



Hyderabad to Mumbai

Thursday, December 20, 2012

HKB Tours & Travels

<u>Passenger name</u>	<u>redBus ticket #</u>	<u>Seat Numbers</u>	<u>PNR #</u>
Mr Aditya M Rikame	TED998849435	C4	TS-RB3086538/34442 4

<u>Bus Type</u>	<u>Reporting Time</u>	<u>Boarding point address</u>
Volvo A/C Multi Axle Semi Sleeper (2+2)	10:40 PM	Location: Miyapur Landmark: Near Bharath Petrol Pump
<u>Total Fare</u>	<u>Departure Time</u>	Address: Miyapur, Alwin Cross Road
Rs. 1,050	10:55 PM	

Terms and conditions

1. redBus* is ONLY a bus ticket agent. It does not operate bus services of its own. In order to provide a comprehensive choice of bus operators, departure times and prices to customers, it has tied up with many bus operators. redBus' advice to customers is to choose bus operators they are aware of and whose service they are comfortable with.

redBus' responsibilities include:

- (1) Issuing a valid ticket (a ticket that will be accepted by the bus operator) for its network of bus operators
- (2) Providing refund and support in the event of cancellation
- (3) Providing customer support and information in case of any delays / inconvenience

redBus' responsibilities do NOT include:

- (1) The bus operator's bus not departing / reaching on time
- (2) The bus operator's employees being rude
- (3) The bus operator's bus seats etc not being up to the customer's expectation
- (4) The bus operator canceling the trip due to unavoidable reasons
- (5) The baggage of the customer getting lost / stolen / damaged
- (6) The bus operator changing a customer's seat at the last minute to accommodate a lady / child
- (7) The customer waiting at the wrong boarding point (please call the bus operator to find out the exact boarding point if you are not a regular traveler on that particular bus)
- (8) The bus operator changing the boarding point and/or using a pick-up vehicle at the boarding point to take customers to the bus departure point

2. The departure time mentioned on the ticket are only tentative timings . However the bus will not leave the source before the time that is mentioned on the ticket.

3. Passengers are required to furnish the following at the time of boarding the bus:
(1) A copy of the ticket (A print out of the ticket or the print out of the ticket e-mail).
(2) A valid identity proof
Failing to do so, they may not be allowed to board the bus.
4. Change of bus: In case the bus operator changes the type of bus due to some reason, redBus will refund the differential amount to the customer upon being intimated by the customers in 24 hours of the journey.
5. Cancellation Policy: For HKB Tours & Travels: Between 0 hours to 2 hours before journey, the cancellation charge is 100.0%. Between 2 hours to 24 hours before journey, the cancellation charge is 30.0%. Between 24 hours to 30 days before journey, the cancellation charge is 10.0%. And, above cancellation charge is 10.0%.
6. In case one needs the refund to be credited back to his/her bank account, please write your cash coupon details to support@redbus.in
* The home delivery charges (if any), will not be refunded in the event of ticket cancellation
7. In case a booking confirmation e-mail and sms gets delayed or fails because of technical reasons or as a result of incorrect e-mail ID / phone number provided by the user etc, a ticket will be considered 'booked' as long as the ticket shows up on the confirmation page of www.redBus.in.
8. Amenities for this bus as shown on redBus have been configured and provided by the bus provider (bus operator). These amenities will be provided unless there are some exceptions on certain days. Please note that redBus provides this information in good faith to help passengers to make an informed decision. The liability of the amenity not being made available lies with the operator and not with redBus.
9. Grievances and claims related to the bus journey should be reported to redBus support team within 10 days of your travel date.

redBus Contact Details

Ahmedabad (079) 39412345	Kolkata (033) 39412345
Bangalore (080) 39412345	Mumbai (022) 39412345
Chennai (044) 39412345	Pune (020) 39412345
Coimbatore (0422) 3941234	Vijayawada (0866) 3941234
Delhi (011) 39412345	Vizag (0891) 3941234
Hyderabad (040) 39412345	

Whom should I call?

Boarding point related	Bus operator (# on the top of the ticket)
Time related queries	Bus operator (# on the top of the ticket)
Cancellation	redBus
Refund	redBus