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Baggage Policy

Domestic

International

Without prejudice to applicable security rules, passengers are not permitted to carry the following articles on board the aircraft and the following list is not intended to be all inclusive. IndiGo reserves the right to refuse carriage of Baggage with certain restricted items or dangerous goods which may not be mentioned below and considered as unacceptable/ restricted items or dangerous goods as per its own discretion or as notified by applicable regulatory authority:

1. Items unacceptable as Baggage

- a. Battery operated Hover boards, balance wheels, Solo wheels are not permitted as baggage.
- b. Items which are likely to endanger the aircraft or persons or property on-board the aircraft, as specified in the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air, the International Air Transport Association (IATA) Dangerous Goods Regulations or as specified in any other applicable laws, regulations & orders from time to time.
- c. Items which are not properly packed in suitcases or other suitable containers;

- d. Except as expressly permitted in the Conditions of Carriage, explosives, fireworks and flares, fireworks, pistol caps, swords, knives and similar items;
- e. Gases such as compressed gases, liquefied gases, refrigerated liquefied gases, dissolved gases, adsorbed gases, flammable, non-flammable and poisonous gases such as butane oxygen and liquid nitrogen, avalanche rescue backpacks, medical oxygen ,oxygen spray bottles, canned oxygen, oxygen canisters, and oxygen aerosols.
- f. Flammable liquids and solids such as lighter refills, lighter fuel, flammable paints, thinners, used camping stoves or fuel containers, used internal combustion or fuel cell engines, matches, fire-lighters, lighters that are required to be inverted before ignition or are powered by lithium batteries, copra, sodium, potassium etc.;
- g. Oxidizing substances and organic peroxides such as bleaches, aluminium nitrate etc.;
- h. Toxic and infectious substances such as pesticides, insecticides, weed-killers, potassium cyanide, samples for testing of infectious diseases etc.;
- i. Radioactive material;
- j. Corrosives such as acids, alkalis, mercury and wet cell batteries and apparatus containing mercury;
- k. Other dangerous substances and articles including environmentally hazardous substances such as magnetised materials, materials with narcotic, noxious, offensive or irritating properties, e-cigarettes etc.;
- l. Small lithium battery-powered vehicles such as air-wheels, solo-wheels, hover-boards, mini-segways and balance wheels;
- m. Anything (including any item of food or consumable that contains any element of sea food, any animal or bird as one of its ingredients) that has not been packed suitably and that may lead to leakage or any spillage or that may create discomfort to other passengers;
- n. Anything that possesses or is capable of possessing or emitting a conspicuous or offensive odour;
- o. Unless expressly permitted in the Conditions of Carriage, human remains;
- p. Unless expressly permitted in the Conditions of Carriage, live or dead animals;
- q. Items, which, in the reasonable opinion of IndiGo, are unsuitable for carriage by reason of their weight, shape, size or character;
- r. Any other item that may cause inconvenience or a safety hazard to Customers in IndiGo's sole discretion;
- s. Weapon bags are not allowed in ATRs;

- t. Satellite mobile phones are not allowed to be carried in India; or
- u. Any other item prohibited to be carried on-board, as may be notified by Bureau of Civil Aviation Security (BCAS) or any other relevant authority.

For more details on permissible/ prohibited goods, refer to the FAQ section of the website or write to us at customer.relations@goindigo.in.

