flight

3.5 **Infant SSR – INFT and its pricing**

Currency	Domestic	International
INR	1500	2350
AED	70	122
QAR	70	122
SAR	70	122
BHD	7	13
OMR	7	13
KWD	5	12
SGD	25	47
USD	20	37
MYR	70	140

- INFT charges for few international sectors will be having additional taxes which is required to be picked as per the actual API response.

4 Fare Rules

Xpress Value (Product Class - EC)					
Currency and Other Details	Domestic (Within India Sectors)		International (Origin or Destination contains any outside India sector)		
	Reschedule	Cancellation	Reschedule	Cancellation	
	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	
INR	3000	3500	4000	5000	
AED	140	150	200	250	
QAR	140	150	200	250	
SAR	140	150	200	250	
BHD	14	15	20	25	
OMR	14	15	20	25	
KWD	11	14	15	20	
SGD	50	60	70	85	
USD	170	200	230	280	
MYR	40	45	50	60	
Cabin Baggage ( <i>Not applicable for INFT</i> )	7 Kg		7 Kg		
Check-In Baggage (Child/Adult)	15 Kg (1 Piece)		20 Kg (2 Piece)		
Check-In Baggage (Infant)	0 Kg		10 Kg		
Other Inclusion	No Inclusion		No Inclusion		
Restriction	No Restriction		No Restriction		
No Show Window	Within 2 hrs from the Departure		Within 2 hrs from the Departure		
Xpress Sale (Product Class - EP)					
Currency and Other Details	Domestic (Within India Sectors)		International (Origin or Destination contains any outside India sector)		
	Reschedule	Cancellation	Reschedule	Cancellation	
	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	
INR	3000	3500	4000	5000	
AED	140	150	200	250	
QAR	140	150	200	250	

SAR	140	150	200	250
BHD	14	15	20	25
OMR	14	15	20	25
KWD	11	14	15	20
SGD	50	60	70	85
USD	170	200	230	280
MYR	40	45	50	60
Cabin Baggage (Not applicable for INFT)	7 Kg		7 Kg	
Check-In Baggage (Child/Adult)	15 Kg (1 Piece)		20 Kg (2 Piece)	
Check-In Baggage (Infant)	0 Kg		10 Kg	
Other Inclusion	No Inclusion		No Inclusion	
Restriction	No Restriction		No Restriction	
No Show Window	Within 2 hrs from the Departure		Within 2 hrs from the Departure	
<b>Xpress Promo (Product Class - BT)</b>				
Currency and Other Details	Domestic (Within India Sectors)		International (Origin or Destination contains any outside India sector)	
	Reschedule	Cancellation	Reschedule	Cancellation
	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure
INR	3000	3500	4000	5000
AED	140	150	200	250
QAR	140	150	200	250
SAR	140	150	200	250
BHD	14	15	20	25
OMR	14	15	20	25
KWD	11	14	15	20
SGD	50	60	70	85
USD	170	200	230	280
MYR	40	45	50	60
Cabin Baggage (Not applicable for INFT)	7 Kg		7 Kg	

Check-In Baggage (Child/Adult)	15 Kg (1 Piece)	20 Kg (2 Piece)		
Check-In Baggage (Infant)	0 Kg	10 Kg		
Other Inclusion	No Inclusion	No Inclusion		
Restriction	No Restriction	No Restriction		
No Show Window	Within 2 hrs from the Departure	Within 2 hrs from the Departure		
<b>Xpress Family (Product Class - FM)</b>				
Currency and Other Details	Domestic (Within India Sectors)		International (Origin or Destination contains any outside India sector)	
	Reschedule	Cancellation	Reschedule	Cancellation
	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure
INR	3000	3500	4000	5000
AED	140	150	200	250
QAR	140	150	200	250
SAR	140	150	200	250
BHD	14	15	20	25
OMR	14	15	20	25
KWD	11	14	15	20
SGD	50	60	70	85
USD	170	200	230	280
MYR	40	45	50	60
Cabin Baggage (Not applicable for INFT)	7 Kg		7 Kg	
Check-In Baggage (Child/Adult)	15 Kg (1 Piece)		20 Kg (2 Piece)	
Check-In Baggage (Infant)	0 Kg		10 Kg	
Other Inclusion	No Inclusion		No Inclusion	
Restriction	Divide/split booking action will not be allowed for PNRs where such action will decrease the total pax count below the defined min pax limit (i.e., 2 pax). In such a case, any required change in the itinerary will have to be implemented for all pax in the booking.		Divide/split booking action will not be allowed for PNRs where such action will decrease the total pax count below the defined min pax limit (i.e., 4 pax). In such a case, any required change in the itinerary will have to be implemented for all pax in the booking.	
No Show Window	Within 2 hrs from the Departure		Within 2 hrs from the Departure	

