

COVID-19 policy for Airline / Hotel Bookings done through InterMiles

Updated as of 6th May 2020

Important update: As per the Government of India directive issued on 24th March 2020, regarding the nationwide lockdown, our Trade Partner, EaseMyTrip has announced that the flight inventory for travel date between 25th March to 17th May 2020 has been blocked.

The outbreak of coronavirus has disrupted flight schedules of airlines across the globe. Airlines have been constantly updating their flight schedules and related policies as also there has been a constant change to travel advisories of different countries.

We understand that these constant changes will present challenges to our Members/passengers with regards their air travel and hotel bookings.

To ensure we are able to assist our Members/passengers in the best possible manner, we are working with our travel partner/s to try and offer our Members the maximum waiver benefit for rescheduling / cancellation of their flights / hotel bookings during this time.

We have also relaxed some of our policies for flights and hotels booked through InterMiles during this time.

InterMiles Airline bookings Amendment policy for COVID-19 support

The below grid outlines the details on the waivers and refunds applicable as per the type of travel & segments booked with InterMiles.

For Revenue Air Tickets:

InterMiles will not charge any Cancellation and Rescheduling Fees till 17th May'20				
Flight	Cancellation Policy charges		Date change Policy charges	
DOM	Airline fee	Basis Airline policy	Airline fee	Basis Airline policy
	InterMiles fee	WAIVED OFF	InterMiles fee	WAIVED OFF
			Fare difference	YES
INTL	Airline fee	Basis Airline policy	Airline fee	Basis Airline policy
	InterMiles fee	WAIVED OFF	InterMiles fee	WAIVED OFF
			Fare difference	YES

For Redemption Air Tickets:

InterMiles will not charge any Cancellation and Rescheduling Fees till 17 th May'20				
Flight	Cancellation Policy charges		Date change Policy charges	
DOM	Airline fee	Basis Airline policy	Airline fee	Basis Airline policy
	InterMiles fee	WAIVED OFF	InterMiles fee	WAIVED OFF
	Intermiles Reversal	Basis Airline policy	Fare difference	YES
INTL	Airline fee	Basis Airline policy	Airline fee	Basis Airline policy
	InterMiles fee	WAIVED OFF	InterMiles fee	WAIVED OFF
	Intermiles Reversal	Basis Airline policy	Fare difference	YES

Advisory Updates

Below are the policies/advisory released by some of our trade partners and airlines. We request you to refer the updated airline policies as airlines may change their cancellation and date change rules without prior intimation:

Domestic Airlines:

Air Asia:

Air Asia India has updated its directives with respect to cancellation and amendments to bookings for travel dates between 23rd March to 30th June.

- Convert the amount paid for your current flight booking into a Credit Account which can be redeemed for a new flight booking in the next 365 days, OR
- Change your flight date without additional charges to any date before 31 October 2020. However, Fare difference may be applicable.

Know more here https://support.airasia.com/s/article/Covid-19-Refund-Request-Guide?language=en_GB. Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s

- Date of travel
- Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

Air India and Air India Express:

Air India has updated its directives with respect to cancellation and amendments to bookings.

- **Bookings dates before 22nd March with Travel dates between 22nd March 2020 till 17th May 2020** - Your PNR is re-protected for future use. You can reschedule your travel without paying any date change or sector change fee for your travel. However, fare difference if any will be applicable
- **Bookings dates from 25th March 2020 to 03rd May 2020 for travel during the same period** - Full refunds will be processed without levying any cancellation charges.

Know more here <http://www.airindia.in/COVID-19-UPDATED.htm>. Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

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We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

Go Air:

Go Air has updated its directives with respect to cancellation and amendments to bookings.

- **Travel between March 19, 2020 to May 17, 2020** - Your booking is automatically protected and can be used for travel on a future date, for any GoAir sector. However, name change is not permitted.
- **Bookings made after March 11, 2020 for travel between May 18, 2020 to December 31, 2020** - You can reschedule your travel to any other date without incurring rescheduling charges up to 14 days prior to the original travel date. Rescheduling done within 14 days to departure will attract rescheduling charges. Sector and name change are NOT permitted.

Know more here <https://www.goair.in/promotions/no-show-you-still-go>. Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

You can easily make the necessary changes directly on the airline website www.goair.in. You will have to complete the payment if any and the transaction directly with the airline and a new ticket with the rescheduled itinerary will be issued to you by Go Air. Do remember to update your email address during the booking process to ensure receipt of revised itinerary.