2. Checked-in Baggage

- a. Free Checked-in Baggage allowance (if applicable) will be as per the Tariff types or other Promotional Airfares only.
- b. Dimension of a Checked-in Baggage must not exceed 158 cm (62 inches) (L+W+H). In ATRs, the dimension of a Checked-in Baggage must not exceed L 152 cm x W 58 cm x H 101 cm.
- c. If Lite Fare is selected or any other similar Promotional Airfares while booking your flight, Customer may not be permitted to carry any Checked-in Baggage unless the Customer pays the excess/ additional Baggage charges as mentioned [here](#) in relation to carriage of such Checked-in Baggage by IndiGo, at the airport counter.
- d. Customers can book pre-paid excess Baggage allowance up to one (1) hour prior to the scheduled departure of their flight, on the Website or through IndiGo's call centre. Additional pieces of Baggage will be in addition to the excess Baggage charges. Applicable fees for carrying excess Baggage is set out [here](#).
- e. For excess Baggage services booked through IndiGo's call centre, an additional amount as applicable will be charged.
- f. Once the Checked-in Baggage is delivered by a Customer at the check-in counters, IndiGo representatives, after inspecting the Baggage's condition, will issue a Baggage Tag for each piece of Checked-in Baggage. Checked-in Baggage should have the Customer's name or other personal identification affixed to it.
- g. Excess Baggage charges are non-refundable in case of no shows and gate no shows.
- h. IndiGo will levy applicable fees set forth [here](#), payable at the airport, for the following special items of Checked-in Baggage sports equipment, skiing equipment, golf bags, bicycle, surf boards, snow board, water ski, scuba diving equipment, kayak, LCD and LED TVs, and Musical instruments. If any of the aforesaid special items of Checked-in Baggage are booked through IndiGo's call centre, an additional amount of 10% (ten per cent) of the applicable charges will apply.
- i. The fee will apply per piece of Checked-in Baggage, per Sector (inclusive of GST, if applicable). The weight of such Checked-in Baggage will be

considered as part of the permissible Baggage allowance and standard excess Baggage charges, if applicable, will be levied. If a Customer intends to carry any special Baggage, as set out above, as Checked-in Baggage, IndiGo should be notified at least 48 (forty-eight) hours in advance through IndiGo's Call Centre.

- j. Loose / spare batteries including power banks are allowed only in Hand Baggage and not in Checked-in Baggage.
- k. Checked-in Baggage will, whenever possible, be carried on the same aircraft as the Customer, unless IndiGo, at its discretion, decides for safety, security or operational reasons, to carry the Checked-in Baggage on a next available alternative flight. If the Checked-in Baggage is carried on a next available alternative flight, IndiGo will deliver the same to the Customer, unless applicable law requires the Customer to be present for customs clearance.
- l. IndiGo does not connect Checked-in Baggage to other airlines. Customers deplaning from one IndiGo aircraft and boarding another airline must collect their Checked-in Baggage and report to the other airline. Customers must ensure that there is enough time gap between two flights while making a Booking involving a change of airplanes or carriers at a point of Stopover. IndiGo will not be liable in any manner, if a Customer misses his/her connecting flight as a result of any delay in IndiGo's flight, due to any reason whatsoever. IndiGo accepts Checked-in Baggage for transfer onto its own flights provided a Customer has booked flights for a Connected Segment.

3. Hand Baggage ^

- a. One Hand Bag Rule: Each Customer is permitted to carry only 1 (one) Hand Baggage weighing a maximum of 7 (seven) kg and not exceeding the following dimensions, subject to any exclusions and other restrictions provided below:
length- 55cm + width- 35cm + height- 25cm
- b. In addition to one piece of Hand Baggage permitted to be carried in accordance with the above, IndiGo will permit a Customer to carry one additional personal article such as a ladies' purse, a laptop or a small infant bag (if travelling with infant) not weighing more than 3 (three) kg (inclusive of duty free items, if any, purchased at an airport).
- c. Hand Baggage is accepted in the cabin subject to the availability of space in overhead bins or under a Customer's seat. Since, Hand Baggage is in the power, possession, and custody of a Customer, therefore, the Customer is responsible for the said Hand Baggage.
- d. In the event, a piece of Hand Baggage is over-sized or over-weight, IndiGo may require transfer of such Hand Baggage to the Checked-in Baggage

compartment of the aircraft, prior to take-off. In such cases, Customer's Hand Baggage will be especially tagged and returned upon arrival, and the same can be collected from the conveyor belts where the Checked-in Baggage is normally received. In the event the Hand Baggage is transferred to the Checked-in Baggage compartment due to increased weight over and above what is permissible for Hand Baggage, the Customer shall be liable to make payment for such excessive weight of the Hand Baggage to IndiGo at then applicable rate per kilogram for the excess Baggage.

