

PNR

1211168

Ticket ID

TS240812071440983427WFKL

Order ID

23849500435

Departure

**BASTI**



7:15 PM, Mon, 12 Aug 2024



Arrival

**DELHI**

6:50 AM, Tue, 13 Aug 2024

 Bus Operator Name  
**Gola Bus Service** Driver Contact & Vehicle Number  
**You will get the driver contact number and vehicle number 30 mins to 1 hour before departure** Boarding Point  
**TOLL PLAZA**  
TOLL PLAZA ,BASTI Toll Plaza ,Basti Dropping Point  
**Kashmiri Gate Metro station**  
Parking No. 1 Near kashmiri Gate Metro Gate No; 1 , delhi Reporting Time  
**7:00 PM** Boarding Time  
**7:15 PM****Traveller Details**

1. Avadesh Yadav

Male

Seat No: **UH****Fare & Payment Details**

Base Fare (1 Traveller):

**₹ 1299**

Paytm Discount :

**- ₹ 68**

Operator GST :

**₹ 64.95**

Total Amount Paid :

**₹ 1295.95**

Promo Applied

**NEW2BUS****Cancellation Policy:**

a. Cancellation charges are calculated on the actual fare of the ticket, if any discount coupons are used while purchasing the ticket, the discounted value would be used to calculate the refund amount when a ticket is cancelled.

b. Cancellation policy is calculated based on the scheduled departure time of the bus service (i.e. service start time). Service start time: 7:15 PM

Time of Cancellation	Refund percentage	Refund Amount
Between Mon, 12 Aug 7:15 AM and Mon, 12 Aug 1:14 PM	40%	₹ 545.58
Non refundable After Mon, 12 Aug 1:15 PM	Non-refundable	Non-refundable

**Terms and Conditions:**

Paytm is only a bus ticket booking platform. It does not operate bus services of its own. In order to provide a comprehensive choice of bus operators, departure times and prices to customers, it has tied up with many bus operators and service providers.

a. **Child Policy:** It is mandatory for children above the age of 3 years to have a bus ticket unless the bus operator specifies otherwise in their terms and conditions.

b. **Luggage Policy:** A passenger may carry up to 20 kilograms of luggage. In the event the passenger carries additional luggage than what is specified above, the bus operator may charge as per his Policy.

c. **Pet Policy:** Pets are not allowed.

d. **Liquor Policy:** Carrying or consuming liquor inside the bus is strictly prohibited. Bus Operators reserve the right to deboard drunk passengers. In such scenarios, a refund is not applicable.

e. Amenities on the buses as shown on Paytm have been configured and provided by the bus service provider (bus operator). These amenities will be provided unless there are some exceptions on certain days. Please note that Paytm provides this information in good faith to help passengers to make an informed decision. Provision of video, air conditioning and any such other services mentioned by Paytm's travel partners in the buses is their own responsibility. Any refunds/claims due to non-functioning or unavailability of these services needs to be settled directly with the bus service provider.

f. In case a booking confirmation e mail and SMS gets delayed or fails because of technical reasons or as a result of incorrect e mail ID/phone number provided by the user, etc., a ticket will be considered 'booked' as long as the ticket shows up on the confirmation page of the Paytm Platform.

g. For any issues relating to cancellation or refund, the passenger may contact Paytm within 10 days of date of travel, beyond which period request would not be processed.

h. Paytm may call the mobile phone number provided by You while registering with the Paytm Platform, or any updated mobile number subsequently provided by You on the Paytm Platform, or contact You via e-mail, for the purpose of collecting feedback from You regarding Your travel bookings, including but not limited to the bus facilities and/or services of the bus operator.

### Documents required:

a. A copy of the ticket (a printout of the ticket or the printout of the ticket e mail).

b. Identity proof (Aadhaar Card, Driving license, Student ID card, Company ID card, Passport, PAN card or Voter ID card). Failing to do so, they may not be allowed to board the bus.

### Paytm is responsible for:

a. Issuing a valid ticket (a ticket that will be accepted by the bus operator) for its network of bus operators

b. Providing refund and support in the event of cancellation.

c. Providing customer support and information in case of any delays / inconvenience.

### Paytm is not responsible for:

a. The bus operator's bus not departing/reaching on time.

b. The bus operator's employees being unprofessional or engaging in unlawful conduct.

c. The bus operator's bus seats, etc., not being up to the customer's expectation.

d. The bus operators expectation.

e. The bus operator canceling the trip due to unavoidable reasons.

f. The baggage of the customer getting lost / stolen / damaged.

g. The bus operator changing a customer's seat at the last minute to accommodate a lady / child.

h. The customer is waiting at the wrong boarding point (please call the bus operator to find out the exact boarding point if You are not a regular traveler on that particular bus or route).

i. The bus operator changing the boarding point and/or using a pick-up vehicle at the boarding point to take customers to the bus departure point.

j. Any kind of journey inconvenience, injury or death, caused during the journey or flowing from the journey.

k. Any transaction outside of Paytm that happens between the operator and passenger.

### For Assistance:

#### Operator Contact

Contact for travel-related details like driver's contact, vehicle details

**8383807602**

#### Paytm Helpline

Contact for booking-related, refund-related, cancellation-related, or any other issues

**0120 4880880 (24x7)**

#### 24x7 Paytm Care

Avail our 24x7 Paytm Help Section to get all your queries resolved quickly

**[Click here](#)**