

## Long Delay and Flight Cancellation Notice under the Canadian Air Passenger Protection Regulations (APPR)

*This notice applies to flights operated by Air India in cases of flight delays and cancellations.*

### 1. INFORMATION

If your flight is delayed or cancelled, we'll inform you of the reason. See below for information on the compensation and standards of treatment to which you may be entitled, as well as the recourse you have available.

### 2. REBOOKING

#### **Situations within our control or safety requirement:**

If, due to a situation that is within our control or required for safety, your flight is delayed three hours or more, or cancelled, we'll rebook you on the next available Air India flight or one of our partner airlines within 9 hours of your original departure time. If that is not possible, we'll rebook you on any carrier that departs within 48 hours of your original departure time.

#### **Situations outside our control**

If, due to a situation that is outside our control, your flight is delayed three hours or more, or cancelled, we'll rebook you on the next available Air India flight or one of our partner airlines within 48 hours of your original departure time. If that is not possible, we'll rebook you on the next available flight that is operated by any carrier to your destination.

It is important that you contact us if you are not satisfied with your alternate travel arrangements, so that we may look for an alternate solution. You may also modify your reservation if you receive the self-serve rebooking link sent to you via email.

### 3. REFUND

If you refuse the rebooking options we offer, we can refund the unused portion of your ticket.

If your travel no longer serves a purpose as a result of the delay or cancellation, we can also return you to your point of origin and refund the used portion.

### 4. STANDARDS OF TREATMENT

If, due to a situation within Air India's control or required for safety purposes, (i) you have been informed of the delay or cancellation less than 12 hours before the departure time indicated on your ticket, and (ii) you have waited two hours after the departure time indicated on your ticket, we'll provide you with the following:

- Food and drink in reasonable quantities, considering the length of the wait, the time of day and location;
- Access to a means of communication; and
- Hotel or comparable accommodation for overnight delays for out-of-town passengers, subject to availability within reasonable distance from airport, along with transportation to the hotel or other accommodation, and back to the airport.

## 5. COMPENSATION

If, due to a situation within Air India's control, your flight was delayed three hours or more, or cancelled, you'll be entitled to receive compensation, unless:

- a) You do not have a confirmed reservation or are travelling on a fare that isn't available, directly or indirectly, to the public;
- b) You are informed of the delay or cancellation at least 15 days before the scheduled time of departure;
- c) Your flight was delayed or cancelled due to a situation outside of our control or required for safety purposes;
- d) You have already been paid denied boarding compensation;
- e) You have already been paid under another passenger rights regime for the same event;
- f) You failed to submit your claim within one year of the flight delay or cancellation.

Compensation for delays and cancellations is calculated based on your arrival time at final destination and is:

- 400 CAD for delays at arrival between 3 and 6 hours;
- 700 CAD for delays at arrival between 6 and 9 hours; and
- 1,000 CAD for delays at arrival of 9 hours or more.

## 6. RECOURSE

Please contact [Air India Customer Relations](#) to file a claim, or for any concerns and complaints.

If you feel that we have not resolved your issue to your satisfaction, you may also contact the Canadian Transportation Agency (CTA). You can visit the website of the CTA to learn more about your rights at [otc-cta.gc.ca/eng](http://otc-cta.gc.ca/eng) or call the CTA for advice at 1-888-222-2592.