Xpress Return (Product Class - NT)				
Currency and Other Details	Domestic (Within India Sectors)		International (Origin or Destination contains any outside India sector)	
	Reschedule	Cancellation	Reschedule	Cancellation
	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure
INR	3000	3500	4000	5000
AED	140	150	200	250
QAR	140	150	200	250
SAR	140	150	200	250
BHD	14	15	20	25
OMR	14	15	20	25
KWD	11	14	15	20
SGD	50	60	70	85
USD	170	200	230	280
MYR	40	45	50	60
Cabin Baggage (Not applicable for INFT)	7 Kg		7 Kg	
Check-In Baggage (Child/Adult)	15 Kg (1 Piece)		20 Kg (2 Piece)	
Check-In Baggage (Infant)	0 Kg		10 Kg	
Other Inclusion	No Inclusion		No Inclusion	
Restriction	Booking is not allowed to be cancelled one-way		Booking is not allowed to be cancelled one-way	
No Show Window	Within 2 hrs from the Departure		Within 2 hrs from the Departure	
Defence Fare (Product Class - DF)				
Currency and Other Details	Domestic (Within India Sectors)		International (Origin or Destination contains any outside India sector)	
	Reschedule	Cancellation	Reschedule	Cancellation
	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure
INR	3000	3500	NA	
AED	140	150		
QAR	140	150		
SAR	140	150		
BHD	14	15		



OMR	14	15
KWD	11	14
SGD	50	60
USD	170	200
MYR	40	45
Cabin Baggage ( <i>Not applicable for INFT</i> )	7 Kg	
Check-In Baggage (Child/Adult)	15 Kg (1 Piece)	
Check-In Baggage (Infant)	0 Kg	
Other Inclusion	No Inclusion	
Restriction	Allowed to book only for Defence personnel	
No Show Window	Within 2 hrs from the Departure	

**Xpress Flex (Product Class - OF)**

Currency and Other Details	Domestic (Within India Sectors)		International (Origin or Destination contains any outside India sector)	
	Reschedule	Cancellation	Reschedule	Cancellation
	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure
INR	NA	NA	Free	5000
AED			Free	250
QAR			Free	250
SAR			Free	250
BHD			Free	25
OMR			Free	25
KWD			Free	20
SGD			Free	85
USD			Free	280
MYR			Free	60
Cabin Baggage ( <i>Not applicable for INFT</i> )			7 Kg	
Check-In Baggage (Child/Adult)			30 Kg (2 Piece)	

Check-In Baggage (Infant)		10 Kg
Other Inclusion		No Inclusion
Restriction		No Restriction
No Show Window		Within 2 hrs from the Departure

**Vista Flex (Product Class - HF)**

Currency and Other Details	Domestic (Within India Sectors)		International (Origin or Destination contains any outside India sector)	
	Reschedule	Cancellation	Reschedule	Cancellation
	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure
INR	Free	3500	Free	5000
AED	Free	150	Free	250
QAR	Free	150	Free	250
SAR	Free	150	Free	250
BHD	Free	15	Free	25
OMR	Free	15	Free	25
KWD	Free	14	Free	20
SGD	Free	60	Free	85
USD	Free	200	Free	280
MYR	Free	45	Free	60
Cabin Baggage ( <i>Not applicable for INFT</i> )	7 Kg		7 Kg	
Check-In Baggage (Child/Adult)	15 Kg (1 Piece)		30 Kg (2 Piece)	
Check-In Baggage (Infant)	0 Kg		10 Kg	
Other Inclusion	<ul style="list-style-type: none"> <li>- Upto 1 free Meal per person per journey (<i>From 19 meals guest have choice to select their preference</i>)</li> <li>- Standard Seats Free</li> <li>- Xpress Prime Seats at 50% off</li> </ul>		<ul style="list-style-type: none"> <li>- Upto 1 free Meal per person per journey (<i>From 19 meals guest have choice to select their preference</i>)</li> <li>- Standard Seats Free</li> <li>- Xpress Prime Seats at 50% off</li> </ul>	
Restriction	No Restriction		No Restriction	
No Show Window	Within 2 hrs from the Departure		Within 2 hrs from the Departure	

