

**SUBJECT: Upgrade For Sure “UFS” Offer for International Passengers**

**Upgrade For Sure “UFS” Offer is being launched to provide a convenient opportunity for international passengers to avail confirmed paid upgrade to Business/First Class within 24 hours of departure.**

**Features:**

**1.** Confirmed upgraded ticket for international passengers within 24 hours of departure.

**2.** No waiting / uncertainty at Airport.

**3.** All benefits of upgraded class, except baggage allowance.

**4.** Tickets can be reissued at CBO/ATO or by Travel Agents.

**Modalities:**

**1. Brand Name of the Scheme:**

* Upgrade For Sure “UFS”

**2. Applicability:**

* This facility shall be available only within D-24 HRS of the flight.
* Applicable only on 098 international revenue tickets for travel on Air India operated flights.
* Not applicable on AD/ID /FOC/ZED/FFP Award/Interline tickets.
* Not applicable on pure domestic journeys.
* “UFS” is only permitted on already issued tickets.

**3.** **Applicable Sectors:**

* All International Sectors across AI network.
* In case of domestic leg forming part of the international journey with two separate flight numbers, Get Upfront charges for both the sectors will apply.
* Passengers can choose to avail “UFS” on the international leg but not on Domestic leg alone.
* In case of domestic cum international flight with a single flight number, the applicable Get Upfront charges from point of origin to destination will apply.

**4.** **Point of Sale:**

* City Booking Offices/Airport Ticketing offices & Travel Agency locations across Air India global network. Not currently available on Air India Website/Mobile App.

**5. Reissuance & Fare Difference:**

* Original booking must be changed to the available Business/First Class RBDs.
* “UFS” is not permitted from Economy to First Class.
* Ticket must be reissued manually to Business /First class by collecting the current applicable Get upfront charges.
* No Change in Free Baggage is permitted.
* Any changes in Get Upfront charges as advised by the airline would be applicable.
* Applicable Get Upfront charges to be added in Base fare manually.
* Additional amount collected to be shown as ADC collected.
* **Fare waiver code AIUFSD1 to be reflected in Fare ladder box and endorsement box is mandatory.**

**6. Booking and Reissue:**

* Booking and reissuance to the higher class must be instant and simultaneous. Blocking of seat in the higher class on Time Limit is not permitted and any violation will attract ADM.

**7. Reissuance RBDS permitted:**

a. All Economy RBDS are eligible to Business Upgrade in “Z “,” J “&” D” RBDs.

b. All Business RBDS are eligible to First Class Upgrade in “A “RBD

**8. Refund /Modifications:**

* In case the passenger wishes to refund the ticket, normal penalties as applicable under the appropriate business/first class fare basis applies.
* In case of passenger who wishes to further modify (re-route, revalidate or reissue) his journey, the agency has to deduct all penalties defined under the business/first class CAT regulation and also collect the applicable fare difference based on the available RBD.

Note: Once tickets are reissued under ‘’UFS” scheme any further modifications are permissible with manual pricing.

**9. Cancellation Charges & Penalties:**

* As per reissued RBD.

**10. Fare Rules:**

* Once reissued, the ticket shall be subject to all fare rules of the reissued fare basis reflected on the ticket.

**11. Validity:**

* With immediate effect till 31 December 2017. However, Airlines reserves right to withdraw the scheme without notice.

**12. Facilities:**

* All facilities except for baggage allowance as per reissued RBD shall be provided.

**13. Audit:**

* 100% fare audit of the reissued tickets shall be carried out.

**14. ADMs would be issued in case of:**

* Agency blocking of seat before issuance of ticket is recorded.
* Agency issues the ticket before D-24 hours of the flight.
* Agency not incorporating Waiver Code AIUFSD1.
* Any other violation of the modalities.

**15.** The “UFS” offer is in addition to the ongoing Get Upfront Scheme (Paid upgrade subject to availability at Airport).

**16.** The level of Airport Upgrades and total amount to be charged to the passenger is available on Air India Website via link and can be re-confirmed at AI Moscow City Booking Office:

<http://www.airindia.in/airport_upgrades.htm>