

# Air India ADM Policy Update

Dear Travel Partner,

The Air India ADM policy is getting revised effective 1st November 2024. Following will be the update/changes-

Refunds (FOP Violation) – Refund requests on any other FOP than used. It has been noticed that agents often process refunds against a different FOP (Form of Payment) than the original FOP used.

Kindly note that the refund can only be claimed in the original FOP else, a penalty of \$50 + 20% admin fee + 18% GST on the total amount will be charged.

Following are the 2 major scenarios as an example:

2A) An agent issues a ticket with FOP Cash. While processing the refund, they mention the FOP as Card. Penalty applies.

2B) An agent issues a ticket with FOP Credit Card. While reissuing, they collect the ADC (Additional Collection) in Cash. If the ticket is refunded, they must claim the ADC in Cash and the balance on the initial payment on the Credit Card. Failure to do so will attract a penalty.

For more details, please refer to the Air India website.

Thank you for your continued support.

Warm Regards  
Team Air India

