TO,

M/s.Cleartrip, Cleartrip Head Office

Unit No.1, Ground Floor, DTC Building, N M Joshi Marg. Delisle Road, Lower Parel (E), Mumbai-400 013

IN RE: Deficiency in services - Cancellation of return flight and non-refund of ticket charges

Dear Sir,

This is to bring to your kind notice that I had booked flight tickets through your online portal (www.clammytop.com) for to and fro journeys between Kochi and Bangalore on 08.10.2016 and 11.10.2016 respectively, for my family members. The details of the bookings are as follows:

i) Ticket for multi-city flight trip ID-1605195195502, for which I paid Rs. 12,916/- vide your online payment receipt no. [receipt number] dated 08.10.2016.

The said services are suffering from the following defects:

i) The return flight on 11.10.2016 was cancelled by the airline without prior intimation, resulting in unexpected expenses like hiring vehicles, lodging, and food expenses for my family members, including elderly and children.

ii) Despite repeated requests and your assurance via email dated 02.11.2016 to refund the charges for the unavailed part of the journey, you have failed to refund the amount and have denied the refund citing unjustifiable reasons.

I have reported the above matter to you through an email dated 28.10.2016, intimating the problems caused due to the cancellation of the flight, followed by a notice through email dated 02.04.2017 for a refund. However, despite all my pleadings, you have not taken any action to refund the charges for the cancelled return journey, which is indeed regrettable.

On account of your aforesaid dereliction of duty and failure and neglect to rectify the same, I have suffered financial loss and incurred expenses of approximately Rs. \_\_\_\_\_ for hiring vehicles, lodging, and food expenses, which you are liable to compensate me for.

You are hereby finally called upon to:

i) Refund the charges for the unavailed part of the journey, amounting to Rs. [amount to be refunded].

ii) Pay compensation of Rs. 50,000/- for the mental agony, financial loss, and hardships suffered due to your negligence.

iii) Pay the cost of these proceedings.

within 15 days of the receipt of this notice, failing which I shall be constrained to initiate appropriate legal proceedings against you for redressal of my grievances and recovery of the aforesaid amounts, besides filing a complaint under the statutory provisions of The Consumer Protection Act, 2019, exclusively at your own risk, cost, responsibility, and consequences, which please note.

Place: [Place]

Date: [Date]

[Signature of the Consumer]