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Payment Alerts

The amount has been deducted from my account ^ however, I have not received the ticket?

There may be two types of situations where the amount may be deducted from your account but the ticket has not been generated:

Situation 1: The amount has been deducted from my card/account; however I have not received the ticket?



Trips ∨

Deals & Offers

Check-in

IndiGo BluChip

Travel Certificate

Add-on Services

On-board Facilities

The situations above can have one of the two following outcomes:

- The amount received by us will automatically be refunded within 5 business days
- In case it is not refunded then you may share the following Information with our contact center team or contact our customer experience team, please <u>click</u> here.
 - Transaction ID sent by IndiGo via email at the time of initiating the payment along with amount, date and time of transaction OR

Airport Check- in Requirements
Terminal Information
Non-standard & Special Baggage
Lost & Mishandled Baggage
Aircraft and Routes
Contact Us
Fare Rules
Expectant Mother
Medical Assistance
Passengers with Special Needs
Unaccompanied Minor Travel
Payment Alerts

- PGI Reference number along with amount, date and time of transaction OR
- Scanned copy of bank statement

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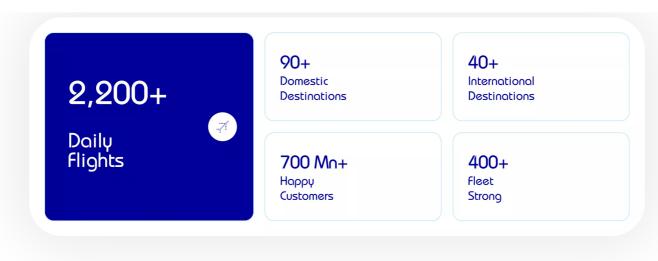
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Have a compliment or complaint?



Chat with us

Questions? We are here to help.



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