



Zonal Employee Discount (ZED) Travel Policy (6€ employees traveling on OFAs)



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1. Objective

1.1 Provides eligibility, guidelines for 6€ employees travelling on Other Airlines (OALs)

1.2 This policy is with effect from 29 December, 2022

2. Coverage

This policy shall be applicable to all IndiGo on – roll employees and full time consultants, who have completed 6 (six) months with IndiGo

3. Definitions

- ZMF- ZED-MIBA Forum (ZMF) is an International Air Transport Association (IATA) interest group of which your airline is a member. It is an umbrella organisation, comprising ZED, which is for Leisure Travel, and MIBA, which is for Duty Travel.

ZED : ZED, which is for leisure travel, stands for Zonal Employee Discount. Over 300 airlines are participating in this agreement. Employees of these airlines can fly with the participating airlines for reduced rates. In short, ZED participation will enable IndiGo employees to travel on Other Airlines (OAL) for leisure travel on stand-by basis.



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- **mýIDTravel:** mýIDTravel is a technology solutions platform provided by Lufthansa Industry Solutions for employees to book and manage their tickets similar to IndiGo Staff Leisure Travel portal, but on other airlines. As majority of the airlines who participate in ZED use mýID platform, IndiGo will be able to tie-up with key carriers through mýID platform.
- **Employing Carrier:** In ZED-MIBA context, employing carrier is the airline whose employee is trying to book a ticket for either leisure or duty travel on mýIDTravel.
- **Transporting carrier:** Transporting carrier is the airline on which the employee makes the booking for travel.

4. Eligible Travelers

4.1 Eligible travelers are divided under two categories, "Mandatory" and "Optional". While Mandatory persons list shall remain the same across airlines and they can avail this benefit, "Optional" travelers would mean that the list of travelers under this category are eligible to avail this benefit *only* if bilaterally agreed in ZED ID Agreement between two airlines. For example, Qatar Airways might allow siblings to travel while Air France might not.

Eligible persons mandatory for personal travel

- Active employees of the ZMF participating airline
- Spouse of the employee
- Children, under 24 years of age, of the employee



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Eligible persons "Optional" for personal travel*

- Children, 24 years of age and over, of employee
- Parents of employee
- Sisters and brothers of employee (Employee's siblings)

4.2 Please refer ID Agreements section on the home page of myID Platform, which will provide information with respect to ZED agreements with different carriers. Select the respective airline and you can find all relevant information like eligible travelers on that airline, fare levels, embargos, etc.

4.3 Employee's nominations on ZED travel shall be dependent on who all has the Employee nominated under their IndiGo Staff Leisure Travel (SLT). For e.g, If an employee is booking travel for spouse on myIDtravel and spouse has not been nominated under IndiGo SLT, the employee will not be able to make a booking for their spouse. However, this does not mean that all nominations on SLT shall be eligible to avail the ZED Travel benefit. It shall be basis the Eligible Travelers mentioned under 4.1 above.

5. Reservation Status

The reservation status shall always be space available only (standby)



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6. Identification



Eligible Travelers must carry valid proof of identification as accepted by the transporting airline and employee identification card. The transporting airline reserves the right to refuse travel in case appropriate proof of identification is not provided as per the policies of the transporting airline. Employees must also carry all relevant documents while travelling.

7. Dress code and Code of Conduct

Eligible travelers must adhere to the dress code of the transporting airline. The same can be found on www.flyzed.info. Transporting airline reserves the right to refuse travel if any eligible person fails to adhere to the dress code as per the transporting airline policy.

8. Travel documents

Eligible persons are expected to carry all important travel documents such as visa, passport, health certificate, travel insurance, etc. of the destination country and any points en-route, in case travelers are offloaded at any point en-route owing to any constraints. IndiGo shall not be responsible or liable for any compensation / remedy, if a traveler is offloaded at any point en-route.

For example, if an eligible person has booked DEL-LHR-JFK and they are onboarded for DEL-LHR flight given space availability. However, they are offloaded at LHR due to space constraints or any other reason, and the next available flight is two days later. In such cases, if an eligible person is not carrying a valid UK visa, they may have to stay at the airport until next flight. Further, any expenses during such stay at airport or outside will not be responsibility of transporting or employing airline.



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9. Baggage acceptance

Transporting carrier shall grant eligible travelers minimum baggage allowance as per ZED-MIBA guidelines. Excess baggage charges, if any, may be collected by the transporting airline at its discretion. Further, eligible travelers may or may not be compensated for delayed, damaged or lost baggage as per the policies of the transporting airline. Eligible persons are requested to refer transporting airline's policy on Flyzed.info, as well as on transporting airline's website for such information.

10. Exclusions:

10.1 Special Services : Special services are not applicable under this benefit. Eligible travelers under this program does not count towards any frequent flyer Program. Further, eligible travelers persons should not expect any facilities such as lounge, Air Miles, ground facilities, special offers, meals, etc.

10.2 Unaccompanied minors / Young travelers : Children under the age of 16 are expected to travel with an adult eligible under this agreement. Booking of an unaccompanied minor is not allowed.

10.3 Codeshare flights: Codeshare flights are excluded under this agreement.

11. Non-acceptance / Deplanement/ Offloading

In case an eligible person is offloaded or not accepted at starting point or en-route, transporting airline is not liable to pay any compensation related to any expenses. Travel under this agreement is standby and eligible persons are required to make all arrangements for themselves in such cases including visa and onward or return travel arrangements in case seat is not available on preferred flight.