- e. In any event, if the Hand Baggage is required to be carried as Checked-in Baggage, the requirements of clause 2 "Checked-in Baggage" (as mentioned above) would be applicable on such Baggage.
- f. Items determined by IndiGo to be of an unacceptable dimension or offensive shape/nature will not be permitted on-board.
- g. Subject to the prevalent applicable local laws and regulations and screening and security checks, Customers may carry liquids in their Hand Baggage in a container with a maximum volume of 100 (one hundred) ml which can be fitted comfortably into a transparent, re-sealable plastic bag with a maximum capacity of 1 (one) litre.

If any Customer wishes to carry an oversized item on-board which is not compliant with the permissible limits set forth above, but will fit safely in a seat, IndiGo may allow such Customer, at its discretion, to purchase an additional seat on a flight, subject to availability of seats and payment of applicable Tariff. This facility is not available as part of online Booking and Customer should reach out to the call centre to arrange for such booking. IndiGo reserves the right to refuse, carrying any Hand Baggage, due to excessive size or otherwise, if IndiGo deems such carriage to be a risk to safety.

- h. Satellite mobile phones are not allowed to be carried in Hand Baggage.

4. Carriage of LCD/LED TVs

- a. a maximum two (02) LCD/LED TVs can be carried by one Customer in Checked-in Baggage.
- b. the maximum size of LED/LCD TV that shall be acceptable for carriage is 139.7 centimetres including the cartons.
- c. Carriage of TVs shall also be governed by other applicable terms and conditions contained in the Conditions of Carriage regarding carriage of fragile items, etc.

5. Carriage of photographic equipment and films

- a. Photographic equipment and films can be carried in Hand Baggage or in Checked-in Baggage.
- b. Baggage containing photographic equipment and films shall be screened through the X-ray baggage inspection system ("**BIS**"). To avoid any damage to the undeveloped photographic film by X-ray BIS, Customers are advised to carry only the processed photographic films.
- c. However, on Customer's request, IndiGo may also permit the Baggage with photographic equipment and film to be screened manually for which the Customer may be required to remove the film from the canister and pack the same in a clear plastic bag for further examination.

6. Carriage of firearm, air gun or ammunition ^

- a. Carriage of firearm, air gun or ammunition by a Customer (whether as Hand Baggage or as Checked-in Baggage) is strictly prohibited on IndiGo's ATR carriers.
- b. Subject to the above-mentioned restriction, and except as otherwise provided in the Conditions of Carriage, IndiGo will charge applicable fees set forth [here](#), for every fire arm, air gun or ammunition carried by a Customer (inclusive of GST, if applicable) for additional services provided for handling and carriage of firearm, air gun or ammunition in his/her Checked-in Baggage.

Subject to the conditions specified below, IndiGo may permit carriage of firearms and/ or ammunition, without charging any fee, in the following cases:

- a. Personnel from the armed forces and the police forces required to carry their arms or ammunition in connection with the performance of their



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Trips ▼

Deals
&
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Check-
in

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ammunition shall be packed securely, as prescribed under applicable law; or

- b. A sportsperson traveling on a flight operated by IndiGo on a domestic sector, in order to participate in a shooting event within India, for which he/ she is required to carry more than one licensed firearm and/ or more than 50 (fifty) cartridges (cumulative weight of the firearm and 50 (fifty) cartridges shall not exceed 5 (five) kilograms), such sportsperson may be permitted by IndiGo to carry the requisite number of licensed firearms and/ or ammunition in his Checked-in Baggage subject to the following conditions:

The sportsperson is required to make declarations in writing in relation to the carriage of firearms or ammunition, and producing the following documents at the security check point of Checked-in Baggage for inspection by the screener

of IndiGo:

- valid license or authorization of firearms and ammunition in name of the sportsperson or an accompanying Customer.
- evidence of identity which can be established by a photo identity card issued by a government agency or a sponsoring sports club.
- bonafide carriage of arms and ammunitions on the basis of a written document issued by the president or secretary of the sports club sponsoring him/her for the shooting event.
- The firearm must be unloaded. The firearm must be carried in a hard-sided container, and the container must be locked.
- The ammunition must be securely packed in fibre (such as cardboard), wood or metal boxes or other packaging specially designed to carry small amounts of ammunition. The packaging should be completed in a manner that minimizes the chances of accidents, if any. Fire-arm magazines or clips do not satisfy the packaging requirement unless they provide a complete and secure enclosure of the ammunition.
- The ammunition may also be located in the same hard sided case as the firearm, as long as it is properly packed as described above.
- Black powder and percussion caps used with black powder type firearms are not permitted to be carried as a Hand Baggage or Checked-in Baggage.
- An authorization for carriage of firearms and ammunition by the sportsperson in an aircraft shall be obtained from DGCA in accordance with provisions of the Aircraft (Carriage of Dangerous Goods) Rules, 2003 and Aircraft Rules, 1937.