**Vista VIP (Product Class - VV)**

Currency and Other Details	Domestic (Within India Sectors)		International (Origin or Destination contains any outside India sector)	
	Reschedule	Cancellation	Reschedule	Cancellation
	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure
INR	3000	3500	4000	5000
AED	140	150	200	250
QAR	140	150	200	250
SAR	140	150	200	250
BHD	14	15	20	25
OMR	14	15	20	25
KWD	11	14	15	20
SGD	50	60	70	85
USD	40	45	50	60
MYR	170	200	230	280
Cabin Baggage (Not applicable for INFT)	7 Kg		7 Kg	
Check-In Baggage (Child/Adult)	25 Kg (1 Piece)		25 Kg (1 Piece)	
Check-In Baggage (Infant)	0 Kg		10 Kg	
Other Inclusion	<ul style="list-style-type: none"> <li>- Upto 1 free Meal per person per journey (From 19 meals guest have choice to select their preference).</li> <li>- 2x2 Business Class Seat.</li> <li>- Xpress Ahead (PVIP) on FOC upon purchase.</li> </ul>		<ul style="list-style-type: none"> <li>- Upto 1 free Meal per person per journey (From 19 meals guest have choice to select their preference).</li> <li>- 2x2 Business Class Seat.</li> <li>- Xpress Ahead (PVIP) on FOC upon purchase.</li> </ul>	
Restriction	No Restriction		No Restriction	
No Show Window	Within 2 hrs from the Departure		Within 2 hrs from the Departure	
Corporate Value (Product Class - SM)				
Currency and Other Details	Domestic (Within India Sectors)		International (Origin or Destination contains any outside India sector)	
	Reschedule	Cancellation	Reschedule	Cancellation
	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure
INR	250	500	1500	2500
AED	12	25	70	125
QAR	12	25	70	125
SAR	12	25	70	125

BHD	1	2	7	12
OMR	1	2	7	12
KWD	1	2	6	10
SGD	4	9	25	42
USD	14	30	85	140
MYR	3	6	18	30
Cabin Baggage ( <i>Not applicable for INFT</i> )	7 Kg		7 Kg	
Check-In Baggage (Child/Adult)	15 Kg (1 Piece)		30 Kg (2 Piece)	
Check-In Baggage (Infant)	0 Kg		10 Kg	
Other Inclusion	- Standard Seats Free		- Standard Seats Free	
Restriction	- Allowed to be book only for Small Medium Enterprises and Corporate companies - Mandatory to pass the Customer GST details (If corporates have the GST)		- Allowed to be book only for Small Medium Enterprises and Corporate companies - Mandatory to pass the Customer GST details (If corporates have the GST)	
No Show Window	Within 2 hrs from the Departure		Within 2 hrs from the Departure	

**Corporate Flex (Product Class - FS)**

Currency and Other Details	Domestic (Within India Sectors)		International (Origin or Destination contains any outside India sector)	
	Reschedule	Cancellation	Reschedule	Cancellation
	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure
INR	Free	200	Free	600
AED	Free	10	Free	30
QAR	Free	10	Free	30
SAR	Free	10	Free	30
BHD	Free	1	Free	3
OMR	Free	1	Free	3
KWD	Free	1	Free	2
SGD	Free	4	Free	10
USD	Free	12	Free	35
MYR	Free	2	Free	7

