

IndiGo - Baggage Allowance

Cabin:

- All passengers: 7 kg (1 cabin bag + 1 personal item)

Checked-in:

- Domestic: 15 kg
- International: 20-30 kg depending on route and fare

Excess Baggage:

- Charges apply per kg over limit
- Pre-booking offers lower rates than airport counter

IndiGo - Cancellation & Refund Policy

- Basic fares are non-refundable; only taxes are refunded
- Cancellation fee depends on fare type and how early the cancellation is made
- Full fare forfeited for no-show without prior cancellation

Refund Process:

- Online bookings: Processed back to original payment method
- Travel agent bookings: Contact the respective agency

IndiGo - Rescheduling / Change Fee

- Changes allowed up to 4 hours before flight departure
- Fare difference applicable in all cases
- Change fee varies by fare type and route
- Flexi fares allow free changes under certain conditions

How to Change:

- IndiGo website or mobile app
- Customer care support

IndiGo - Check-In Information

Web Check-In:

- Opens 48 hours before departure
- Closes 1 hour before domestic flights

Airport Check-In:

- Counters close 60 minutes before departure
- Recommended arrival: At least 2 hours prior

Mobile App:

- Check-in and boarding pass available through the app

IndiGo - Special Services

- Meals/snacks can be pre-booked or purchased on board
- Seat selection available for a fee; free for premium seats on Flexi fares
- Priority check-in, Fast Forward, and lounge access available for a fee
- Assistance for elderly, unaccompanied minors, and medical needs must be pre-booked