Carriage of fire arms shall be permitted for other Customers by IndiGo, subject to the provision by such Customer of the copies of all the relevant clearances and permissions as required by Regulatory Authorities under applicable laws, to the satisfaction of IndiGo.

A firearm or ammunition is not permitted to be carried on person or in the Hand Baggage and should be carried only as Checked-in Baggage. However, firearm or ammunition can be carried as Checked-in Baggage after providing a written declaration to IndiGo in the form provided by IndiGo, provided that such firearm is unloaded and securely packaged separately from the ammunition and is carried in accordance with the provisions of the Aircraft Rules, 1937, Aircraft (Carriage of Dangerous Goods) Rules, 2003 and the ICAO Technical Instructions. Any Customer, found carrying firearm or ammunition in contravention to the above, would be in violation of applicable law. In such a case, IndiGo will file a criminal complaint against the Customer with appropriate authority and such Customer shall be off-loaded.

Standard excess Baggage charges shall apply if the free Baggage allowance is

exceeded due to carriage of such weapons or ammunition.

7. Valuable and Fragile Goods:

- a. Customers are strongly advised not to check-in such items as Checked-in Baggage which by their very nature are valuable or fragile. If such items are checked-in as Checked-in Baggage, Customers agree to carriage of such items, at their own risk and cost. Such items include, without limitation, currency, jewellery, silverware, glassware, medicines, perishable goods, computers, computer software, phones, cameras, video equipment, any other electronic equipment, negotiable instruments, title documents, certificates, securities, bonds, business and personal documents, samples, paintings, artefacts, manuscripts, other works of art, antiques, research material, unique or irreplaceable items, scholarship items or documents, irreplaceable books or publications, passport, or other similar valuable documents or items.
- b. Items mentioned in the clause above are not covered under any compensation for loss or damage policy of IndiGo under the Conditions of Carriage. It is the sole responsibility of the Customer not to keep these items in Checked-in Baggage.
- c. IndiGo shall not be responsible and liable for any damage or loss etc. for any such items carried by Customers in their Checked-in Baggage. In case, a Customer's Checked-in Baggage is spoilt due to spillage or leakage of glass bottles or jars unsuitably packed, IndiGo shall not be liable for the same.

8. Carriage of lithium batteries:

1. Spare Lithium Batteries

- a. Subject to security clearance at an airport, IndiGo may allow a Customer to carry a maximum of 20 (twenty) spare or loose (a) lithium ion batteries (including power banks) rated up to 100 (one hundred) Wh, or (b) lithium metal batteries with lithium metal content not exceeding 2(two) grams;
- b. Subject to a Customer obtaining the prior approval of IndiGo by calling IndiGo call centre at (0) 9910383838 or 01246173838 at least 24 (twenty-four) hours before the departure time of the flight and security clearance at an airport, IndiGo may allow the Customer to carry a maximum of 2 (two) spare or loose;
- c. lithium ion batteries (including power banks) rated above 100 (one hundred) Wh and below 160 (one hundred and sixty) Wh; or
- d. lithium metal batteries with lithium metal content of each battery more than 2 (two) grams and less than 8 (eight) grams, only if such batteries are used for portable medical devices.

- e. The lithium batteries must be packaged in their original retail packaging or in separate plastic bags. The battery terminals must be taped and insulated to prevent short circuit.

2. Portable Electronic Devices containing lithium batteries

- a. Subject to security clearance at an airport, IndiGo may allow Customers to carry a maximum of 15 (fifteen) portable electronic devices, if each such device is fitted with (a) a lithium ion battery which must not rate above 100 (one hundred) Wh; and (b) a lithium metal battery with lithium metal content not more than 2 (two) grams.