Cabin Baggage ( <i>Not applicable for INFT</i> )	7 Kg	7 Kg		
Check-In Baggage (Child/Adult)	15 Kg (1 Piece)	30 Kg (2 Piece)		
Check-In Baggage (Infant)	0 Kg	10 Kg		
Other Inclusion	<ul style="list-style-type: none"> <li>- Upto 1 free Meal per person per journey (<i>From 7 meals guest have choice to select their preference</i>)</li> <li>- Standard Seats Free</li> <li>- Xpress Prime Seats at 50% off</li> <li>- Vista VIP Seats at Full Price</li> </ul>	<ul style="list-style-type: none"> <li>- Upto 1 free Meal per person per journey (<i>From 7 meals guest have choice to select their preference</i>)</li> <li>- Standard Seats Free</li> <li>- Xpress Prime Seats at 50% off</li> <li>- Vista VIP Seats at Full Price</li> <li>- Xpress Ahead at 50% off</li> </ul>		
Restriction	<ul style="list-style-type: none"> <li>- Allowed to be booked only with the Contracted Corporate Companies</li> <li>- Mandatory to pass the Customer GST details (If corporate have the GST)</li> </ul>	<ul style="list-style-type: none"> <li>- Allowed to be booked only with the Contracted Corporate Companies</li> <li>- Mandatory to pass the Customer GST details (If corporate have the GST)</li> </ul>		
No Show Window	Within 2 hrs from the Departure	Within 2 hrs from the Departure		
<b>Fixed Fare (Product Class - XE)</b>				
<b>Currency and Other Details</b>	<b>Domestic (Within India Sectors)</b>		<b>International (Origin or Destination contains any outside India sector)</b>	
	<b>Reschedule</b>	<b>Cancellation</b>	<b>Reschedule</b>	<b>Cancellation</b>
	<b>Upto 2 hrs prior to the departure</b>	<b>Upto 2 hrs prior to the departure</b>	<b>Upto 2 hrs prior to the departure</b>	<b>Upto 2 hrs prior to the departure</b>
INR	Free	200	NA	
AED	Free	10		
QAR	Free	10		
SAR	Free	10		
BHD	Free	1		
OMR	Free	1		
KWD	Free	1		
SGD	Free	4		
USD	Free	12		
MYR	Free	2		
Cabin Baggage ( <i>Not applicable for INFT</i> )	7 Kg			
Check-In Baggage (Child/Adult)	15 Kg (1 Piece)			

Check-In Baggage (Infant)	0 Kg			
Other Inclusion	<ul style="list-style-type: none"> <li>- Upto 1 free Meal per person per journey (<i>From 7 meals guest have choice to select their preference</i>)</li> <li>- Standard Seats Free</li> <li>- Xpress Prime Seats at 50% off</li> </ul>			
Restriction	<ul style="list-style-type: none"> <li>- Allowed to be booked only with the Contracted TATA Group of Companies</li> <li>- Mandatory to pass the respective TATA company GST details</li> </ul>			
No Show Window	Within 2 hrs from the Departure			
<b>Marine Fare (Product Class - HF)</b>				
Currency and Other Details	<b>Domestic (Within India Sectors)</b>		<b>International (Origin or Destination contains any outside India sector)</b>	
	<b>Reschedule</b>	<b>Cancellation</b>	<b>Reschedule</b>	<b>Cancellation</b>
	<b>Upto 2 hrs prior to the departure</b>	<b>Upto 2 hrs prior to the departure</b>	<b>Upto 2 hrs prior to the departure</b>	<b>Upto 2 hrs prior to the departure</b>
INR	Free	3500	Free	5000
AED	Free	150	Free	250
QAR	Free	150	Free	250
SAR	Free	150	Free	250
BHD	Free	15	Free	25
OMR	Free	15	Free	25
KWD	Free	14	Free	20
SGD	Free	60	Free	85
USD	Free	200	Free	280
MYR	Free	45	Free	60
Cabin Baggage ( <i>Not applicable for INFT</i> )	7 Kg		7 Kg	
Check-In Baggage (Child/Adult)	15 Kg (1 Piece)		30 Kg (2 Piece)	
Check-In Baggage (Infant)	0 Kg		10 Kg	
Other Inclusion	No Inclusion		No Inclusion	
Restriction	<ul style="list-style-type: none"> <li>- Allowed to be booked only for Marine traveller.</li> <li>- Mandatory to provide the valid photo ID proof at the airport counter</li> </ul>		<ul style="list-style-type: none"> <li>- Allowed to be booked only for Marine traveller.</li> <li>- Mandatory to provide the valid photo ID proof at the airport counter</li> </ul>	
No Show Window	Within 2 hrs from the Departure		Within 2 hrs from the Departure	