For any changes after the modification you will have to directly co-ordinate with the airline for any further assistance.

Indigo:

Indigo has updated its directives with respect to cancellation and amendments to bookings.

- **Flights suspended during 25th March to 17th May** – Your booking is protected, and a credit shell is issued for use within 1 year from the date of issuance. You can easily view the credit using the following link - <https://www.goindigo.in/edit-booking.html>
- **Booking made till 30th September** - You can reschedule your flight with NO change fee. However, fare difference if any, will be applicable.

Know more here <https://www.goindigo.in/information/corona-virus-travel-restrictions.html>. Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

SpiceJet:

SpiceJet has updated its directives with respect to cancellation and amendments to bookings.

- **Travel dates between 25th March 2020 till 17th May 2020** – Your booking is automatically cancelled with a zero-cancellation fee and a credit shell is created for the same. You can easily view the credit using the Manage Booking section on www.spicejet.com
- **Travel dates till 31st May 2020** - You can reschedule your booking one time for travel till 30th September 2020, without paying any change fees. However, fare difference if any will be applicable on rescheduled bookings

Know more here <https://www.spicejet.com/CoronaVirusTravelRestrictions.aspx>. Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

You can easily make the necessary changes directly on the airline website www.spicejet.com. You will have to complete the payment if any and the transaction directly with the airline and a new ticket with the rescheduled itinerary will be issued to you by SpiceJet. Do remember to update your email address during the booking process to ensure receipt of revised itinerary.

For any changes after the modification you will have to directly co-ordinate with the airline for any further assistance.

Vistara:

Vistara has updated its directives with respect to cancellation and amendments to bookings.

For tickets issued on or before 14th April 2020 for travel commencing on or before 31st May 2020

- Your PNR has been automatically extended till 31st December 2020
- You can change your travel dates till 31st December 2020 without any change fee. However, the fare differential, if any, will be applicable.

Know more here <https://www.airvistara.com/trip/coronavirus-update>. Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

International Airlines:

Aeroflot : https://www.aeroflot.ru/xx-en/news/61710?_ga=2.260785093.910342939.1584685362-203443603.1584685362

Air Asia : https://support.airasia.com/s/article/Covid-19-Refund-Request-Guide?language=en_GB

Air Arabia : <https://www.airarabia.com/en/travel-updates#6334>

Air Canada : <https://www.aircanada.com/ca/en/aco/home/book/travel-news-and-updates/2020/covid-19.html>

Alitalia : https://www.alitalia.com/en_en/fly-alitalia/news-and-activities/news/info-flights.html

Air India and Air India Express:

Air India has updated its directives with respect to cancellation and amendments to bookings.

- **Bookings dates before 23rd March with Travel dates between 23rd March 2020 till 3rd May 2020** - Your PNR is re-protected for future use. You can reschedule your travel without paying any date change or sector change fee for your travel. However, fare difference if any will be applicable
- **Bookings dates from 25th March 2020 to 03rd May 2020 for travel during the same period** - Full refunds will be processed without levying any cancellation charges.

Know more here <http://www.airindia.in/COVID-19-UPDATED.htm>. Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email : memberservices@intermiles.com)
- Provide

- Booking Reference
- Name of passenger/s
- Date of travel
- Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

Air France:

Air France has updated its directives with respect to cancellation and amendments to bookings.

- **Bookings dates before 22 April 2020 with travel dates before 3 July 2020** - you can postpone your departure date without any change fee, subject to the availability in the same travel cabin
- **Bookings for a flight departing before 03 July 2020 and you no longer wish to travel**- Full refunds will be processed without levying any cancellation charges.

Know more here https://www.airfrance.in/IN/en/common/page_flottante/hp/news-air-traffic-air-france.htm. Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

You can easily make the necessary changes directly on the airline website. You will have to complete the payment if any and the transaction directly with the airline and a new ticket with the rescheduled itinerary will be issued to you by Air France. Do remember to update your email address during the booking process to ensure receipt of revised itinerary.

All Nippon Airways:

All Nippon Airways has updated its directives with respect to cancellation and amendments to bookings.

- **Domestic Flights - Travel dates between February 28, 2020 - May 17, 2020**
The airline is permitting a flight change or refund without incurring any handling fees.
- **International Flights – Bookings completed by April 8, 2020 for travel date from February 26 up to May 31, 2020** – You can request for a refund. Cancellation fees will not apply. Requests can be made up to 1 year and 30 days from the travel start date (or issuance date if prior to travel.)