Subject to a Customer obtaining the prior approval of IndiGo by calling IndiGo call centre at (0) 9910383838 or 01246173838 at least 24 (twenty-four) hours before the departure time of the flight and security clearance at an airport, IndiGo may allow the Customer to carry a maximum of 2 (two):

- i. portable electronic devices with lithium ion batteries rating more than 100 Wh but not exceeding one hundred and sixty (160) Wh; or
- ii. portable electronic devices with lithium metal batteries in which lithium metal content is more than two (2) grams but does not exceed eight (8) grams.

IndiGo recommends that Customers should carry portable electronic devices as Hand Baggage. If a Customer carries such devices in Checked-in Baggage, the devices should be turned off and packed securely to avoid any damages.

9. Carriage of Human Remains ^

Urns with ashes are allowed in Hand Baggage. Carriage of human remains is permitted on all aircraft except ATRs and shall be subject to IndiGo's discretion where such carriage may cause any disruption or inconvenience to flight operations. The process for carrying human remains on an aircraft other than ATRs is as follows:

- a. The Customer accompanying such human remains must contact IndiGo's cargo agents at IndiGo's cargo counter or write to us at cargo.sales@goindigo.in and to know more [click here](#) and identify the relevant person who accompanies the mortal remains/ human remains.
- b. The human remains may be carried by us on both direct and in-direct flights.
- c. Security measures/procedure at departure station:

Mortal remains/human remains/cremated remains will be transported as air cargo and the following documents will need to be submitted:

- d. In case of movement from a station within India:
 - i. Death certificate from a competent medical authority;
 - ii. Embalming certificate from the hospital/competent authority;
 - iii. Permission from the local police authorities for carrying dead body/human remains; and
 - iv. Any other document e.g. driving license or passport or any other photo ID card issued by a Government/semi - Government agency to establish identity of the deceased.
- e. In case of transportation from a foreign station-
 - i. Death certificate from a competent medical authority;
 - ii. Embalming certificate by the hospital/competent authority;
 - iii. Certificate by the local police authority for carriage of dead body/human remains;
 - iv. Permission from the Indian mission for carriage; and
 - v. Copies of cancelled passport of the deceased.

The Customer who accompanies the dead body/human remains shall provide an additional documentary proof to IndiGo, which may be any of the documents mentioned in Clause 9.1 of Conditions of Carriage to prove his/her relationship to the deceased.

- f. Security measures/procedure at arrival station:

Mortal remains/ human remains are to be collected through the cargo terminal by the person whose name is mentioned on the document.

10. Carriage of human organs: ^

Any live human organs are accepted on board IndiGo flights and must be transported in accordance with AVSEC Circular No. 1/2017 dated January 06, 2017 and other applicable laws. Such live organs must not contain any infectious substances.

A container with live human organs is required to be carried as Hand-Baggage, irrespective of the size and weight of the container. During taxi, take-off and landing, such container is required to be stowed and secured under a seat or in the overhead bin.

11. Carriage of Alcoholic beverages ^

- a. Subject to the provisions of Clause 5 as mentioned above, Customers may carry upto 5 (five) litres of alcoholic beverages as part of their Checked-in Baggage, provided the following conditions are met:

- i. The alcoholic beverage is in retail packaging and is packed appropriately (to prevent damage/leakage).
 - ii. Alcohol content in the beverage is not more than seventy percent (70%).
- b. If the alcoholic beverage contains twenty-four (24%) or less alcohol by volume, the above limitation of five (5) litres does not apply.
- c. Alcoholic beverages are also permitted in Hand Baggage when purchased from an airport's security hold area, and should be placed in a transparent re-sealable plastic bag (STEB- Security Tamper Evident Bag) of a maximum capacity not exceeding 1 (one) litre. Liquids, aerosol and gels of any volume, that have been purchased at an airport retail outlet or on board an aircraft, should not be permitted through security screening checkpoints unless they are carried in a security tamper-evident bag (STEB). The indicative size of a one (1) Litre STEB bag is 20.5 cm x 20.5 cm or 25 cm x 15 cm or equivalent. The containers must fit comfortably within the bag, which should be sealed.
- d. The carriage of alcoholic beverages by Customers shall also be subject to other provisions of the Conditions of Carriage and applicable law.

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