Student Fare (Product Class - EC/EP/BT)				
Currency and Other Details	Domestic (Within India Sectors)		International (Origin or Destination contains any outside India sector)	
	Reschedule	Cancellation	Reschedule	Cancellation
	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure
INR	3000	3500	4000	5000
AED	140	150	200	250
QAR	140	150	200	250
SAR	140	150	200	250
BHD	14	15	20	25
OMR	14	15	20	25
KWD	11	14	15	20
SGD	50	60	70	85
USD	170	200	230	280
MYR	40	45	50	60
Cabin Baggage (Not applicable for INFT)	7 Kg		7 Kg	
Check-In Baggage (Child/Adult)	25 Kg (1 Piece)		20 Kg (2 Piece)	
Check-In Baggage (Infant)	0 Kg		10 Kg	
Other Inclusion	No Inclusion		No Inclusion	
Restriction	<ul style="list-style-type: none"> <li>- Allowed to be booked only for Student age above 12 yrs.</li> <li>- Mandatory to provide the valid school/ university ID card proof at the airport counter</li> </ul>		<ul style="list-style-type: none"> <li>- Allowed to be booked only for Student age above 12 yrs.</li> <li>- Mandatory to provide the valid school/ university ID card proof at the airport counter</li> </ul>	
No Show Window	Within 2 hrs from the Departure		Within 2 hrs from the Departure	
Senior Citizen Fare (Product Class - EC/EP/BT)				
Currency and Other Details	Domestic (Within India Sectors)		International (Origin or Destination contains any outside India sector)	
	Reschedule	Cancellation	Reschedule	Cancellation
	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure
INR	3000	3500	4000	5000
AED	140	150	200	250
QAR	140	150	200	250

SAR	140	150	200	250
BHD	14	15	20	25
OMR	14	15	20	25
KWD	11	14	15	20
SGD	50	60	70	85
USD	170	200	230	280
MYR	40	45	50	60
Cabin Baggage (Not applicable for INFT)	7 Kg		7 Kg	
Check-In Baggage (Child/Adult)	15 Kg (1 Piece)		20 Kg (2 Piece)	
Check-In Baggage (Infant)	0 Kg		10 Kg	
Other Inclusion	No Inclusion		No Inclusion	
Restriction	- Allowed to be booked only for Senior Citizen pax age above 60 yrs. - Mandatory to provide the valid photo ID proof at the airport counter		- Allowed to be booked only for Senior Citizen pax age above 60 yrs. - Mandatory to provide the valid photo ID proof at the airport counter	
No Show Window	Within 2 hrs from the Departure		Within 2 hrs from the Departure	

**Medical Personnel Fare (Product Class - EC/EP/BT)**

Currency and Other Details	Domestic (Within India Sectors)		International (Origin or Destination contains any outside India sector)	
	Reschedule	Cancellation	Reschedule	Cancellation
	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure	Upto 2 hrs prior to the departure
INR	3000	3500	4000	5000
AED	140	150	200	250
QAR	140	150	200	250
SAR	140	150	200	250
BHD	14	15	20	25
OMR	14	15	20	25
KWD	11	14	15	20
SGD	50	60	70	85
USD	170	200	230	280
MYR	40	45	50	60
Cabin Baggage (Not applicable for INFT)	7 Kg		7 Kg	



Check-In Baggage (Child/Adult)	15 Kg (1 Piece)	20 Kg (2 Piece)
Check-In Baggage (Infant)	0 Kg	10 Kg
Other Inclusion	No Inclusion	No Inclusion
Restriction	- Allowed to be booked only for Medical Personnel. - Mandatory to provide the valid MCI/INC certificate as proof at the airport counter	- Allowed to be booked only for Medical Personnel. - Mandatory to provide the valid MCI/INC certificate as proof at the airport counter
No Show Window	Within 2 hrs from the Departure	Within 2 hrs from the Departure

