The Return Ticket # 1

#salutingourcovidheroes

"I want to get home. It's unsettling being trapped in a foreign country". Read this article on how a passenger found her way back home through us.

Recently an Indian student at Madrid travelled to Johannesburg for her research work and got stuck due to sudden and consecutive announcements of cancelled flights, police lockdowns and airport closures all around the world. On the evening of 11thMarch we received a call from her parents desperately looking for options to get their daughter back home to Kolkata. The flight situations got worse as people were trying to return to their respective countries from everywhere.

Our Covid Hero
who managed this trip

Soma Saha
Manager - Operations

After dedicated efforts and persistent communication with all the airlines, we managed to get a seat for her on Etihad that flew to Mumbai via Abu Dhabi and then with Air India from Mumbai to Kolkata.

We closely monitored her entire trip starting from her taking a cab on 12th March to reach the Johannesburg airport, completing her web check-in to sending the check-in confirmations on her WhatsApp well in advance. We also monitored her baggage screening, thermal screening and updated her parents about her every movement in detail.

The major challenge was to pass her through the screening in India successfully, as she had a history of Spain stay where the spread of COVID-19 reached its peak that time. Eventually she landed at Mumbai Chhatrapati Shivaji Maharaj International Airport and we were relieved knowing that she passed through the health screening. She cleared the immigration and thermal screening after which she boarded the Air India domestic flight for Kolkata. We informed the same to her parents who were delighted to get their child back home safe.