Know more here <https://www.ana.co.jp/en/jp/topics/notice200127/#flightplan>.

Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

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- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

American Airlines : <https://www.americanairlines.in/i18n/travel-info/coronavirus-updates.jsp>

Bangkok Airways : <https://www.bangkokair.com/press-release/view/ticket-handling-policy-for-COVID-19-outbreak-incident-and-Songkran-Holidays>

British Airways:

British Airways has updated its directives with respect to cancellation and amendments to bookings.

➤ **Booking dates between 3 March until 31 May 2020 for Travel dates up to 31 December 2020**

- If you want to change the dates of your booking with Travel dates up to 31 December 2020, the change booking fee has been waived off. However, you will need to pay the fare difference if any.
- If you want to change the destination and the dates of your booking with Travel dates up to 31 December 2020, British Airways is providing a voucher for the same which can be used as payment, or part payment, for a future booking.

Know more here

https://www.britishairways.com/travel/flights/public/en_gb?p_faqid=7982

Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

Brussels Airlines : <https://www.brusselsairlines.com/en-be/misc/AlertMessageDetail.aspx>

Cathay Pacific : https://www.cathaypacific.com/cx/en_US/travel-information/travel-preparation/travel-advisories/covid-19-refunds-and-ticket-changes/refunds.html

Delta Airlines:

Delta Airlines has updated its directives with respect to cancellation and amendments to bookings.

Tickets booked between March 1 and May 31, 2020:

- You can rebook your flight ticket without a change fee for up to a year from date of purchase **OR**
- You can cancel your flight booking without a cancellation fee and use the value of ticket for future travel for a period of one year from date of issue

To know more please visit <https://www.delta.com/us/en/advisories/coronavirus-travel/cancel-change-requirements> and go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

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Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

Emirates:

Emirates has updated its directives with respect to cancellation and amendments to bookings.

- You can rebook your travel for 760 days without any fee change for tickets issued before 31May 2020 for travel up to 31 August 2020 **OR**
- Get a travel voucher issued for validity of 1 year from date of issue. The value of your travel voucher will be equivalent to the amount you paid for your original booking **OR**
- Request for refund. No refund penalty will be applicable.

To know more please visit <https://www.emirates.com/media-centre/emirates-puts-customers-first-in-covid-19-waiver-policies/> and go through the policy in detail as it will help you take necessary actions in relation to your booking. As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone: +91 842289 3333
Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

Etihad Airways:

Etihad has updated its directives with respect to cancellation and amendments to bookings.

If you are due to travel before 31st July 2020, you have the option to:

- Change the date of your flight for free or fly to a different destination anywhere on the Etihad network
- Turn your booking into Etihad credit where you can use the value of your booking towards your next trip

Know more here

<https://www.etihad.com/content/dam/eag/etihadairways/etihadcom/Global/pdf/Consumer-Global-COVID-19-Guide-16-April-2020.pdf>. Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

Finnair : <https://www.finnair.com/in-en/flight-information/travel-updates>

Fly Dubai : <https://www.flydubai.com/en/contact/operational-updates/modification-fee-waiver-flydubai>

Go Air : <https://www.goair.in/services/message-from-the-ceo>

Gulf Air : https://www.gulfair.com/flights/special-deals/no-fees-unlimited-changes?affiliate_id=20200310_No_Fees

Indigo : <https://www.goindigo.in/information/corona-virus-travel-restrictions.html>

Japan Airlines : <https://www.jal.co.jp/jp/en/info/2020/other/200228/>

Kenya Airways : <https://www.kenya-airways.com/en-ke/covid-19>

KLM:

KLM Royal Dutch Airlines has updated its directives with respect to cancellation and amendments to **bookings before or on 21 April 2020 for travel dates before or on 3 July 2020.**

1. Rebook your flight - You may change your travel dates without having to pay the change fee. Fare difference if any may apply.

2. Request a travel voucher - If you choose to postpone your trip, the airline will provide you with a refund in the form of a travel voucher. Your travel voucher is valid to use within 1 year after the date of issue and can be used on KLM, Air France, Delta, Virgin Atlantic, and Kenya Airways flights.

Know more here

<https://www.klm.com/travel/kr ko/prepare for travel/up to date/flight update/index.htm>

Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

Kuwait Airways : <https://www.kuwaitairways.com/en/information/usefulinfo/Pages/Reissue-Refund-Policies.aspx>

Lufthansa:

Lufthansa has updated its directives with respect to cancellation and amendments to bookings.