5 Display of Product on OTA's

Retail Login					
Recommendation	Fare Tab 1	Fare Tab 2	Fare Tab 3	Fare Tab 4	Fare Tab 5
Fares give in Fare Tab 1, among these 5 lowest required to be displayed	Xpress Value (EC)	Xpress Flex (OF)	Corporate Value (SC)	Vista Flex (HF)	Vista VIP (VV)
	Xpress Sale (EP)				
	Xpress Promo (BT)				
Partner to manage this fare either display among all lowest mentioned in Fare Tab 1 or show separate	Xpress Family (FM)				
Partner to manage this fare either display among all lowest mentioned in Fare Tab 1 or show separate	Xpress Return (NT)				
For OTAs following Fare Family logic must show the lowest fare between EC/EP/BT	Lowest Available Fare among above	Individual Fare	Individual Fare	Individual Fare	Individual Fare
Corporate Login					
Recommendation	Fare Tab 1	Fare Tab 2	Fare Tab 3	Fare Tab 4	Fare Tab 5
Fares give in Fare Tab 1, among these 5 lowest required to be displayed	Xpress Value (EC)	Eco Flex (OF)	Corporate Value (SC)	Corporate Flex (FS)	Vista VIP (VV)
	Xpress Sale (EP)				
	Xpress Promo (BT)				

Partner to manage this fare either display among all lowest mentioned in Fare Tab 1 or show separate	Xpress Family (FM)				
Partner to manage this fare either display among all lowest mentioned in Fare Tab 1 or show separate	Xpress Return (NT)				
For OTAs following Fare Family logic must show the lowest fare between EC/EP/BT	Lowest Available Fare among above	Individual Fare	Individual Fare	Individual Fare	Individual Fare
<b>Defence Login</b>					
Recommendation	Fare Tab 1	Fare Tab 2	Fare Tab 3	Fare Tab 4	Fare Tab 5
Fares give in Fare Tab 1, among these 6 lowest required to be displayed	Defence (DF)	Eco Flex (OF)	Corporate Value (SC)	Vista Flex (HF)	Vista VIP (VV)
	Xpress Value (EC)				
	Xpress Sale (EP)				
	Xpress Promo (BT)				
Partner to manage this fare either display among all lowest mentioned in Fare Tab 1 or show separate	Xpress Family (FM)				
Partner to manage this fare either display among all lowest mentioned in Fare Tab 1 or show separate	Xpress Return (NT)				
For OTAs following Fare Family logic must show the lowest fare between EC/EP/BT	Lowest Available Fare among above	Individual Fare	Individual Fare	Individual Fare	Individual Fare
<b>Gov Login</b>					
Recommendation	Fare Tab 1	Fare Tab 2	Fare Tab 3	Fare Tab 4	Fare Tab 5
Fares give in Fare Tab 1, among these 5 lowest required to be displayed	Xpress Value (EC)	Eco Flex (OF)	NA	Ministry (FS)	Vista VIP (VV)
	Xpress Sale (EP)				
	Xpress Promo (BT)				
Partner to manage this fare either display among all lowest mentioned in Fare Tab 1 or show separate	Xpress Family (FM)				
Partner to manage this fare either display among all lowest mentioned in Fare Tab 1 or show separate	Xpress Return (NT)				

For OTAs following Fare Family logic must show the lowest fare between EC/EP/BT	Lowest Available Fare among above	Individual Fare	Individual Fare	Individual Fare	Individual Fare
<b>Marine Login</b>					
<b>Recommendation</b>	<b>Fare Tab 1</b>	<b>Fare Tab 2</b>	<b>Fare Tab 3</b>	<b>Fare Tab 4</b>	<b>Fare Tab 5</b>
Fares give in Fare Tab 1, among these 5 lowest required to be displayed	Xpress Value (EC)	Eco Flex (OF)	Corporate Value (SC)	Marine Fare (HF)	Vista VIP (VV)
	Xpress Sale (EP)				
	Xpress Promo (BT)				
Partner to manage this fare either display among all lowest mentioned in Fare Tab 1 or show separate	Xpress Family (FM)				
Partner to manage this fare either display among all lowest mentioned in Fare Tab 1 or show separate	Xpress Return (NT)				
For OTAs following Fare Family logic must show the lowest fare between EC/EP/BT	Lowest Available Fare among above	Individual Fare	Individual Fare	Individual Fare	Individual Fare
<b>Fixed Fare Login</b>					
<b>Recommendation</b>	<b>Fare Tab 1</b>	<b>Fare Tab 2</b>	<b>Fare Tab 3</b>	<b>Fare Tab 4</b>	<b>Fare Tab 5</b>
Fares give in Fare Tab 1, among these 5 lowest required to be displayed	Xpress Value (EC)	Eco Flex (OF)	Fixed Fare (XE)	Corporate Flex (FS)	Vista VIP (VV)
	Xpress Sale (EP)				
	Xpress Promo (BT)				
Partner to manage this fare either display among all lowest mentioned in Fare Tab 1 or show separate	Xpress Family (FM)				
Partner to manage this fare either display among all lowest mentioned in Fare Tab 1 or show separate	Xpress Return (NT)				
For OTAs following Fare Family logic must show the lowest fare between EC/EP/BT	Lowest Available Fare among above	Individual Fare	Individual Fare	Individual Fare	Individual Fare

