



IndiGo announces new flight cancellation and change charges for passenger convenience

- *Effective midnight of 27 June, revised charges will be applicable on change or cancellation being made within 0-3 days before the travel date*
- *For domestic bookings, customers can make any changes or cancellations free of charge within 24 hours of booking, if booked at least 7 days before the travel dates*

National, 27 June 2019: To streamline the cancellation process which will further improve travel experience for our passengers, India's leading airline, IndiGo, has decided to revise the flight cancellation and change fee for both domestic and international flights effective midnight today. The revision only applies if the change or cancellation is made within 0-3 days of the travel dates. The charges remain the same in case a passenger is making the change four or more days in advance of the travel dates.

In line with the passenger charter released by the Ministry of Civil Aviation (MOCA) in February 2019, customers can make any changes or cancellations free of charge within 24 hours of booking on domestic flights, provided they have booked their tickets at least 7 days in advance of the scheduled departure.

Mr. William Boulter, Chief Commercial Officer, IndiGo said, "We have revised our flight cancellation and change fee effective midnight today. This will help us bring down the last-minute changes to a minimum, enabling better capacity utilization on-board. Improved processes will help us to continue providing IndiGo's on-time, courteous and hassle-free service at affordable fares."

Sector	Cancellation fee		Change Fee	
	0-3 Days	4 and above	0-3 Days	4 and above
Domestic	INR 3500	INR 3000	INR 3000	INR 2500
Indian sub-continent	INR 3500	INR 3000	INR 3000	INR 2500
South east, middle east and rest of Asia destination	INR 5000	INR 4500	INR 4000	INR 3500
Europe sector - Istanbul	INR 6500	INR 6000	INR 5000	INR 4500
Europe sector Codeshare Flights	INR 6500	INR 6000	INR 5000	INR 4500

About IndiGo

IndiGo is amongst the fastest growing carriers in the world. IndiGo has a simple philosophy: offer low fares and on-time, courteous, hassle-free service. With its fleet of over 200 aircraft, the airline offers around 1400 daily flights and connects 55 domestic destinations and 18 international destinations.

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