

[Home](#) > [Frequently Asked Questions](#) > [Reservations](#)

Categories

Baggage
Allowance

Ticket
Modification

Check-in
Options

Refunds

Flight Delays &
Cancellations

Pre-paid
Baggage

Infants Travel

Travel
Certificate

Add-on
Services

On-board
Facilities



Reservations

Can I cancel segments in my booking and make the ticket open dated? ^

No. You cannot change the segment to open dated. IndiGo does not provide open tickets.

Can Multi-City bookings be amended online via View/ Change Booking? ^

Yes, passengers may change the date and time of their Multi-City booking online through [View/ Change booking](#) as per their travel plan.

If I update my booking through the View/Change Booking facility, how do I know that the changes have been stored in my booking? ^

A confirmation message will be displayed on your screen once the changes have been updated in the reservation. Please ensure that the flight booking status is confirmed and the new reservation reflects the updated flight information

What is booking on IVR? ^

Airport Check-in Requirements

Booking on IVR (Interactive Voice Response) is a secure transaction platform which allows you to book and pay for your IndiGo flight tickets through a single call at our Call Center.

Terminal Information

Number of guests

Through IVR, you could make a booking for up to 9 passengers per PNR.



Book

Trips

Deals
&
Offers

Check-in

IndiGo
BluChip

Lost & Mishandled Baggage

flight departure for international sectors.

Infants

Infant tickets can be booked through IVR.

Aircraft and Routes

How can I Book ticket through call center?

Please follow the steps below to book on IVR:

- Call the Customer Care at 0124-4973838 to book your ticket
- You would be directed to a Customer Care agent
- Please provide your itinerary details to the customer care agent
- Customer Care agent will create the PNR based on the itinerary and connect you to the IVR for payment
- You need to punch in your credit card number, CVV, Expiry date and one time secure password through your phone keypad.
- On successful card validation, an e-ticket will be created by the Customer Care and a copy would be emailed to the email address provided in your booking.

Contact Us

Fare Rules

Expectant Mother

Medical Assistance

Passengers with Special Needs

Unaccompanied Minor Travel

What are the benefits of calling call center to make booking?

The benefits of using the IVR system are:

- You can book your tickets while on the move
- Your entire transaction is completed in a single

Payment Alerts

Reservations

Payment
Support

Travel
Documents

6E Fares

Codeshare
Flight

Dubai Airport
Change

6E Rewards

Credit Shell

IATA Travel
Pass

Fees and
Charges

Hotels

IndiGoStretch

telephone call

- Payment through IVR ensures security of your credit card information, as the credit card information is punched in the IVR system and is not verbally informed to the Contact Centre agent. The credit card details are encrypted (128 bit secure socket layer, SSL) and are masked in the PNR / reservation record and are not accessible to the contact centre staff

How should I book a ticket if I don't have a surname?

In case, you don't have a surname mentioned in your government ID, you can use your first name as your surname during your booking.

For example: A person with a name 'XYZ' can fill their surname as 'XYZ' during the booking. This way the booking would be made in the name of (Title) XYZ XYZ.



Call us

We're just a ring away.
India **0124-6173838**,
0124-4973838



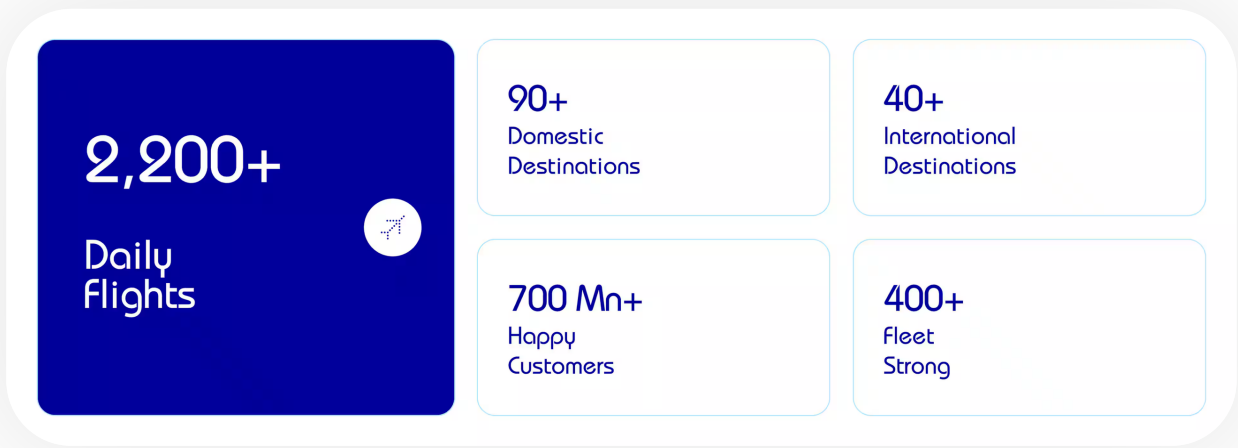
Feedback

Have a compliment or
complaint?



Chat with us

Questions? We are
here to help.



Share Feedback

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

SUPPORT

- Plan B
- Special/Disability Assistance
- Medical Assistance
- Seat Select
- 6E Eats
- Add-ons & Services
- Baggage
- Refund Claim
- Charter Services
- Hotels
- 6Eskai
- Contact Us
- IndiGo CarGo
- FAQ's

QUICK LINKS

- Tariff Sheet
- Offers
- Careers
- Advertise with us
- Sitemap
- Destinations
- Blogs
- Terms and Conditions
- Conditions of carriage
- Privacy Policy
- Disclaimer
- International Travel Tips
- Web check-in advisory
- Purchase requirement
- Download

DOWNLOAD APP

Press releases
Our awards
Testimonials
Hotels
Magazine

iOS / Android

Persons
Policy
HIV/AIDS
workplace
policy
Seat/Aircraft
information

app
Flight status
Domestic
Flights
International
Flights
Passenger
Charter



Awards

Best Low
Cost Airline-
Asia

Passenger
Choice
Awards

Best Low
Cost Airline-
Central Asia

SOCIAL MEDIA



Site map Privacy Policy Terms & condition Cookie Policy

Cyber security Disclaimer

@Copyright 2024 IndiGo All rights reserved.

+917065145858

Connect with us on
WhatsApp