**6 Refund Policy**

- No Show Refund can be claimed within 6 months from the Departure via Tia Chatbot.
- Medical and Deceased refund can be claimed before the departure via Tia Chatbot upon submit the valid requested proofs.
- Medical and Deceased case to be submitted by passenger directly as the refund will be in the form of voucher on airline discretion.

- DGCA Look-in Policy refund can be claimed via Tia Chatbot by submit request under the feedback option.
- Duplicate booking refund to be claimed via Tia Chatbot before the PNR is No Show or Boarded.

**7 Terms & Conditions - <https://www.airindiaexpress.com/tnc>**

**7.1 Defence Fare**

- Defence discount will be available for bookings through our website [www.airindiaexpress.com](http://www.airindiaexpress.com) and on our authorized Travel Partner.
- AIX Connect will provide Up to 50% discount on base fare only.
- Passengers would be mandatorily required to produce the Military ID card/Dependent card at the time of check-in/Airport entry for verification.
- Applicable for all serving and retired Defence / Paramilitary personnel & their dependent family members.
- Defence discount is applicable for all AIX Connect flights.
- Defence Discount is valid on both, one-way and round-trip bookings.
- The defence fares are to be STRICTLY used for valid defence personnel with an ID.
- Web check-in is permitted for all Defence bookings.
- All bookings shall be governed by AIX Connect conditions of carriage.
- ID validation fee (IDVF) of INR 2000/-, to be charged in case a Guest fails to provide a valid Defence ID or Defence Dependent ID documents.

**7.2 Senior Citizen Fare**

- Senior Citizen discount will be available for bookings through our website [www.airindiaexpress.com](http://www.airindiaexpress.com) and on our authorized Travel Partner.
- Air India Express & AIX Connect will provide Up to 8% discount on base fare only.
- Passengers would be mandatorily required to produce the Valid photo ID proof with Date of Birth at the time of check-in/Airport entry for verification.
- Senior citizen discount is applicable for all Air India Express & AIX Connect flights.
- Senior citizen discount is valid on both one-way and round-trip bookings.
- All bookings shall be governed by Air India Express & AIX Connect conditions of carriage.
- ID validation fee (IDVF) of INR 2000/-, to be charged in case a Guest fails to provide a valid Photo ID proof.

**7.3 Student Fare**

- Student discount will be available for bookings through our website [www.airindiaexpress.com](http://www.airindiaexpress.com) and on our authorized Travel Partner.
- Air India Express & AIX Connect will provide Up to 6% discount on base fare only.
- Student discount will be available for Student Travelers age above Twelve (12) years.
- Passengers would be mandatorily required to produce the Valid school/University ID Card at the time of check-in/Airport entry for verification.
- Student discount is applicable for all Air India Express & AIX Connect flights.
- Student discount is valid on both one-way and round-trip bookings.
- All bookings shall be governed by Air India Express & AIX Connect conditions of carriage.

- ID validation fee (IDVF) of INR 2000/-, to be charged in case a Guest fails to provide a valid school/University ID Card.