- You can rebook you travel till 31st December 2020 without any change fee by 31st August 2020, OR
- Get a flight voucher issued to be redeemed at a later point in time.

Know more here <https://www.lufthansa.com/de/en/flight-information>. Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

Malaysian Airlines:

Malaysian Airlines has updated its directives with respect to cancellation and amendments to bookings.

Tickets purchased on or before 30 June 2020 for travel this year

- Rebook your tickets by 31 December 2020 and complete the travel by 30 June 2021.
- You can make unlimited changes to travel dates as well as flexibility to change to a new travel destination with the change fee waived. However, a fare difference will apply if the fare for your new travel date is higher than the original ticket fare purchased.
- In the event you opt to cancel your tickets, Malaysia Airlines will waive the cancellation fee for partially used and totally unused tickets. A travel voucher will be issued for your next travel to be booked by 31 December 2020 and to be completed by 30 June 2021.

Know more here <https://www.malaysiaairlines.com/hq/en/advisory/booking-and-travel-flexibility.html> Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

Malindo Air : <https://www.malindoair.com/news-events/2020/03/12/INDIA-VISA-RESTRICTIONS-RELATED-TO-COVID-19>

Oman Air : <https://www.omanair.com/in/en/suspending-operations-boeing-737-max>

Qantas Airways : <https://www.qantas.com/in/en/travel-info/travel-updates/coronavirus/booking-changes-and-refunds.html>

Singapore Airlines:

Singapore Air has updated its directives with respect to cancellation and amendments to bookings.

For bookings made on or before 15 March 2020, for travel up to 30 June 2020.

- Retain the full value of the ticket as flight credits which can be used to book your new travel up till 30 June 2021, OR
- Request a refund where Cancellation fees and no-show fees will be waived off.

Know more here https://www.singaporeair.com/en_UK/sg/media-centre/news-alert/?id=k8jxbjvz. Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

Scoot : <https://www.flyscoot.com/en/announcements/self-service-refund-available-on-scoot-website>

SriLankan Airlines:

SriLankan Airlines has updated its directives with respect to cancellation and amendments to bookings.

The Waiver Policy applies to all passengers who have purchased their tickets (ticket numbers starting from 603) on SriLankan Airlines on or before 30th April 2020 for travel between 26th January 2020 to 31st December 2020.

- **You have the flexibility to change your travel date or exchange your booking for a travel voucher**
- **You can also apply for a refund your ticket**

To know more please visit <https://www.srilankan.com/travel-waiver-covid-19> and go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email:memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

Swiss Air:

Swiss Air has updated its directives with respect to cancellation and amendments to bookings.

- **Rebook your travel till 30th April 2021 without any change fee by 31st August 2020.** Fare difference owing to a change of destination or/and a change of seating class or similar may incur additional charges

Know more here <https://www.swiss.com/us/en/various/breaking-news>. Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

Thai Airways:

Thai Airways has updated its directives with respect to cancellation and amendments to bookings for travel dates between 25th March 2020 to 31st May 2020.

- **Extend Ticket Validity:** Your ticket validity is automatically extended to 31st December 2020. However, if you do not wish to rebook your flights by 31st December 2020, Thai Airways will automatically extend the final validity to 31st December 2021.
- **Travel Voucher:** For fully unused tickets, the full cost of your ticket is converted into a Travel Voucher with a validity of 12-months. The Travel voucher must be requested before 31May 2020.
- **Refund:** For partially used ticket, Thai Airways will issue a refund for the unused ticket.

Know more here

https://www.thaiairways.com/en/contact_us/thai_special_assistance_form.page

Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

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- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

Trujet:

Trujet has updated its directives with respect to cancellation and amendments to bookings for **travel from 14th April 2020 till 3rd May 2020, 11.59 pm.**

- Bookings stand automatically canceled and a credit file is created for your travel which can be utilized for bookings done within 6 months from the date of cancellation.
- Re-Bookings can be made by visiting www.trujet.com

Know more here <https://www.trujet.com/#/home>. Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

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- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

Turkish Airlines : <https://www.turkishairlines.com/en-in/announcements/coronavirus-outbreak/>

Turkish has updated its directives with respect to cancellation and amendments to bookings.

In accordance with decisions taken by the official authorities, all flights have been suspended until May 28, 2020 in order to protect public health against the novel coronavirus (COVID-19) pandemic.

