

Travel Booking Chatbot Knowledge Base

1. Introduction

Welcome to the TravelEase Booking Assistant Knowledge Base. This document provides comprehensive details on travel bookings, including flights, hotels, holiday packages, local transport, discounts, visa requirements, emergency services, and FAQs. Our chatbot utilizes this information to assist users effectively in their travel-related queries.

2. Flight Booking Information

2.1 Booking Process

- Users can book flights by providing details such as departure city, destination, travel date, and number of passengers.
- **Payment Methods:** Credit card, debit card, UPI, net banking, and digital wallets.
- **E-tickets** will be sent via email and SMS along with a unique **PNR number** for tracking.
- **Seating Classes Available:** Economy, Premium Economy, Business, and First Class.

- **Baggage Allowance:** Standard baggage policies vary by airline and class. Additional baggage can be purchased at extra cost.
- **Check-in Options:** Online check-in, mobile check-in, airport kiosk, and counter check-in.
- **Priority Check-in** available for Business Class and First-Class passengers.
- **Special assistance** available for senior citizens, pregnant women, and persons with disabilities.
- **Meal Preferences:** Vegetarian, Non-Vegetarian, Vegan, Jain, and Gluten-free options.
- **Frequent Flyer Program:** Users can earn and redeem miles through airline loyalty programs.
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2.2 Popular Airlines & Approximate Fares

| Airline | Route | Economy Fare | Business Fare |
|-----------|---------------------|--------------|---------------|
| Indigo | Delhi - Mumbai | ₹3,500 | ₹8,000 |
| Air India | Mumbai - Bangalore | ₹4,000 | ₹9,500 |
| SpiceJet | Chennai - Hyderabad | ₹2,800 | ₹7,000 |
| Vistara | Kolkata - Delhi | ₹4,200 | ₹10,500 |
| Emirates | Mumbai - Dubai | ₹12,500 | ₹50,000 |
| Lufthansa | Delhi - Frankfurt | ₹40,000 | ₹90,000 |

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|-----------------|------------------|---------|----------|
| British Airways | Mumbai - London | ₹55,000 | ₹150,000 |
| Qatar Airways | Bangalore - Doha | ₹25,000 | ₹70,000 |

2.3 Cancellation & Refund Policy

- **Free cancellation** within **24 hours** of booking.
- **Cancellation charges** depend on the airline and time of cancellation.
- **No-show passengers** will be charged 100% of the ticket price.
- **Partial refunds** available for last-minute cancellations, depending on airline policy.
- **Flight rescheduling** allowed with an additional fee.
- **Refund Processing Time:** 5-7 working days.

3. Hotel Booking Information

3.1 Popular Hotels & Pricing

| City | Hotel Name | Rating | Price Per Night |
|--------|-------------|--------|-----------------|
| Goa | Taj Exotica | 5-Star | ₹12,000 |
| Delhi | ITC Maurya | 5-Star | ₹8,500 |
| Mumbai | The Oberoi | 5-Star | ₹10,500 |

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|-----------|------------------|--------|---------|
| Jaipur | Rambagh Palace | 5-Star | ₹12,800 |
| Bangalore | The Leela Palace | 5-Star | ₹9,500 |
| Chennai | Park Hyatt | 5-Star | ₹8,000 |
| Kolkata | JW Marriott | 5-Star | ₹7,500 |

3.2 Cancellation Policy

- Free cancellation up to 48 hours before check-in.
- 50% refund if canceled within 24 hours.
- No refund for same-day cancellations.
- Some hotels offer flexible cancellation policies under premium membership.

4. Holiday Packages

4.1 Popular Destinations & Packages

| Destination | Package Type | Duration | Price |
|-------------|--------------|----------|-----------|
| Dubai | Budget | 5D/4N | ₹50,000 |
| Maldives | Luxury | 6D/5N | ₹1,20,000 |
| Paris | Honeymoon | 7D/6N | ₹1,50,000 |
| Thailand | Adventure | 5D/4N | ₹80,000 |
| Switzerland | Family Tour | 7D/6N | ₹1,75,000 |

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|-----------|------------------|-------|---------|
| Singapore | Business Trip | 4D/3N | ₹60,000 |
| Bali | Wellness Retreat | 6D/5N | ₹70,000 |

5. Local Transport & Rentals

- **Car Rentals:** Available at major airports and cities starting at ₹1,200/day.
- **Public Transport:** Metro and bus passes available for daily commuters. Discounts available for students and senior citizens.
- **Taxi Services:** Ola, Uber, and local taxi services available 24/7.
- **Bike Rentals:** Available in cities like Goa, Manali, and Ladakh. Hourly, daily, and weekly rental plans available.
- **Self-Drive Cars:** Available with insurance and security deposit. GPS-enabled vehicles and road assistance services included.
- **Chauffeur-Driven Cars:** Luxury and budget options available with professional drivers for local and intercity travel.
- **Electric Vehicle Rentals:** Sustainable travel options available in select cities with charging stations.

- **Airport Transfers:** Private and shared airport transfers available with advance booking.

