

The Return Ticket # 4

#salutingourcovidheroes

“The LCC T&R team helped to bring my daughter home”. Read this article on how a passenger was evacuated within one day from New York.

One of our passenger was planning to relocate to India in the month of April 2020 from New York. With the rapidly changing COVID-19 situation, she decided to arrive early and changed her Etihad ticket to 19th March paying a stiff penalty to the airline. On 16th March late night the passenger called her mother to inform that all the travelers

Our Covid Hero
who managed this trip



Biki Hazari
Executive - Reservations

who are transiting through UAE will have to undergo mandatory quarantine according to the latest update from Ministry Of External Affairs, India. Her mother connected with us for immediate assistance on the situation.

She reached us in Kolkata on 17th March with extreme worries, to discuss on the possible way outs and receive latest updates on the changing situations. We delivered all the relevant information and guided her to take a decision based on the situation. After measuring all the possibilities, it was decided to fly her

daughter out the very next day. Our team swung into action and with persistent communication with the airlines we managed to book a ticket on Air India from New York by afternoon. The issued ticket was delivered online to both the passenger and her mother who took a sigh of relief after huge stress.

The passenger landed in Mumbai on 18th March afternoon, cleared thermal screening and connected to Kolkata in the evening. We thank our COVID Heroes for performing a commendable job and taking the best care of our passengers.

Our Covid Hero
who managed this trip



Soma Saha
Manager - Operations

Our Covid Hero
who managed this trip



Supriyo Paul Dhara
Executive - Reservations