

- A cancellation fee will be levied on every bus ticket cancelled. Applicable charges taken into account from Bus Departure date time are:
0 to 12 hrs before travel - 100 % of the total fare
12 hrs to 1 day before travel - 50 % of the total fare
1 day before travel - 30 % of the total fare
- **How do I contact MakeMyTrip.com?**
For your boarding point or departure time queries please call Swami Travels directly at 9422606677 .
To get in touch with MakeMyTrip.com , mail us as BusService@makemytrip.com

Important Terms & Conditions

- In case of change in bus type or any issue related to bus operator , please bring in it out notice with in 24 hours of bus departure. We will investigate it with the operator and revert accordingly. The customer is entitled for refunds in case a lower bus type is provided subjected to our investigation.
- Agency: MakeMyTrip (India) Pvt. Ltd (hereinafter 'MMT') is only providing the services as agent of various tour operators (hereinafter 'Operators'). MMT's obligations are limited to issuance of ticket, providing information as made available to it and processing refunds. MMT is not responsible for the provision of services by the respective operator. MMT assumes no responsibility or liability for the actions or omissions of the operators including non-adherence of the scheduled timings, behavior of the operator's staff, conditions inside the buses, loss of life or property, delay, breakdown or inconvenience suffered by the user or passenger.
- The primary passenger is required to furnish a print out of the e-ticket and an identity proof with the passenger's photograph on it at time of boarding the bus. Failing to do so, the bus operator may not allow boarding.
- The bus e-ticket booked is non transferable.
- The bus operator reserves the right to change the seat number(s) of the passenger(s).
- The bus operator reserves the right to change the boarding point and/or using a pick-up vehicle at the boarding point to take customers to the bus departure point
- The departure and arrival timings mentioned on the e-ticket are only tentative timings. The same are subject to change.
- The bus trips may be delayed, postponed or cancelled due to unavoidable reasons.
- Provision of video/air conditioning or any such other services is the responsibility of the bus operator. Any refunds/claims due to non-functioning or unavailability of these services needs to be settled directly with the service provider (the bus operator).
- In the event of cancellation of a bus/service trip, MMT's liability will be limited only to the extent of refunding the sum paid by the passenger for the price of the e-ticket.
- In case a booking confirmation SMS or email gets delayed or fails because of technical reasons or as a result of incorrect mobile number/ e-mail ID provided by the customer etc, a ticket will be considered 'booked' as long as the ticket shows up on the confirmation page of www.makemytrip.com or Mobile App.
- Any grievances and claims related to the bus travel should be reported to MMT within 10 days of your travel date.
- Customers are advised to reach 15 mins before boarding time.

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Fri 2 Nov, 2018 at 2:01 PM

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