For eg. A person travelling under this agreement on DEL-DOH-JFK gets offloaded at DOH owing to space availability constraints in DOH-JFK flight, all expenses related to hotels, communication, transportation, meals, etc. will be the borne by such person.



12. Valid for personal travel only

ZED tickets should only be used for personal leisure travel. Travel undertaken for any remuneration, third party, business travel, etc. not related to IndiGo is not permitted.

13. Fare Calculation

Zone fares are based on agreed fixed amount per segment or per coupon. The same is based on the following-

- a) Zone fare is an agreed fixed amount (distance related) per segment or ticket coupon issued.
 - Distance: fares have been divided into nine mileage bands and hence is based on the distance of the sector you are traveling
 - Five fare levels for leisure travel: There are five fare levels for each mileage band, and basis the level agreed between two airlines in ID Agreement, fare is calculated. For example, on DEL-LHR, British Airways might charge more than Virgin Atlantic even though distance is the same.
- b) Second component of fare is myID service fee, which is a fixed fee and subject to revision basis ZMF guidelines. Service fee is applicable per coupon. For example, if an employee is travelling with their child on DEL-DOH-JFK, total service fee applicable on this journey will be $2 \times 2 \times X$ (2 travelers*2 sectors*service fee)



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- c) Over and above the two components mentioned earlier, total charge will include all applicable taxes, fees, and charges (TFC) as applicable to the customers of the transporting carrier.
- d) Foreign Currency conversion fee may be charged by the bank of the user while making payment. This fee is non-refundable
- e) Any other charges as bilaterally agreed between two parties.

Child / Infant fares-

Children (age 2-11, inclusive) are charged around 67% of the adult fare plus applicable service fee and TFCs.

Infants are charged 0% of the adult fare, i.e, Infants shall not be charged any Zone fare, however, shall be charged applicable service fee and TFCs.

The above are revised by ZMF every year and hence are subject to change. Further, the above ZMF fares maybe used by airlines at their discretion. As a result, the actual fare for adult, children or infants may vary from the above calculation depending on the policies of the transporting airline.

14. Login

myIDTravel link is available on IndiGo SLT Webpage and mobile App. Eligible employees will be directed to the myID webpage through on SLT portal / mobile app. Incase you go to the myIDtravel page through mobile app, it may take a few seconds for the myIDtravel link to appear on the app.





15. Payments:

It is mandatory to make payment through the accepted credit card only (as accepted by transporting airline) to make booking.

Payment will be made in the default currency of the transporting airline. For example, Qatar might have Qatari Riyal (QAR) as the default currency for payment, however, KLM shall have Euros. Rate Of Exchange (ROE) will be applicable as per the user bank rate. The Indian Rupee conversion shall reflect while making a booking.

16. Refund:

16.1 Eligible travelers must initiate the refund after cancelling a particular segment. Refunds are not automatically processed. Refunds will be processed in the currency of the transporting airline at the applicable exchange rates in the original payment account. Foreign currency conversion fee charged by the bank of the user is non-refundable.

16.2 In case of partial travel on a booking, Zone Fares are partially refundable. Cancel the unused coupon and claim refund as per the refund process. For example, if an employee has booked DEL-DOH-JFK and ended up only flying DEL-DOH, fare for DOH-JFK will be refunded.

This is subject to transporting carrier policy. Please refer ID Agreements and flyzed.info before making a booking.



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16.3 In case of partial cancellation, service fee w.r.t unused coupons is not refundable. For example, if an employee has booked DEL-DOH-JFK and ended up flying only DEL-DOH, service fee for DOH-JFK will not be refunded. However, in case of full cancellation of DEL-JFK, full-service fee will be refunded.

17. Differences between listing and booking

Booking is the first step in the process and is created after payment is made, which generates a unique ticket number and PNR on a standby basis. Re-booking allows you to re-book for some other date/time without cancelling the underlying PNR on same sector/airline/class. It is important to highlight again that any ticket which is issued for any particular sector/ travel class (Economy) can only be re-booked on the originally issued sector/ travel class.

Listing is a process to re-book the same sector/segments on some other date/time. However, the listing feature can only be used if the underlying PNR has been cancelled before initiating refund. In this case e-ticket is still active and can be still re-booked.

18. ID agreements

ID Agreements contain information such as agreement effective dates, embargos, fare levels, eligible persons, policies, etc. Please go through the ID Agreements of the respective transporting airline before making any bookings.

Please Note:

- Refer **Process Document** for booking, listing, modification, cancellation, and refund process.
- Please note that travel under policy is the responsibility of the eligible person. IndiGo is not liable under



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any circumstances. Eligible persons are requested to go through all the applicable policies of the transporting airline before making a booking under this agreement.



Information Sources

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| Flyzed.info www.flyzed.info | Policy of the transporting airline including but not limited to dress code, booking & listing procedures, priority rules, etc. |
| myIDTravel website (ID Agreements) | Fare levels, eligible persons, embargos, etc. |
| OAL website | Check-in procedures, Visa/ travel document requirements, etc. |
| 6E employees on OAL Documents | FAQs, Policy and process document on My6EWorld and IndiGo SLT portal. |

Please note that it is different from IndiGo SLT and one should not confuse it with IndiGo SLT

Please note:

- Any deviation from the above policy shall require the prior approval of Head of Human Resources
- Company reserves the right to modify this Policy without prior notice



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