

FAQs - Goibibo and MakeMyTrip

What are the advantages of online bus booking?

There are many advantages of online bus ticket booking:

You can choose your preferred seats.

Online bus ticket booking keeps you away from the long queues of the offline ticket counters.

You can view plenty of buses and choose an appropriate bus for your travel considering the amenities, reviews, ratings and bus images available.

You can choose the preferred bus type (Volvo Bus, AC or Non AC) and also pickup and dropping point and timings.

Your tickets can be booked at a reasonable price with the ongoing bank and e-wallet discounts.

Can we book state road transport corporation buses from Goibibo?

Yes, almost all fleets of state road transport corporation buses can be booked from Goibibo. For example, Deluxe AC and Non AC buses and Volvo bus booking.

Is it compulsory to carry the printout of the ticket to board the bus?

The bus operators validate e-tickets received on your e-mail, WhatsApp or available on the Goibibo app. But, it is advisable to carry the e-ticket's printout to be on a safer side for a hassle-free travel experience.

What if I miss the bus? Will I get a refund?

Refund will not be initiated if you miss the bus. A refund is initiated in case of bus operator cancels the bus and have not provided any other bus as an alternate option. Please note that Goibibo will not be liable for refund as it can be permitted only by the bus operators.

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How to book bus tickets online through Goibibo?

Browse the Goibibo website or mobile app, go to the Bus section, enter the to and from city name and the journey date. The results displayed will bring forth various bus options. You can apply filters as per your travel preferences, like bus timings, boarding or dropping points, bus operators, bus type (Volvo Bus, AC or Non AC Bus). After deciding the bus, you can also select the seat as per your choice. After selecting the seat you must select the pickup and dropping point before confirming the booking.

Enter the traveller detail on the booking confirmation page. You can also check the current offers and promo codes available on the booking and also redeem GoCash if any. You can protect your journey with Travel Insurance policy. After confirming all the details pay the final amount through payment options like Credit/Debit cards, Netbanking or e-Wallets.

Where can I check current offers on online bus booking via Goibibo?

The exciting discounts and offers come with validity, hence, you must check the current offers before booking bus tickets. The exclusive bank offers, promo codes and discounts are displayed on the bus page of the website and Bus section on the Goibibo app.

How to book a hotel online with MakeMy Trip?

Booking a hotel online is easy through MakeMy Trip. All you need to do first is to download our app on your Android or iOS device or simply use your computer. On the app, tap on the Hotels section on the top left corner and enter the details of the city, the area or the hotel. Fill out the check-in and check-out dates, along with the other details and tap Search. Use the Sort & Filter options so that you can book one as per your convenience. You can also choose hotels according to user reviews and ratings.

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How to find the best hotels near me?

If you are travelling to a city for the first time and are looking for hotels in the best areas, it is easy to find them on our website and our app. Let's say, you are going to Goa and planning to book one near the most happening beaches. Once you have hit the Search option, you will find a list of all the hotels in North Goa near the famed beach areas including Baga and Calangute. You can even find out which of the areas are ideal for couples and families. Similarly, if you are looking for booking hotels in Mumbai, you can either book ones that are near the city's major business districts, tourist areas and transportation hubs.

How to find the cheapest hotel deals in any city?

MakeMyTrip, being the best hotel-booking site in the country, offers several discounts on budget hotels as well. If you are looking for the cheapest hotels with amazing deals on the app, you can tap on Sort & Filter option and drag down the Price option from Rs.0 to Rs.500 or from Rs.0 to Rs.1000. Choose from the various amenities you would need during your stay including access to Wi-Fi, room service and in-house restaurants. The list will first show you the cheapest one on top. You can also sort by prices from Low to High, scroll down the list and find your preferred ones with great discounts.

Where can I find current deals and offers of MakeMy Trip?

MakeMyTrip offers plenty of deals and offers on luxury and budget hotels in India in all the cities, on a daily basis. However, these are available for a limited time and they are subject to change the next day. You can look for these deals while you are about to book the hotel after narrowing down your choices. On the app, you can check a property that has 'MMT Exclusive Deal' button below its discounted rate. By tapping on it, you would know how many offers are available.

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What Document/I-Card required to book e-Ticket?

The user is not required to give any input of the photo identity card details of any of the passengers while booking the ticket. However he shall have to carry and show one of following identity card of any of the passengers in original while travelling. The following photo identity cards are considered valid:

- Passport
- Voter photo identity card issued by Election Commission of India
- Driving Licence issued by RTO
- Pan Card issued by Income Tax Department
- Photo Identity card having serial number issued by Central / State Government
- Student Identity Card with photograph issued by recognized School/College for their students
- Nationalized Bank Passbook with photographs
- Credit Cards issued by Banks with laminated photograph
- Unique Identification Card 'Aadhaar', m-Aadhaar, e-Aadhaar
- Photo identity cards having serial number issued by public sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations
- Passenger showing the Aadhaar/Driving Licence from the 'Issued Document' section by logging into his/her DigiLocker account considered as valid proof of identity (Documents uploaded by the user i.e. the document in 'Uploaded Document' section will not be considered as a valid proof of identity).

How can I make payment to book e-ticket?

All payment options have been grouped under specific categories (viz. Credit cards, Net banking, Wallets and Multiple payment service etc.) Select the desired Payment Option from the displayed Payment gateway menus. Click on 'Make Payment' button for redirection to selected Bank website.

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How can I cancel my e-ticket?

E-Tickets (Reservations) can be cancelled only through IRCTC e Ticketing website. To cancel your e-ticket log on to www.irctc.co.in and go to My Account=>My Transactions=>Booked ticket History link and select the ticket to be cancelled and then initiate the cancellation by selecting the passengers to be cancelled. Cancellation would be confirmed online and the refund would be credited back to the account used for booking as for normal Internet tickets. If there is any partial cancellation of ticket please ensure that the modified ticket (Electronic Reservation Slip) is printed separately as for the original ticket. All cancellation and refund rules are processed as per Railway Rules.

What if I forget to carry Photo Identity card?

One of the passengers booked on an E-ticket in a PNR is required to present any of the ten identity cards noted below in original during the train journey and same will be accepted as a proof of identity failing which the passenger will be treated as travelling without ticket and shall be dealt as per extant Railway Rules. Valid Ids:- Passport / Voter photo identity card issued by Election Commission of India / Driving Licence issued by RTO / Pan Card issued by Income Tax Department / Photo Identity card having serial number issued by Central / State Government / Student Identity Card with photograph issued by recognized School/College for their students / Nationalized Bank Passbook with photographs / Credit Cards issued by Banks with laminated photograph / Unique Identification Card 'Aadhaar' / Photo identity cards having serial number issued by public sector Undertakings of State/Central Government, District Administrations, Municipal bodies and Panchayat Administrations.

How to postpone/prepone journey?

This can be done online by cancelling the original ticket and booking a fresh ticket.