

Notification of Passenger Rights under Mainland China Civil Aviation Regulations

Applicability. This notice applies to Air India-operated flights originating from, or having a scheduled stop in, mainland China. For the purpose of this notice, mainland China does not include Hong Kong SAR, Macao SAR or Taiwan.

1. Flight delays and cancellations

If your Air India flight is delayed or cancelled, we will inform you within 30 minutes of becoming aware of the change in flight status, including the reason for the delay or cancellation and relevant flight updates.

1.1. Meals and accommodation

If your flight is delayed or cancelled at the point of origin for reasons attributable to Air India, such as aircraft maintenance, aircraft rotation or crew-related reasons, we will provide appropriate meals and/or accommodation, as applicable.

If the disruption is due to reasons not attributable to Air India, such as weather, air traffic control, security, emergency situations or passenger-related reasons, we will assist you with arrangements for meals and/or accommodation where required. The associated cost will be borne by the passenger.

1.2. Rebooking and refunds

Where an involuntary ticket change results from reasons attributable to Air India, we will arrange an applicable change or transfer, subject to seat availability and acceptance by the receiving carrier where applicable, without charging a ticket change fee.

If you are eligible for and choose an involuntary refund, no refund fee will be charged.

Refund processing timeline: Air India or its authorised sales agent will complete the refund process within 7 working days from receipt of a valid refund request. This period does not include any additional processing time required by your bank, card issuer or other financial institution.

For connecting flights forming part of the same contract of carriage, where a change to one or more sectors prevents you from completing your journey as scheduled, we will assist you in reaching your final destination or agreed stopover point.

2. On-board / tarmac delays

If your flight experiences an extended delay while you are on board the aircraft:

- we will provide updates regarding the flight status and expected delay at intervals not exceeding 30 minutes;
- lavatory facilities will remain available, subject to applicable safety requirements;
- if the on-board delay reaches 2 hours, drinking water and food will be provided; and
- if the on-board delay reaches 3 hours or more and there is no definite departure time and there is no definite departure time, passengers will be allowed to disembark where permitted by aviation safety and security requirements.

3. Denied boarding due to overbooking

If you are involuntarily denied boarding because a flight has been overbooked, Air India will provide compensation and applicable passenger services in accordance with its published overbooking provisions.

You may also choose the applicable rebooking or involuntary refund options. No refund fee will be charged for an involuntary refund.

4. Complaints

If you wish to make a complaint regarding passenger services covered by this notice, please contact visit Air India's website [Flight Disruptions | Feedback | Air India](#) to submit your complaint. Air India is able to receive and process complaints in Chinese.

Air India will provide a response containing the proposed resolution within 10 working days from receipt of the complaint.

5. Important information

The rights described in this notice are subject to the circumstances of the individual disruption and applicable laws and regulations.

6. Regulatory references

- Civil Aviation Law of the People's Republic of China (2025 Revision), effective 1 July 2026.
- Provisions on the Administration of Public Air Transport Passenger Services (2021).
- Flight Regularity Management Regulation (2016), as applicable.