Know more here <https://www.turkishairlines.com/en-in/announcements/coronavirus-outbreak/cancelled-flights/>

Please go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

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 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

United Airlines:

United Airlines has updated its directives with respect to cancellation and amendments to bookings.

NO CHANGE FEES FOR NEW BOOKINGS:

- For tickets issued up to March 31, 2020, travel up to 24 months from the original ticket issue date.
- For tickets issued between April 1, 2020, and April 30, 2020, travel up to 12 months from the original ticket issue date.

CANCELLATIONS:

- Flights booked before March 31, 2020, retain the value of the ticket to be applied to a new ticket without fee for travel up to 24 months from the original ticket issue date.
- Flight booked between April 1, 2020, and April 30, 2020, retain the value of the ticket to be applied to a new ticket without fee for travel up to 12 months from the original ticket issue date.

To know more please visit <https://hub.united.com/united-coronavirus-covid19-safety-update-2645397564.html> and go through the policy in detail as it will help you take necessary actions in relation to your booking.

As per the airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

To ensure appropriate query resolution, we will only honor requests from the Member who made the original booking.

We also request you to place your request for revised travel plans at least 2 weeks in advance to give us sufficient time to liaise with our Trade Partner and the airline for changes basis availability.

Vietnam Airlines : <https://www.vietnamairlines.com/in/en/news-travel-alerts/travel-alert/0124-VI-Thong-tin-ve-dich-viem-phoi-virus-corona-lien-quan-den-cac-chuyen-bay-cua-VNA-va-JPA>

All Other airlines

Airlines are constantly updating their directives with respect to cancellation and amendments to bookings affected due to COVID 19. Please go through the policy on the airline website in detail as it will help you take necessary actions in relation to your booking.

As per general airline advisory, to make changes to your booking you need to

- Contact InterMiles (Phone:+91 842289 3333 / Email : memberservices@intermiles.com)
- Provide
 - InterMiles Booking Reference
 - Name of passenger/s
 - Date of travel
 - Origin / Destination

Trade Partner:

EaseMyTrip : <https://www.easemytrip.com/airlines-waiver-offer-during-coronavirus.html>

Amendment Policy

For Flight Cancellations:

- Request for cancellation must be submitted a minimum of 72 hours prior to departure, either by calling the InterMiles Service Centre or emailing at memberservices@intermiles.com
- Date of travel should be up to 17th May 2020
- For situations where the airline has cancelled the flight and has been unable to re-accommodate the Member/passenger on other available alternates and has been thus offered a full refund by the said airline, Members must contact InterMiles by sending a mail to memberservices@intermiles.com with a copy of the ticket and PNR, and a confirmation from the airline that the travel is eligible for a complete refund. In such cases, InterMiles will refund the associated InterMiles on the ticket after independently verifying through its travel partner, EaseMyTrip
- In instances of voluntary cancellation of travel by the Member/passenger, prevalent InterMiles Terms & Conditions will apply including but not limited to refund of InterMiles, levy of Service Fee, etc.
- All other InterMiles Terms & Conditions remain unchanged

For Date Change:

- Request for date change must be submitted a minimum of 72 hours prior to departure by calling the InterMiles Service Centre or emailing at memberservices@intermiles.com
- If departure is within 3 days, these requests will be regretted. Member has the option to cancel the itinerary in such a scenario. Cancellation charges may apply as per the airline policy.
- Booking amendments to the preferred date are subject to availability. In case of unavailability of seat(s) on the preferred date, the airline will suggest the next best alternative. If the alternative is also not suitable, then the member has the option to cancel the booking. Cancellation charges may apply as per airline policy.
- Any additional collection of change fees or fare difference levied by the airline will be collected from the Member by InterMiles through the online payment links sent by InterMiles to the Member on their registered email ID
- Booking amendments will be made only after collection of additional charges (if applicable) from the member. Revised itinerary/booking details will be sent to the member registered email ID.
- Only 1 date change is permissible per booking
- All other InterMiles Terms & Conditions remain unchanged

