

Notice of Denied Boarding under the Canadian Air Passenger Protection Regulations (APPR)

1. VOLUNTEERS

During a denied boarding situation, Air India will first ask for volunteers willing to give up their seat in exchange for compensation.

2. BOARDING PRIORITIES

If there aren't enough volunteers, we may deny boarding to passengers holding a confirmed reservation in accordance with our policy on denied boarding priority.

In particular, we'll give boarding priority, in the following order, to:

- (a) unaccompanied minors;
- (b) passengers with a disability and their support person, or service animal, if any;
- (c) passengers travelling with family members; and
- (d) passengers who were previously denied boarding on the same ticket, provided the carrier is informed.

To help reduce your chances of being denied boarding on future travel, we recommend that you check-in early or that you pre-select your seat when booking.

3. INFORMATION

If you're denied boarding, we'll tell you why you were denied boarding. Information on the compensation and standards of treatment to which you may be entitled, as well as the recourse you have available, is contained herein.

4. REBOOKING

Situations within our control or required for safety:

If you are denied boarding due to a situation that is within our control or required for safety, 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 you're denied boarding due to a situation that is outside our control, 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.

5. 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.

6. STANDARDS OF TREATMENT

If, due to a situation within Air India's control or required for safety purposes, you're denied boarding, we'll provide you with the following before you board your next flight booked as part of your alternate travel arrangements, unless this would further delay you:

- 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 accommodations within reasonable distance from airport for overnight delays for out-of-town passengers, subject to availability.

7. COMPENSATION

If you're a passenger who is denied boarding because of a situation within our control, you'll be entitled to receive denied boarding compensation, unless:

1. You haven't fully complied with ticketing and check-in requirements, or you do not satisfy the conditions for transportation under Air India's tariff and general conditions of carriage.
2. You're offered transportation on another seat on the same flight as the one specified on your ticket, at no extra charge.

Denied boarding compensation is calculated based on your arrival time at destination and is 900 CAD (if delayed by less than 6 hours), 1,800 CAD (if delayed between 6 and 9 hours), and 2,400 CAD (if delayed by 9 hours and more).

Please note that you are not entitled to received delay or cancellation compensation if you have already been paid denied boarding compensation.

8. RECOURSE

Please contact Air India Customer Relations for any concerns or complaints at: [Customer Support Portal | Air India](#)

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 www.otc-cta.gc.ca/eng or call the CTA for advice at 1-888-222-2592.

9. REDEEMING TRAVEL VOUCHERS

You may accept payment of denied boarding compensation in the form of travel vouchers. Travel vouchers can only be used towards payment of the base fare when you purchase an Air India ticket for travel on Air India.

Travel vouchers do not expire but you might need to call Air India reservations to re-activate them if you don't use them within one year from the date of issue. Travel vouchers are fully transferable to the customer of your choice.