

Question: Has insurance been included in the ticket price?

No, travel insurance is not included in the ticket price. You can purchase it on the booking form before you

Question: How can I purchase travel insurance?

You can purchase travel insurance only on the booking form before you complete the booking payment. If t

Question: I have bought insurance and an airline has re-scheduled my flight or I want to change my

In case you purchased an insurance for your travel on Agoda and the airline has re-scheduled the flight, or

Question: How can I cancel my insurance?

If you purchased an insurance for your trip and would like to cancel it, you should contact the insurance co

Question: How can I claim on my travel insurance?

In order to claim the travel insurance, you need to contact the insurance company directly. You can find the

Question: What will happen if an airline change flight schedule?

Airlines, for various reasons, will adjust your flight schedule, most often the flight times -- this is common pr

Question: Will I get a cheaper price if I combine flight and hotel booking under a package?

The price for flight + hotel package is normally lower than if you would book flight and hotel bookings separ

Question: How can I book flight + hotel package?

You can make flight + hotel booking by selecting this product tab on the home page or by adding a hotel po

Question: What confirmation or voucher do I need to use when check in for flight and at the hotel?

Once the flight and hotel bookings are confirmed you will receive a package confirmation email with the de

Question: How can I get a receipt for my package?

You can find the flight + hotel payment information in your Agoda confirmation email. If you need to get a r

Question: How can I change or cancel my package?

If you need to cancel or change your flight + hotel package, you need to cancel or change the flight and the

Question: Can I customized my hotel stay period when I book a flight + hotel package?

If you make a package reservation with a round trip flight you can customize your period of stay at the hote

Question: Are there any limitations for the hotel's city location when I book flight + hotel package?

The hotel's location does not have to be only in the arrival city, you can select a hotel at any city within you

Question: I didn't receive a package confirmation email, what should I do?

If you haven't received it, please check your junk mail and/or spam folders. You can also view your booking

Question: Is there an extra fee for my checked baggage?

Each airline has its own baggage policy. If the airline does not accept free checked baggage, during the bo

Question: What is the difference between Checked Baggage and Cabin Baggage?

Checked baggage is the baggage that is placed in the cargo compartment during your flight. Cabin baggage

Question: What is the difference between free checked baggage, additional checked Baggage, and

Free checked baggage is the checked baggage the airline allows each passenger to bring without any cha

Question: How can I check if my additional checked baggage purchase was successful?

Your flight ticket and additional checked baggage are confirmed at the same time. You can see the details

Question: How to purchase additional checked baggage for Sports and Other Special Equipment?

Unfortunately, extra baggage for sports and other special equipment is not yet available for purchase at Ag

Question: What articles are not allowed in carry on?

Due to security reasons there are some limitations on the type of articles that you may carry on board, both

Question: How would baggage rules be applied on codeshare flights when the flight I booked is op

A codeshare flight is one marketed by one airline but operated with a partner airline's aircraft and crew. In t

Question: What payment methods does Agoda accept?

You'll be able to see which payments are available for your booking on the payment page. There are 2 typ

Question: What can I do if I got a payment error when booking?

If you clicked on 'Pay Now' button and encountered an error message about unsuccessful payment, we su

Question: How do I change my payment method?

If you've already completed the payment and received booking confirmation, you will no longer be able to c