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Terminal Information

From which terminal will my flight depart?

Domestic Terminals

CITY	TERMINAL	
Agartala	Agartala Terminal	Agartala
Ahmedabad	Terminal 1	Sardar Patel
Amritsar	Amritsar Terminal	Sri Guru Jee
Bagdogra	Bagdogra Terminal	Bagdogra
Bengaluru	Bengaluru Terminal	Kennedy Intern

Airport Check-in Requirements	Bhubaneswar	Terminal 1	Biju Patnaik
<b>Terminal Information</b>	Chandigarh	Chandigarh New Civil Air Terminal	Chandigarh International
Non-standard & Special Baggage	Chennai	Chennai International Airport	Chennai International
Lost & Mishandled Baggage	Coimbatore	Coimbatore International Airport	Coimbatore International
Aircraft and Routes	Dehradun	Dehradun Jolly Grant Airport	Dehradun
Contact Us	Delhi	Terminal 1D/Terminal 2	Indira Gandhi International
Fare Rules	Dibrugarh	Dibrugarh Terminal	Dibrugarh
Expectant Mother	Dimapur	Dimapur Airport	Dimapur
Medical Assistance	Goa	Goa Domestic Terminal	Goa Airport
Passengers with Special Needs	Guwahati	Guwahati Terminal	Lokpriya International
Unaccompanied Minor Travel	Hyderabad	Hyderabad Rajiv Gandhi International Airport	Hyderabad Rajiv Gandhi
Payment Alerts	Imphal	Imphal Terminal	Imphal
	Indore	Indore New	Devi Ahirya

Reservations		Integrated Terminal Building	Ho
Payment Support	Jaipur	Terminal 2	Jaipu
Travel Documents	Jammu	Jammu Civil Airport	Jamn
6E Fares	Kochi	Cochin International Airport	Cochi
Codeshare Flight	Kolkata	Kolkata Terminal 2	NS
Dubai Airport Change	Kozhikode	Domestic Terminal	Kozh Intern
6E Rewards	Lucknow	Terminal 2	Chau Sir
Credit Shell	Mangalore	Mangalore Integrated Terminal	M Airpor
IATA Travel Pass	Mumbai	Mumbai Domestic Airport Terminal	Chat Intern / Intern Lim
Fees and Charges	Nagpur	Nagpur Terminal	Dr. Intern
Hotels	Patna	Patna Terminal	JI
IndiGoStretch	Port Blair	Port Blair Terminal	Ve Intern

Pune	Pune Civil Enclave, International Airport	Pune Intern
Raipur	Raipur Terminal	Swam
Rajahmundry	Rajahmundry Terminal	Rajahr
Ranchi	Ranchi New Integrated Terminal Building	Birsa
Thiruvananthapuram	Terminal 1	Thiruv Airpo Intern
Tirupati	Tirupati Domestic Terminal	Tiru Renic
Udaipur	Udaipur Maharana Pratap Airport	Udaip Pro
Vadodara	Vadodara New Integrated Terminal Building	Vadod also I Ai
Varanasi	Varanasi LBSI Airport	Varan
Vijayawada	Domestic Terminal 1	Vijay
Vishakhapatnam	Vishakhapatnam Terminal	Vish

**International Terminal**

<b>CITY</b>	<b>TERMINAL</b>	<b>AIRPORT</b>
Bangkok	Bangkok Terminal	Suvarnabhumi Airport
Delhi	Terminal 3	Indira Gandhi International Airport
Kathmandu	Kathmandu Tribhuvan International Airport	Kathmandu Tribhuvan International Airport
Mumbai	Terminal 2C	Chhatrapati Shivaji International Airport / Mumbai International Airport Limited (MIAL)
Muscat	Muscat Terminal	Muscat International Airport
Singapore	Terminal 2	Singapore Changi Airport
Sharjah	Sharjah Terminal	Sharjah International Airport
Doha	Terminal B	Hamad International Airport
Colombo	Terminal 1	Bandaranaike International Airport
Dubai	Terminal 1	Dubai International Airport

### Which are the flights that will operate from T2, Delhi, Indira Gandhi International Airport?

Flight numbers from 6E2000 – 2999 will arrive at and depart from T2, Indira Gandhi International Airport.

The flights that are being moved will have a four digit flight number starting with the number 2. So simply put, any IndiGo flight with a number between 2000 and 2999 will be departing from and landing at T2.

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### When are the operations being shifted to New Terminal – T2, Delhi as well?

The flight operations will be partially shifted to the new Terminal effective 25th March 2018, 00.01

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### Can I enter from any gate for IndiGo flights? And what are the counters that IndiGo will operate from?

Yes, IndiGo Counters are located at Check-in islands E & F which are clearly marked.

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### Why is IndiGo moving to T2.

Delhi International Airport Limited, (DIAL) is gearing up to cater to the increasing growth of passengers at T1. In a move to support and facilitate DIAL the infrastructure change, IndiGo has partially moved its operations to T2.

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### How are customers informed about the change in terminal?

IndiGo is reaching out to all the affected customers through SMS/Calls/ email IDs provided at the time of reservation. Customers can also reach out to us at 0124-6173838 or 0124-4973838.

To get information on the airport terminal you can follow us on @IndiGo6E/message us on Facebook/ web chat with us.

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### Does IndiGo provide any transfer facility from T1 and T3 to T2 and vice versa?

There is a shuttle service being provided by airport authorities. Additionally IndiGo will assist in arranging transfer services during the transition phase.

### How do I reach Terminal 2?

You can either reach IGI T2 by Delhi metro or by cab.

