



## IRCTC Heliyatra Ticket




Booking ID: #BOOKING\_ID#

Booking Date & Time: #BOOKING\_DATE#

Status: #BOOKING\_STATUS# Number of Passengers: #NO\_OF\_PASSENGER# Booking Type: #BOOKING\_TYPE#

Reporting Time: #REPORTING\_TIME#

Onward	#ONWARD_BOARDING_PLACE#	#ONWARD_DEBOARDING_PLACE#
	#ONWARD_BOARDING_DATE#	#ONWARD_DEBOARDING_DATE#
	#ONWARD_BOARDING_TIME#	#ONWARD_DEBOARDING_TIME#
	#ONWARD_BOARDING_HELIPAD#	#ONWARD_DEBOARDING_HELIPAD#
	#ONWARD_BOARDING_HELIPAD_LOCATION#	#ONWARD_DEBOARDING_HELIPAD_LOCATION#
Return	#ONWARD_DEBOARDING_PLACE#	#ONWARD_BOARDING_PLACE#
	#RETURN_BOARDING_DATE# (	#RETURN_BOARDING_DATE#
	#RETURN_TYPE#)	#ONWARD_BOARDING_HELIPAD#
	Timing Will Be Informed At	#ONWARD_BOARDING_HELIPAD_LOCATION#
	#ONWARD_DEBOARDING_HELIPAD#	#ONWARD_DEBOARDING_HELIPAD_LOCATION#



Passenger Details:

#PASSENGER\_SECTION#

S No.	Name	Gender	Age	ID Proof	Status
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GST Details:

Booker Name. : #BOOKER_NAME#	Booker GST No. : #PASSENGER_GSTIN#
For Helicopter Fare	Service Provider Name : IRCTC
Helicopter Service Operator : #OPERATOR_NAME#	GST No. : #OPERATOR_GSTIN#
GST No. : 07AAACI7074F1ZM	State Code : Delhi
Place of Supply : Madhya Pradesh	
Booker State : #BOOKER_STATE#	

Description	Total (Including GST)
Helicopter Fare	#TOTAL_FARE#
Dynamic Fare	#TATKAL_FARE#
IRCTC-Conv. Fee	#TOTAL_FEE#
Total	#TOTAL#
Invoice Total (after rounding off)	₹#INVOICE_TOTAL# Rupees #INVOICE_TOTAL_IN_WORDS# only

SCAN TO VERIFY  
THIS TICKET



Applicable PG Charges levied by concerned bank are payable extra.

For Online Helicopter Ticket Queries - IRCTC Customer Care: 1800110139 / 0755-6698100 / 0755-4090400  
Email us - heliyatra@irctc.co.in

Helicopter Operator Helpline Number : 8076819774 / Info@serbaviation.in

Helipad Location : #ONWARD\_BOARDING\_HELIPAD# #ONWARD\_BOARDING\_HELIPAD\_LOCATION#

## **Important Instructions**

1. All the passengers booked should reach the entry point of the concerned helipad at least 1 hour before the time-slot as mentioned in the ticket. However, looking to the rush at Helipad points, the passengers are advised to reach the entry point 2 hours before for comfortable check-in process.
2. In case if the passenger does not reach the entry point 01 hour before the departure time-slot, entry will not be allowed. It will be considered as "NO-SHOW" and no refund will be given. Decision of the Helicopter Operator will be final.
3. At the entry point, ticket will be checked. Only valid ticket holders will be allowed to enter the helipad. Any ticket found fake or duplicate, the passenger(s) will not be allowed to fly. Such persons may be detained law enforcing agencies.
4. The passengers are advised to carry following documents:
  - a. Valid ticket booked on IRCTC website or at Helipad Counters (Hard/Physical copy). No digital ticket will be accepted.
  - b. Passenger wise ID proof (in Original) as submitted at the time of online booking.
  - c. For infants, ID proof (Birth Certificate / Adhaar in Original) as submitted at the time of online booking.
5. The ticket is non-transferable.
6. Ticket is valid for only booked time slot.
7. Boarding pass will be issued by the helicopter operator at the check-in counter at the helipad at the time of boarding.
8. Passenger Weight (Adult, Child & Infant) will be weighed before issue of boarding pass by the Helicopter Operator. The weight of infant will be added to the accompanied passenger. The passenger/passenger along with infant weighing more than 80 kg will have to pay an additional amount of Rs. 150/kg for extra weight. Weight will be calculated individually and will not be offset with another passenger or infant. Passenger denying to pay additional charges of weight may not be allowed to board.
9. Passengers are entitled only one piece of baggage weighing not more than 2 kilograms. Any additional piece of baggage will not be allowed.
10. Age of child equal to 02 years & above will be provided with a seat and will be charged full fare which is equal to adult fare. For infant less than 02 years, no fare will be charged and no seat will be provided to the infant.
11. Maximum 02 child passengers and 02 infants only are allowed per sortie. For example – One sortie can accommodate maximum- 02 Children + 02 Infants + 04 Adults subject to weight permissibility and other conditions applicable for Helicopter operation. Infant weight is calculated along with the accompanied passenger and additional charges will be applicable for any extra weight i.e. Rs. 150/per kg for additional weight above 80 Kgs (infant +accompanied passenger).
12. Seating of the passengers will depend on the helicopter load / sortie planning. A group may be accommodated in separate shuttles. If at any stage it is found that the helicopter is overloaded, the operator will have the right to decide which passenger(s) or articles shall be offloaded and such decision shall be binding and final.
13. Same day return passengers will have to report back for return flight within 1:30 hours of arrival at Shri Kedarnath / Hemkund Sahib helipad. Failure to report within the stipulated time will be deemed to be "NO-SHOW" and no refund will be granted.
14. Passengers who have booked for night stay at Shri Kedarnath / Hemkund Sahib are advised to book helicopter from 02:00 PM onwards only. Reporting time for return flight from Shri Kedarnath / Hemkund Sahib Helipad, will be 06:00 AM on the next day. Passengers are advised to ensure prior booking of accommodation at Shri Kedarnath / Hemkund Sahib as it is located in high altitude.
15. Cancellation or delay of flight due to any reason whatsoever will bear no liability of boarding and lodging of the passengers on UCADA or Helicopter Operators.
16. **In case of cancellation of Helicopter Service due to any Technical Reason / Bad Weather/Government orders, full refund as applicable will be made to the passenger excluding the Payment Gateway Charges/Transaction Charges and Convenience Fee.**
  - In such case, Passengers are advised to submit their ticket issued by IRCTC or the