**7.4 Medical Personnel Fare**

- Doc and Nurse discount will be available for bookings through our website [www.airindiaexpress.com](http://www.airindiaexpress.com) and on our authorized Travel Partner.
- Air India Express & AIX Connect will provide Up to 25% discount on base fare only.
- Passengers would be mandatorily required to produce the Valid photo ID proof, Medical Council of India (MCI) or State Medical Council registration number for doctors, Indian Nursing Council (INC) registration number or a Degree or Diploma certificate number for nurses and the original/self-attested copy of the registration certificate with a stamp of the relevant hospital or medical facility that the doctor/Nurse is currently associated with at the time of check-in/Airport entry for verification.
- Doc and Nurse discount is applicable for all Air India Express & AIX Connect flights.
- Doc and Nurse discount is valid on both one-way and round-trip bookings.
- All bookings shall be governed by Air India Express & AIX Connect conditions of carriage.
- ID validation fee (IDVF) of INR 2000/-, to be charged in case a Guest fails to provide a valid photo ID proof, Medical Council of India (MCI) or State Medical Council registration number for doctors, Indian Nursing Council (INC) registration number or a Degree or Diploma certificate number for nurses and the original/self-attested copy of the registration certificate with a stamp of the relevant hospital or medical facility that the doctor/Nurse is currently associated with.

**7.5 Other T&C**

- Any Booking once checked-in is not allowed to be modified which means until the PNR is checked-out system will not allow cancellation, ancillary purchase, reschedule etc.
- Please refer to the lift status of the passenger and guide guest on your platform to uncheck the PNR. For the instructions, please display our website link with a message “Please uncheck the PNR via airline Tia Chatbot on <https://www.airindiaexpress.com/home>”.

**8 Service and Support Matrix**

Department	Details
<b>API Support</b>	<p>For any issue on API, please drop us an email in below format. Each issue please send a fresh email:</p> <p><b>Email Subject: DOTREZ: “Agency API ID or Agency ORG ID” - Error Name</b></p> <p>To: <a href="mailto:navitaireapisupport@airindiaexpress.com">navitaireapisupport@airindiaexpress.com</a>            Cc: <a href="mailto:distsupport@airindiaexpress.com">distsupport@airindiaexpress.com</a>; Your respective Air India Express (IX &amp; I5) Sales SPOC</p> <p><b>Body of the Email should contain below:</b></p> <p>Environment: Stage/Production            Description: Brief on the issue/error            Logs: Attach logs in email in JSON format along with URL, method and Timestamp (<i>In case the logs are not available or incomplete, we will be required the HAR file - Process to generate HAR is available within the Technical documentation</i>).</p>
<b>Agency Support</b>	<p>For any issues related to Agent Login, booking, refund, Transaction Fee etc, please drop us an email:</p> <p>To: <a href="mailto:india_salessupport@airindiaexpress.com">india_salessupport@airindiaexpress.com</a></p>

	Cc: Your respective Air India Express (IX & I5) Sales SPOC
<b>Group Booking</b>	For any Group Booking related or Group Tool related issues please drop us email: To: <a href="mailto:in_groupdesk@airindiaexpress.com">in_groupdesk@airindiaexpress.com</a> Cc: Your respective Air India Express (IX & I5) Sales SPOC
<b>Agency Top Up/Payment Support</b>	Please drop us an email to below: To: <a href="mailto:indiatopup@airindiaexpress.com">indiatopup@airindiaexpress.com</a> Cc: Your respective Air India Express (IX & I5) Sales SPOC
<b>Sales Representative</b>	<b>Connect with your sales representatives for any concern related to your account (If no support received from the above channels)</b> North India - Mr. Surinder Arora   <a href="mailto:surinderarora@airindiaexpress.com">surinderarora@airindiaexpress.com</a> West India - Mr. Jignesh Purohit   <a href="mailto:jigneshdp@airindiaexpress.com">jigneshdp@airindiaexpress.com</a> South India - Mr. Praveen Kumar   <a href="mailto:praveenkumars@airindiaexpress.com">praveenkumars@airindiaexpress.com</a> East India - Mr. Rajkumar Bhattacharya   <a href="mailto:rajkumarbhattacharya@airindiaexpress.com">rajkumarbhattacharya@airindiaexpress.com</a> Northeast India - Ms. Madhavi Dutta Roy   <a href="mailto:madhavidattaroy@airindiaexpress.com">madhavidattaroy@airindiaexpress.com</a> For Outside India Region – Mr. Swakit   <a href="mailto:swakit.katkar@airindiaexpress.in">swakit.katkar@airindiaexpress.in</a> and Mr. Aneesh   <a href="mailto:aneesh.mohammed@airindiaexpress.in">aneesh.mohammed@airindiaexpress.in</a>
<b>Travel Agent Support Desk</b>	+918046746746 (Mon to Sat between 0800 hrs to 2000 hrs IST)

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