

AIR INDIA'S FOGCARE INITIATIVE TO HELP PASSENGERS AFFECTED BY FOG DELAYS THIS WINTER

Gurugram, 27 December 2023: Air India, India's leading global airline, today announced that passengers flying to and from Delhi IGI airport during the winter season will be allowed to reschedule or cancel their bookings at no extra cost if their flight is likely to be affected by major fog delays. This is part of its FogCare initiative introduced last winter.

Air India will provide proactive assistance to affected passengers and offer them easy options to reschedule or cancel their ticket at no extra cost.

"The FogCare initiative is a sincere effort to minimise inconvenience to guests whose flights are likely to get affected by fog. It will also help maintain network schedule integrity," said **Rajesh Dogra, Chief Customer Experience Officer, Air India.**

Passengers of these flights will be kept updated with flight-specific advisories and offered easy options in advance to ease their travel experience.

For more information, passengers can go to <http://www.airindia.com> or click on fr.airindia.com/1mw

About Air India:

Founded by the legendary JRD Tata, Air India pioneered India's aviation sector. Since its first flight on October 15, 1932, Air India has built an extensive domestic network with non-stop flights to cities around the world, across the USA, Canada, UK, Europe, Far-East, South-East Asia, Australia, and the Gulf. After 69 years as a government-owned enterprise, Air India and Air India Express were welcomed back into the Tata group in January 2022.

Air India is navigating through a major five-year transformation roadmap under the aegis of *Vihaan.AI*, with an ambition to become a world class airline with an Indian heart. The first phase of this transformation, the taxi phase was recently concluded, and focused on fixing the basics. These included bringing back to service many long grounded aircraft, addition of talent across flying and ground functions, rapid upgradation of technology and strengthening of customer care initiatives amongst others. A member of Star Alliance, the

largest global airline consortium of leading international airlines, Air India offers seamless connectivity and facilities to passengers all over the world.

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