**boarding pass issued by the Helicopter Operator at the Check-in counter immediately and get their ticket cancelled (duly stamped) at the concerned Helipad Counter.**

- **For online tickets, refund will be processed online and credited to the source account through which the ticket was booked, within 05 to 07 days.**
  - **For tickets booked with cash/online payment at Counter, refund shall be collected by the passenger from the Counter directly.**
  - **For extra weight charges, if any paid by the passenger, will be refunded by the helicopter operator at the helipad itself.**
  - **If Helicopter services is cancelled due to bad weather or any other reason, passengers of particular slot not flown will not be carried forwarded to next slot.**
- 17. In case of cancellation of helicopter services due to any (operational/technical) reasons, if refund (ticket amount paid online on Heliyatra website) is not received within 5 to 7 working days stipulated period, the customer/passenger may lodge a complaint with IRCTC by submitting Cancelled Ticket (duly stamped by Helicopter operator) through their registered E-mail ID on heliyatra@irctc.co.in within 15 days from the date of departure. Refund will be made after due verification with Helicopter Operator, to the same account through which the ticket was booked. No claim of refund amount due to cancellation of Helicopter service, will be entertained after 15 days from the date of departure.**
- 18. The passenger shall follow COVID-19 SOP/Chardham Yatra SOP as issued by the Government from time to time. Passengers are advised to follow health advisories as issued by the Health Department, Government of Uttarakhand.**
- 19. The helicopter operator reserves the right to cancel, advance, reschedule, overfly or delay the commencement or continuance of the flight without any advance notice and without incurring any liability in damages or otherwise to the passengers or any other person on any ground whatsoever.**
- 20. The helicopter operator reserves the right to refuse to carry any person who will be considered unfit for travel or what in the opinion of the company may constitute risk to the aircraft or person on board.**
- 21. In case of any loss or damage of baggage, the passenger can inform the front desk/operator at Helipad.**
- 22. In the event of death of a passenger or any bodily harm or wound suffered by a passenger which results in permanent disability, incapacitating him/her from engaging in or being occupied with his/her usual duties or business/occupation, the liability of the Helicopter operator for each passenger shall be as per insurance policy and other terms & conditions on the account of the accident.**
- 23. Cancellation / Refunds will be governed by the Helicopter ticket Cancellation / Refund Policy available on IRCTC website and some of its key points are: -**
- a. **Online helicopter tickets booked through IRCTC website shall be cancelled through online mode only by the passenger on IRCTC website and no request for cancellation of Online helicopter tickets shall be entertained through any other mode.**
  - b. **In case of cancellation of Helicopter Service due to any technical reason / bad weather/Government orders full refund, as applicable, will be made to the passenger excluding the payment gateway charges/transaction charges and convenience fee.**

### **Restricted Articles and Substances**

- 1. Carriage of dangerous goods/articles is not permitted; restricted articles include but are not limited to, compressed gases, corrosives, explosives, inflammable liquids, solids, radioactive materials, poisons, infectious substances and brief cases with installed alarm devices.**
- 2. If you are carrying these articles in your baggage or on person, declare them. Carrying these substances is an offence under Section 10 of The Aircraft Act, 1934 and may result in imprisonment which may extend to two years and shall also be liable to fine which may extend to one crore rupees.**
- 3. If baggage or on person containing dangerous good is found undeclared/ mis-declared, they are subject to be reported as per Rule 9A of the Aircraft (Carriage of Dangerous Goods) Rules, 2003.**