

DSL/INC/ 058/2021-22/MKTG NR

29th Sep 2021

**All Travel Partners
Northern Region.**

Sub: Opening of Automated Refunds through GDS.

In order to resume normalcy in the refund process through GDS and in continuation of efforts and steps taken for the same, we are pleased to inform that Air India will be opening **Automated Refund through GDS effective 1st Oct 2021.**

However there is an out-flow limit been set and that is:

The total per-week refund for your agency is limited to average ONE DAY sale of the previous week.

- Refund of one day sale from weekly Sale/remittance is allowed.

We seek support of our travel partners to strictly adhere to the above condition and not exceed the limit. As this automated refund will be opened for initially two weeks and depending upon the outcome will be extended.

Other terms and conditions are:

1. Agents must delete/remove all RAs that have not been authorized so far through manual process before processing refunds as per Refund Rule through GDS.
2. Agents to ensure that there are no chargeback cases pending for the document against the sale through credit card.
3. In case refunds process results in multiple payments against the same document, ADMs shall be raised subsequently.
4. Agents should not raise PBD against such ADMs.
5. Kindly ensure adherence to rules as per local regulations.
6. As per direction of Hon'ble Supreme Court of India, travel agents must pass on refunds to final passenger

Stay Safe, Stay Healthy.

Team Air India Marketing,
Northern Region, N.Delhi