6. Discounts & Offers

- **Early Bird Offer:** Get up to 20% off on flight bookings made 60 days in advance.
- **Group Discounts:** 10% discount on bookings for 5 or more travelers.
- **Festival Deals:** Special discounts during Diwali, Christmas, Holi, New Year, and Eid.
- **Student Discounts:** 5% off for students traveling for educational purposes (valid student ID required).
- **Credit Card Cashback:** Get 5% cashback on select credit cards from HDFC, ICICI, SBI, and Axis Bank.
- **First-Time User Discount:** Flat ₹500 off on the first flight booking.
- **Weekend Getaway Sale:** Up to 15% off on last-minute hotel and flight bookings for weekend trips.
- **Long Stay Hotel Discounts:** Book hotels for 7+ days and get up to 25% off on the total bill.

- **Last-Minute Flight Deals:** Special discounted fares on same-day and next-day flights.
- **Senior Citizen Discount:** 10% off on domestic flights for passengers above 60 years.
- **Military & Defense Personnel Offer:** Special discounts for armed forces personnel (valid ID required).
- **Corporate Travel Discounts:** Special pricing and rewards for business travelers with bulk bookings.
- **Loyalty Rewards:** Earn points on every booking and redeem them for discounts on future travel.
- **Buy 1 Get 1 Free:** Limited-time offer on select holiday packages and sightseeing tours.
- **Refer & Earn:** Invite friends and earn ₹500 travel credits for every successful referral.
- **Flash Sales:** Limited-time deals with up to 50% off on flights, hotels, and car rentals.
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7. Visa & Travel Insurance

7.1 Visa Requirements

| Country | Visa Type | Processing Time | Fee |
|---------|-----------|-----------------|-----|
|---------|-----------|-----------------|-----|

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|-----------|---------|---------|---------|
| USA | Tourist | 15 days | ₹10,000 |
| UK | Tourist | 10 days | ₹8,000 |
| Schengen | Tourist | 7 days | ₹7,500 |
| Australia | Tourist | 12 days | ₹9,000 |
| Canada | Tourist | 14 days | ₹9,500 |

7.2 Travel Insurance

Travel insurance ensures a safe and hassle-free journey by covering unexpected expenses. Choose from the following plans:

Types of Travel Insurance

- **Basic Plan:**

- Covers flight cancellations and baggage loss.
- Compensation for missed flights due to unforeseen delays.
- Starting at ₹500 per trip.

- **Premium Plan:**

- Includes medical emergencies, hospitalization coverage, and trip delays.
- Covers passport loss, flight rescheduling fees, and trip interruption.

- Coverage up to ₹10 lakh.
- Starting at ₹1,500 per trip.
- **Comprehensive Plan** (Recommended for international travel):
 - Covers personal liability, accidents, and full trip protection.
 - Compensation for natural disasters, theft, and emergency evacuations.
 - COVID-19 coverage for quarantine and medical expenses.
 - Coverage up to ₹50 lakh.
 - Starting at ₹3,000 per trip.
- **Annual Multi-Trip Plan:**
 - Ideal for frequent travelers covering unlimited trips in a year.
 - Includes all benefits of the Comprehensive Plan.
 - Starting at ₹8,000 per year.
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8. Emergency Assistance

Unexpected situations can arise while traveling. Our 24/7 emergency support ensures you get the help you need, no matter where you are.

8.1 Lost Passport Assistance

- Immediately report a lost/stolen passport to the nearest embassy or consulate.
- Assistance with emergency travel documents to return home.
- Guidance on reapplying for a new passport and required documents.
- Contact details of Indian Embassies in major countries provided upon request.

8.2 Medical Emergencies

- 24/7 access to partner hospitals for cashless hospitalization.
- Covers doctor visits, surgeries, ambulance services, and medications.
- Emergency COVID-19 medical care and quarantine expenses included.
- Air ambulance and medical evacuation services available for critical cases.
- Direct coordination with travel insurance providers for hassle-free claims.

8.3 Flight Rescheduling & Delays

- **Instant rescheduling options** available in case of:
 - ✓ Flight delays over 4 hours.
 - ✓ Flight cancellations due to weather conditions or technical issues.
 - ✓ Missed flights due to unavoidable delays in check-in or transit.
- Assistance with alternative flight bookings and accommodation if required.
- Refund processing and compensation claim assistance in case of airline cancellations.

8.4 Baggage Loss & Theft Protection

- Immediate support for reporting lost, stolen, or damaged baggage.
- Compensation and assistance in tracking lost items with the airline.
- Replacement or reimbursement for lost electronic devices, cash, or important travel documents (if insured).
- Travel insurance claim support for high-value lost items.

8.5 Emergency Funds & Legal Assistance

- Financial support in case of wallet or card loss.
- Emergency cash transfer assistance from family/friends.
- Contact with local legal advisors in case of disputes or police matters.
- Support for bail bonds, accident cases, or minor legal violations in foreign countries.

8.6 Natural Disasters & Unforeseen Events

- Immediate evacuation assistance in case of earthquakes, floods, hurricanes, or civil unrest.
- Alternative safe accommodation and emergency transport arrangements.
- Direct coordination with government and embassy officials for safety measures.

8.7 Customer Helpline & 24/7 Support

- Dedicated helpline for urgent travel assistance.
- WhatsApp and email support available for quick responses.
- Direct chat with an AI travel assistant for instant solutions.

10. Additional Travel Tips

- Always keep multiple copies of your travel documents.
- Book flights and hotels in advance to get the best deals.
- Check weather conditions before traveling to any destination.
- Be aware of local laws and customs when visiting international locations.
- Always carry a basic first-aid kit and emergency contacts.