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# IndiGoStretch Terms & Conditions

IndiGoStretch your body, mind and imagination.

## Key features:

**About the fare:** Book with IndiGoStretch Fare to enjoy a host of complimentary benefits and services.

Key Features	Stretch	Stretch+
Meals on board	Complimentary - Standard veg meal box	Complimentary - Standard veg meal box
Beverage on board	Included	Included
Free check-in Baggage Allowance	30 kgs (2 pcs)	40 kgs (2 pcs)
Hand Baggage Allowance	12 kgs (1 pc)	12 kgs (1 pc)
Advance Seat Selection	Complimentary	Complimentary
Infant Fare	INR 3800	INR 3800

Infant Hand Baggage Allowance	7 Kgs	7 Kgs
Change Fee (3hrs and beyond)	INR 2499	NIL
Cancellation Fee (3hrs and beyond)	INR 3499	INR 499
Convenience Fee	NIL	NIL
Priority Check-in (D-60) & anytime boarding (D-25)	Complimentary	Complimentary
Sports Equipment Handling fees	Complimentary (If check-in baggage is within 30 kgs)	Complimentary (If check-in baggage is within 40 kgs)

## Terms and Conditions:

**Eligibility:** The Stretch & Stretch+ fare shall be available for all passengers.

**Booking Channel:** The Stretch & Stretch+ fare is available and may be purchased from IndiGo's website at [www.goindigo.in](http://www.goindigo.in) , mobile app, IndiGo call center, IndiGo's airport reservation counters, Travel agents and Online travel partners.

**Applicability and Exclusions:** Applicable on one-way, round-trip and multi-city bookings for domestic flights (direct flights within India). Currently, Stretch and Stretch+ are available on limited domestic sectors and are not available on International flights, codeshare flights and for group bookings.

**Meal:** All passengers seated in IndiGoStretch Fare will be provided with a

complimentary standard veg meal box. In addition, they can purchase their choice of meal online or onboard.

**Pre-paid excess baggage:** Passengers carrying excess baggage over and above the free check-in baggage allowance, can pre-book excess baggage up to 1 hour prior to the scheduled departure time of their domestic flight or will be charged at the airport if they arrive with additional excess baggage, [click here](#) for the rates.

**Additional pieces of Baggage:** Additional pieces of baggage can be pre-booked online (subject to a maximum of up to only 2 pieces) or will be charged at the airport if they arrive with additional piece(s), [click here](#) for the rates.

**Other Add-ons:** Additionally, Stretch and Stretch+ passengers can pre-book any other 'Add-on Services', which is not already included, [click here](#) to know more.

**Check-in Baggage Allowance:**

- a. **Stretch:** IndiGo allows a total of 30kgs free Checked-in baggage (\*\*2 pieces only), per passenger per sector basis.

In case, such two (2) pieces weighs above 30 kgs per person/Customer, IndiGo will levy excess Baggage charges as set out under [here](#).

\*\*As per regulatory requirement, carrying more than 32kgs in one (1) checked-in luggage/baggage is not allowed, even with excess baggage charges.

- b. **Stretch+:** IndiGo allows a total of 40kgs free Checked-in baggage (2 pieces only), per passenger per sector basis.

In case, such two (2) pieces weighs above 40kgs per person/Customer, IndiGo will levy excess Baggage charges as set out under [here](#).

\*\*As per regulatory requirement, carrying more than 32kgs in one (1) checked-in luggage/baggage is not allowed, even with excess baggage charges.

**Additional Piece rate:** For Additional baggage (online and/or pre-book) details and rate [click here](#).

**Hand Baggage:** IndiGo allows free 12 kgs Hand Baggage, for its Stretch and Stretch+ Customers. Any additional Baggage, will be chargeable as per the applicable rates, [click here](#) for the applicable rates.

**Infant:** IndiGo provides Infant seat at INR 3800 only, for Stretch and Stretch+ Customers, along with seven (7) kgs, free Hand Baggage allowance.

**Change and Cancellation:** Date change and cancellation are allowed until 3hrs prior to scheduled flight departure time. Changes will be subject to available inventory and applicable difference in fare along with Change/Cancellation fee, if any.

**Check – in Conditions:**

- a. Web Check-in for passengers is available 48 hrs to 60 mins prior to domestic flight departure time.
- b. Airport Check-in at counter will be closed 60 mins prior to flight departure time.
- c. Boarding will be closed 25 minutes, prior to flight departure time.

**Fare Combination on Connecting Flights:** As of now Stretch and Stretch+ are available only on non-stop flights.

**Upgrade/ Downgrade Process:** Process from Upgrade / Downgrade to and from Stretch or Stretch+ cabin will be as follows:

- I. Voluntary Upgrade: A customer may choose to upgrade an economy booking to Stretch or Stretch+ cabin. This can be done by cancelling their booking and creating a new booking. Relevant cancellation fee and difference in fare will be applicable. In such new Booking for Stretch or Stretch+, all features and terms of conditions of Stretch and Stretch+ will be applicable.
- II. Involuntary Upgrade: Due to operational reasons IndiGo may upgrade passenger(s) to Stretch or Stretch+ cabin without any charge. In such case, the features of the original booked fare/tariff type would prevail. If in the original

booking the customer had purchased a meal, post upgradation, IndiGo will provide another free meal, as available on Stretch or Stretch+ seats.

- III. Involuntary Downgrade: Due to operational reasons IndiGo may have to downgrade any Customer to economy cabin. In such cases, the Baggage allowance of the original ticket would prevail and the Customer will be provided with a meal, along with compensation, as per the provisions under the DGCA CAR Section 3, Series M Part IV.

**Conditions of Carriage:** Except to the Terms and Conditions provided herein, all other terms and conditions, shall be subject to IndiGo's Conditions of Carriage ("IndiGo CoC") available [here](#). Accordingly, these Terms and Conditions are an integral part of IndiGo's CoC.

**Right to withdraw/modify:** IndiGo reserves the right to withdraw or modify these Terms and Conditions, at any time, at its absolute discretion, without assigning any reason and prior intimation.

**Governing Law:** This offer will be governed by and construed in accordance with laws of India, and all matters related to this offer are subject to the exclusive jurisdiction of the courts at New Delhi.



**COMPANY**

About us

IndiGo

Green – ESG report

6E Embrace – Diversity Equity & Inclusion

IndiGoReach – Our CSR initiatives

Board of Directors

Leadership Team

Investor Relations

InterGlobe Enterprises

RPWD – Equal Opportunity Policy

Transgender Persons Policy

HIV/AIDS workplace policy

Seat/Aircraft information

**SUPPORT**

Plan B

Special/Disability Assistance

Medical Assistance

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6E Eats

Add-ons & Services

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