If you are taking a metro, you have to take the Airport Metro. You need to get down at the 'Airport' stop for both T2 and T3. (Aero city stop is only for T1)

Directions: After getting off at the 'Airport' stop, please head downstairs for T3 Arrival. Cross arrivals and continue to walk straight for 5-7 mins till you reach the bus stand. Opposite the Bus stand is the T 2 building.

To get to the T2 building you will need to use the subway situated behind the bus stop. Once you reach the building via the subway take the lift located to the right and go to the first (1st) floor for Departure.

If you are taking an OLA or Uber, enter "IGI T2" as the location or if you still don't find it try searching for T3, you may then find the option of T2.

To get to T2 by road, use the main access road to T3. Shortly before reaching the departure ramp of T3, there is a clear marking to turn right towards T2 which is adjacent to T3.

### How would I move from T1 towards T2 or T3.

If you are at departures i.e. Upper level, customers need to take the elevator and come to the ground floor (arrivals) near Medanta Clinic and look for the shuttle service signage. A shuttle service will be provided by the airport authorities every 10 minutes. Customers can alternatively



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### I am at T1 and I need to go to T2, where do I go to get the shuttle service?

If you are at departures i.e. on the upper level, customers need to take the elevator and come to the Ground floor (arrivals), look for a signage that will lead you to the shuttle service.

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### What are the modes of transport available to reach T2 from T1 and T3 and vice versa?

There is a shuttle service being provided by airport authorities every 10 minutes. Customers can alternatively explore the option of taking local transportation including cab, auto / bus service available in and around the airport area.

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### I am at T2 and I need to go to T1, where do I go to get the shuttle service

The Airport authority, DIAL (Delhi International Airport Limited) shuttle service bus stop is located at arrival of T2. It is clearly marked as the station for shuttle services. From there the buses will go at regular intervals of 20 Minutes and it is a 10 Minutes ride to T1 and vice versa.

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### How I would move from T3 towards T1 or T2?

There is a shuttle service being provided by the airport authorities every 10 minutes from the Ground level at T3. Customers can alternatively explore the option of local transportation including cab, auto / bus service available in and around the airport area.

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### How do I reach T2 from T1 using Delhi Metro?

Metro services are not available on this route, one can reach aero city metro station from T1 using local transport or a shuttle and then take the Airport Line metro towards IGI Airport metro station which is a common metro station for T2 and T3 with two different routes and both the terminals are at an approx. 5-7 minutes walking distance.

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### How do I reach T2 from T3 using Metro?

There is a common metro station for both these terminals with two different routes and both the terminals are at an approx. 5-7 minutes walking distance from airport metro station.

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### How do I reach T1 from T2 using Metro?



Metro services are not available on this route

### How do I reach T3 from T2 by Metro?

There is a common metro station for both these terminals with two different routes and both the terminals are at an approx. 5-7 minutes walking distance from airport metro station.

### I have booked a connecting flight via Delhi. How do I check if I have to go to a different terminal?

The flights that are being moved will have a four digit flight number starting with the digit 2. So simply put, any IndiGo flight with a number between 2000 and 2999 will be departing and landing in T2, Indira Gandhi International Airport, Delhi. If both your flights, the incoming and the connecting flights are within the 2000-2999 flight number range you can conveniently connect within T2. If the connecting flight has a flight number other than 2000-2999 you will have to proceed to a different terminal - T1 for domestic and T3 for international.

### I have booked a connecting flight via Delhi. How will this terminal change affect my journey? Do I have to collect my luggage and check-in again?

If your flight is arriving into one terminal and departing from another, you can avail of the shuttle service provided by the authorities. Bags will be through checked in and will reach the final destination. The schedules have been designed in a way that sufficient transfer time is given to reach the other terminal.

### I am landing at T-3 and have booked a connecting flight via Delhi. Which terminal in Delhi do I need to take my connecting flight from?

Any IndiGo flight within India, with the number starting from 6E-2000 to 2999 will arrive at and depart from, T2, Indira Gandhi International Airport, Delhi. Any other flight number, connecting from Delhi, will arrive at and depart from T1.

I am travelling on a connecting flight and booked on a wheel chair, how will you assist me. ^

Being an airline who is sensitive towards passengers with reduced mobility, we assure you proper assistance and guidance at every step of your journey. Bags will be through checked in and assistance will be provided.

How far is T2, Delhi from T3 of Delhi? ^

T2 and T3 are adjacent to each other. They are at a walking distance and can be accessed through a clearly marked path.

It takes 8 minutes to travel from IGI Airport T3 Metro to Domestic Airport T2? Is this meant walking or shuttle? ^

It's a walking distance

Can I have a Map of Terminal location? v

If I have missed my flight due to the change in terminal, will I be compensated? ^

As a goodwill gesture till 25th April 2018 we will rebook you flight at no extra charge.

If I have a connecting flight from T2, and I missed it due to late arrival of the incoming flt . Will I be compensated? ^

If your incoming flight is an IndiGo Flight, we will accommodate you on the next available flight as per your choice and ensure that you reach your destination.

Are lounge services available at T2? ^

Yes, they are available at a cost.

Are there any food courts or eating outlets available at T2? ^

There are plenty of choices available at T2.

Do we have ATM facility available at T2? ^

Yes it is available.

Do we have fast forward counters available at T2? ^

Yes they are available

Do we have kiosks machines available at T2? ^

Yes they are available.



#### Call us

We're just a ring away.

India : 0124-6173838,

0124-4973838



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Have a compliment or  
complaint?



#### Chat with us

Questions? We are  
here to help.

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