

Frequently Asked Questions

Question 1 : I want to change my booking dates. How can I do this?

Agoda now provides you with a self-service option. Select your booking and choose your new dates.

Question 2 : I want to change the name of the lead guest. How can I do this?

Agoda now provides you with a self-service option. Select your booking and update the guest name.

Question 3 : How do I extend my stay?

Agoda now provides you with a self-service option. Select your booking and choose your new dates.

Please note that not all bookings will allow changes to booking dates.

Question 4 : How do I shorten my stay?

Agoda now provides you with a self-service option. Select your booking and choose your new dates.

Please note that not all bookings will allow changes to booking dates.

Question 5 : How can I make a special request?

You can send your special requests to the property using the self-service option. Please note that all special requests are subject to availability and cannot be guaranteed by Agoda.

Question 6 : How will I know if a special request is confirmed?

All special requests are subject to availability and cannot be guaranteed by Agoda. Agoda will forward your request to your preferred property upon receipt, and you can follow up with the property before or upon arrival.

Question 7 : Can I request early check-in/late check-out?

You can send your special request for an early check-in/late check-out using the self-service option.

Frequently Asked Questions

Please note that all special requests are subject to availability and cannot be guaranteed by Agoda.

Question 8 : Can I choose the type of bed I want, request a smoking or non-smoking room, or request other special requests?

All special requests are subject to availability and cannot be guaranteed by Agoda. Agoda will forward your request to your preferred property upon receipt, and you can follow up with the property before or upon arrival.

Question 9 : How can I get more information about my flight booking?

If you want to know any information about your flight, you can visit the official website of your airline and enter your PNR number, so that you access updated information about your flight. The PNR number can be found in your Agoda confirmation email as an Airline Reference, and also online in 'My bookings' using your Agoda account. If you are not able to access your booking via the airline website or the airline does not have this option, you can contact them directly by phone.

Question 10 : Where can I check my flight booking details?

You can always view your booking details online by signing in and selecting 'My bookings' from the account menu. If you don't know your sign in details, you can follow the 'My bookings' link in your confirmation email.

Question 11 : Can you resend the flight confirmation to me?

Agoda now provides you with a self-service option. Just by clicking on the self-service link provided in your confirmation email, you will be able to resend your booking confirmation to any of your preferred email address. Please note that you can also use this confirmation email as a proof of e-ticket to check in at the airport.

Frequently Asked Questions

Question 12 : Is the meal included in my flight?

If you would like to know if meals or snacks will be served during your flight, you can check this information on the airline's official website.

Question 13 : How long does it take to receive confirmation email?

In most cases, you will receive a confirmation email within 60 minutes of booking. However, the timeline may vary and in some cases may take up to 24 hours. If your departure is in less than 24 hours, you may contact our Customer Service team for further assistance. Please note that your confirmation email is sent to the email address you entered in the booking form while making the flight booking, which may be different from your Agoda account email address.

Question 14 : I have not received my booking confirmation and cannot locate my booking online

In most cases, you will receive your confirmation email within 60 minutes of booking. If you haven't received it, please check your junk mail and/or spam folders. You can also view your booking details and status online by signing in and selecting 'My bookings' from the account menu. If it takes longer to process your booking, you will receive an email notification with an estimated timeline. If you still cannot locate your booking and have not received your booking confirmation after 24 hours, please feel free to contact our Customer Service Team.

Question 15 : How can I check my flight status?

The easiest way to avoid any last-minute surprises on your trip is to reconfirm your flight 24 hours before the travel date. This allows you to be absolutely certain your flight is leaving when you expect it. Airlines often change flight schedules and it is the travelers' responsibility to be aware of any changes. Please check your airline's website or call them for the most up to date flight details. If your airline offers online check-in, it's a great idea to check in online after you have confirmed your

Frequently Asked Questions

flight.

Question 16 : Why I was issued multiple tickets?

In order to offer you the best deal possible, we might issue multiple bookings for your trip which could involve different airlines and/or different suppliers. Each booking has its own set of rules, restrictions, and fees and also its own seat and baggage policies. If you need to cancel or change your trip, you must cancel or change each individual booking separately. This will result in separate fees and charges in each booking. If there is a schedule change or cancellation by the airline on one of your bookings, it is completely separate from the other bookings. This means you may have to pay a fee and additional airfare to change the other booking. In case you cancelled one of your tickets or did not show up, you still can use your other ticket, since they are issued on separate bookings.

Question 17 : What is an E-Ticket?

E-tickets (also called electronic reservations) are digital records stored in the airline's reservations system. These detail your flight information, ticket cost, and payment details, and are attached electronically to your airline reservation. Your airline may require either your e-ticket number or PNR number (Airline reference) when checking in. Both of these numbers are available in the confirmation email.

Question 18 : Can I book for a child traveling alone (unaccompanied minors)?

It's not possible to book tickets for unaccompanied children on our site. Airlines have different policies, so it's better to check and book on their websites directly.

Question 19 : How do I book child and infant tickets online?

Frequently Asked Questions

When searching for flights, you can select from three passenger types: adult, child, and infant. Child and infant tickets must be booked together with an adult ticket. Some airlines don't let you book child or infant tickets online, in which case it's best to contact the airline directly. Criteria to book child and infant ticket include: Infants (< 24 months) must travel in the same seat as the parent/legal guardian and travels for free or pays approximately 10% of the adult fare. Book a ticket as a child if the infant turns 2 years upon the return date. Children (2 - 11 years) ticket costs depend on the airline. You may need to book a ticket as an adult if the child turns 12 before the return date. Please contact us before purchasing the ticket in this case.

Question 20 : My name is spelled incorrectly with additional letter after the first name. Will I be denied?

It is a common practice for flight bookings to use a name format such as (last name)/(first name) (middle name) (title Mr/Mrs/Ms/Miss/Mstr). For example, if an adult passenger's name is John Smith, it is written as Smith/John Mr. Sometimes there is no space between the title and the name, for example Smith/Johnmr. This is a common practice and no name correction is required and this ticket is valid for travel.