InterMiles Hotel bookings Refund policy for COVID-19 support

Provisions for Full Refund

- Customers who are unable to travel as a result of diagnosis of the virus will be eligible for a guaranteed full refund for all Hotel bookings initiated via Interbook platform.
- InterMiles shall also provide a guaranteed full refund for all Interbook Hotel bookings to healthcare workers devoted to efforts directly related to the COVID-19 public health emergency, whose travel plans have been cancelled in order to remain on the frontlines of the fight against the virus.
- Where scheduled travel becomes impossible due to published travel restrictions or mandatory 14-day quarantine requirements by destination authorities, customers from affected origins including South Korea, Japan, Italy may receive a full refund for any hotel.
- In Wake of Crisis, Chain Hotels have come up with Flexibility on the affected regions and the details can be found below

CHAIN NAME	POLICY DETAILS
Hilton	https://newsroom.hilton.com/corporate/news/statement-from-hilton-coronavirus
Hyatt	https://www.hyatt.com/en-US/info/coronavirus-statement?icamp=hy_cvstatement_jan2020_alertbanner_en
Intercontinental	https://www.ihg.com/content/gb/en/customer-care/travel-advisory
Mariott Bonvoy	https://marriott-re-2019ncovc.com/
Microtel by Wyndham	https://www.wyndhamhotels.com/en-ca/microtel/fort-st-john-british-columbia/microtel-inn-suites-by-wyndham-fort-st-john/overview?gclid=Cj0KCQiAhojzBRC3ARIsAGtNtHXRgoXlhUKjM1IOfmUEktr8P_8jVPmAM7V6ib6fDyORK_W4p
Radisson	https://www.radissonhotels.com/en-us/destination/china
Excellence Collection	https://www.theexcellencecollection.com/coronavirus-travel-information/
Choice	https://www.choicehotels.com/support/travel-alerts
Wyndham	https://corporate.wyndhamhotels.com/news-releases/statement-from-wyndham-hotels-resorts-coronavirus-2/

- Travelers with any bookings will be entitled to a full refund where they request a cancellation due to COVID-19 and associated travel restrictions. For detailed City & Country list and Refund claim eligibility please refer our [Country wise Refund section here](#).

For Online Hotel bookings through our Hotel Partners:

- For Hotel Bookings made online on www.hotels.intermiles.com via our partners you can reach out to them for support directly
- Below are the site details for your reference to coordinate for your booking with ease

PARTNER NAME	WEBSITE
Booking.com	www.booking.com
Agoda	www.agoda.com
Expedia	www.expedia.com
HRS	www.hrs.com
Fab Hotels	www.fabhotels.com
Hotels.com	www.hotels.com
Hilton	www.hilton.com

- You can login to these websites and go through the manage my booking section to manage your bookings with ease

For Online Hotel Redemption bookings:

- For Online Redemption bookings made online on www.hotels.intermiles.com by using Miles or Cash + Miles options via our partner Rocketmiles you can reach out to them for support directly
- Below are the contact details for your reference to coordinate for your booking with ease

PARTNER NAME	CONTACT NO	EMAIL ID
Rocketmiles	910008009190556	jphotelredemptions@rocketmiles.com

- You can be assured our partners are doing their best to coordinate with Hoteliers and seek flexibility and/or waiver for your Travel

For Online Hotel bookings powered by Interbook

- For Hotel bookings made online via www.interbook.intermiles.com, please feel free to reach out to the below coordinates

PARTNER NAME	CONTACT NO	EMAIL ID
Interbook	+91 8422893333	hotelsupport@intermiles.com

- You can be assured we are doing our best to coordinate with Partners & Hoteliers and seek flexibility and/or waiver for your Travel

For Offline Hotel bookings directly with our Stay partners

- For Hotel bookings made offline directly with our Stay partners, we would request you to coordinate directly with our stay partners

PARTNER NAME	WEBSITE NAME
Agoda PointsMax	https://www.agoda.com/
Kaligo	support@kaligo.com
Rocketmiles	Concierge@rocketmiles.com / www.rocketmiles.com
AccorHotels	https://all.accor.com/help/index.en.shtml
Harbour Plaza	www.harbour-plaza.com
World Of Hyatt	https://www.hyatt.com/ Toll Free (India): 1 800 122 1234
IHG Rewards Club	ihgrewardsclub@ihg.com
Langham Hotels	www.langhamhotels.com
The Leela	https://www.theleela.com/en_us/
Marriott Bonvoy	https://www.marriott.com/default.mi
Meritus	https://www.meritushotels.com/index.html
Shangri-La	http://www.shangri-la.com/en/corporate/contact-us/worldwide-reservations/
The Lalit	https://www.thelalit.com/

Other important links

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

<https://www.mohfw.gov.in/>