

Notification of Passenger Rights under Vietnam Air Transport Regulations

Applicability. This notice provides information on passenger rights applicable to Air India-operated flights departing Vietnam under the applicable Vietnam air transport regulations.

1. Flight delays

If your flight is delayed, Air India will inform you of the delay, apologise for the inconvenience, provide the reason for the delay and communicate relevant updates regarding the expected departure.

Depending on the duration of the delay, you will be provided with the following assistance:

Length of delay	Assistance
From 2 hours	Drinking water or an equivalent voucher
From 3 hours	Meals and drinking water or an equivalent voucher
From 6 hours between 07:00 and before 22:00	Suitable rest arrangements, taking account of airport conditions
From 6 hours between 22:00 and before 07:00	Suitable sleeping/rest accommodation based on local conditions, or an alternative arrangement with your agreement

The above care and assistance applies to passengers holding a ticket and confirmed reservation who are present at the airport.

For a delay attributable to Air India, you may request rebooking or re-routing within Air India's available service network to enable you to reach your final destination, without applicable change restrictions or related surcharges.

For a delay of 4 hours or more attributable to Air India, if you do not accept the proposed rebooking or re-routing, you may choose a refund of the full ticket or the unused portion of the ticket, as applicable, and may also be entitled to non-refundable advance compensation.

2. On-board / tarmac delays

If passengers remain on board an aircraft during a prolonged ground delay, Air India will provide appropriate assistance including drinking water, suitable ventilation and temperature, access to sanitation facilities and urgent medical assistance where required.

Where the on-board delay exceeds 3 hours and a departure time cannot be determined, passengers will be allowed to disembark unless this is prevented by applicable safety or security requirements.

3. Flight cancellations

If your flight is cancelled, Air India will provide information concerning the cancellation, the reason for the cancellation and the available alternative travel arrangements.

Depending on the circumstances, you will be offered appropriate rebooking/re-routing or a refund. Where the cancellation is attributable to Air India, eligible passengers may also receive non-refundable advance compensation and applicable care and assistance.

4. Denied Boarding

Where you hold a confirmed reservation and are denied carriage for reasons attributable to Air India, you will be offered applicable alternate travel/re-routing or a refund and, where eligible, non-refundable advance compensation.

Compensation does not apply where carriage is lawfully refused for reasons permitted under applicable Vietnamese aviation law, including applicable safety, security, health, documentation or passenger-conduct requirements.

5. Non-refundable advance compensation

For eligible passengers travelling on international flights, the following compensation amounts apply:

Flight distance	Compensation per passenger
Less than 1,000 km	USD 28
1,000 km to less than 2,500 km	USD 55
2,500 km to less than 5,000 km	USD 88
5,000 km or more	USD 165

For international flights, route distance is calculated between the origin and destination of the applicable flight number using great-circle distance.

Where a flight is delayed by 4 hours or more and is subsequently cancelled, non-refundable advance compensation is payable only once for that flight.

6. How compensation may be paid

Eligible passengers may choose, as applicable:

- cash or bank transfer;
- an authorised online/electronic payment method;
- frequent flyer points (where applicable), a complimentary ticket, voucher or other compensation instrument of equivalent value without unreasonable restrictions on use, or
- another service agreed between Air India and the passenger.

7. How to claim compensation

A request for non-refundable advance compensation must be submitted no later than 90 days from:

- the scheduled departure date of a cancelled flight; or
- the actual departure date of the delayed flight or flight on which the passenger was denied carriage.

You may submit your compensation request online through [Flight Disruptions | Feedback | Air India](#)

Requests may also be submitted to Air India at the airport or at an Air India ticketing office, in accordance with applicable Vietnam regulations.

Air India will process an eligible compensation request within 21 days of receiving the request. If compensation is not payable, we will inform you and provide the reason for declining the request.

If you submit a complaint because compensation has not been paid or you believe the amount paid is incorrect, Air India will respond regarding the compensation obligation within 7 days of receipt of the complaint.

8. Refunds following a disruption

Where you are entitled to a refund under the applicable Vietnam regulations, the following processing timelines apply from the date you request the refund

Refund method	Maximum processing timeline
Cash or bank transfer	21 days
Voucher	14 days
Credit card	45 days
Through an agent system	30 days for payment to the agent
Refund from agent to passenger after the agent receives payment from Air India	25 days

A request for a regulated disruption refund must be made no later than 60 days from the scheduled departure date of the cancelled flight or the actual departure date of the delayed flight/flight on which carriage was denied, as applicable.

9. When compensation may not be payable

Non-refundable advance compensation is subject to the eligibility conditions and exemptions prescribed under applicable Vietnamese law.

Where monetary compensation is not payable, any applicable rights to care, assistance, rebooking or refund will be determined separately in accordance with the applicable regulations.

10.Regulatory references

- Decree No. 208/2026/ND-CP on Air Transport, effective 1 July 2026.
- Circular No. 48/2026/TT-BXD on Air Transport, effective 1 July 2026.