



Ms . Shreya Mishra

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Email: shreyavrmishra@gmail.com

PNR: XBEJHC/ SG

Booking Ref. No: 88134790

Booked on: Mon, Mar. 11, 2024 20:55 Hrs

Status: Confirmed

DEL (T3)

Sat Mar. 16, 2024 8:30 Hrs

Sat Mar. 16, 2024 16:50 Hrs

SG 8721

PAT (T1)

Sat Mar. 16, 2024 10:20 Hrs

Sat Mar. 16, 2024 18:40 Hrs

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Ms. Shreya Mishra	SG 8721 (DEL-PAT)	Regular Saver	Seat 22A 

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## Terms and Conditions

### Baggage:

- Hand Baggage Allowance (Domestic and International):** Each passenger is permitted to carry one piece of hand baggage with maximum weight of 7 kg., free of cost. Hand baggage size must be within the dimensions of : 55 cm + 35 cm + 25 cm (L+W+H; total 115 cm) on Boeing flights and 50 cm + 35 cm + 23 cm (L+W+H; total 108 cm or 42.5 inches) on Q400 flights. Laptop bag/ ladies purse/ duty free shopping bags can be carried additionally, as long as the total weight of cabin baggage does not exceed 7kg. Passengers with infants are permitted to carry an additional piece of hand baggage with maximum weight of 7 kg, and not exceeding the aforementioned size dimensions.  
Passengers are kindly advised to place Liquids, Aerosols, and Gels (LAGs) containers within a transparent re-sealable plastic bag, with a maximum capacity not exceeding one litre. The recommended dimensions for the one-litre bag are approximately 20.5 cm x 20.5 cm or 25 cm x 15 cm, or their equivalent. Compliance with the Plastic Waste Management Rules, 2016, and any subsequent amendments is expected regarding other specifications for such plastic bags. The containers are required to comfortably fit within the bag, which should be fully sealed. The provision of these plastic bags at security screening checkpoints for passenger use will be facilitated by the airport operator of the relevant airport.
- Checked-in Baggage Allowance:** SpiceJet permits one piece of free checked in baggage of up to 15 kg, Extra 10 kg baggage allowance for tickets booked enter student fare with overall maximum dimensions of 158 cm (L+W+H), per passenger, for all domestic flights. For international flights, two pieces of free checked-in baggage of up to 30 kg are permitted. However, for flights to and from Male, Chattogram and Bangkok, the baggage allowance is 20 kg; for flights to Rome and Bergamo, the allowance is 20 kg; and for flights departing from Rome and Bergamo, the allowance is a standard 30 kg.. For passengers travelling from Jeddah to India, 5 liters of zam-zam water (only) will be accepted over and above the free baggage allowance.

### Connecting Flight Baggage Policy

- Passenger travelling on SpiceJet domestic flight to SpiceJet international flight or vice versa, the Free Baggage Allowance of International flight will be applicable once within 24hrs of its flight departure to any domestic flight after landing in India.
- Passenger travelling on SpiceJet domestic flight and having connection on another airline to/from an international destination, are permitted one piece of checked-in baggage of up to 15 kg per passenger per flight.

### Check-In:

- Web check-in for domestic flights is available from the booking time until 60 minutes prior to departure. For international flights departing from India, web check-in is available between 48 hours and 75 minutes prior to departure. For a smooth immigration process, it is mandatory to report to the airport check-in counter for documentation check for all international flights. Web check-in facility is available on our website [www.spicejet.com](http://www.spicejet.com) and our Mobile App. For assistance with check-in or re-issuance of boarding pass through Reservations for domestic and international flights departing from India, a facilitation fee of Rs.200 per passenger and Rs.300 per passenger will be charged, respectively. Bookings made under the fares of armed forces, senior citizens, unaccompanied minors and for passengers with medical conditions/stretchers are exempted from this fee. Check-in for international flights departing from other countries can be done through SpiceJet check-in counters at respective airports. Airport check-in counters open three hours prior to departure for all domestic and

- international flights. Passengers are encouraged to report at least two hours prior to departure. Check-in counters will close 60 minutes prior to departure for all flights. Passengers who fail to report on time will be treated as "no-show", resulting in their booking being cancelled and the fare retained.
6. Boarding gate closes 20 minutes ( **45 minutes in case of Kabul and 25 minutes in case of other international travel** ) prior to scheduled departure time and failure to board within the stipulated time can result in denied boarding with fare retained.
  7. Passengers who have web checked-in must ensure that hand baggage meet the physical dimensions and the weight limits, and must pay for excess hand baggage (if any) at the airport check-in counter. There will be random checks at the boarding gates for hand baggage size and weight, and if found oversized or overweight, INR 550/Kg will be chargeable, and additionally the bag may be taken from the passenger to be placed in the hold.

#### **Payment by foreign credit cards:**

8. For all foreign (Non-Indian) credit / debit card payments, the card must be produced for physical verification at the airport check-in counter if the passenger is the cardholder. Incase the cardholder is not traveling, it is mandatory for the passenger to furnish to the airport check-in staff a physical copy of the front side of credit / debit card duly authorized by the cardholder, along with cardholder's valid proof of identification. In the absence of such credit / debit card or copy and/or identity mismatch, we will be constrained to refuse the boarding. You may however pay through acceptable alternate mode of payment at the time of check-in and continue your journey.

#### **Cancellations and Rescheduling Initiated by Passengers:**

9. Changes/cancellation in the bookings can be made only up to 2 hour prior to scheduled departure time ( **4 hours in case of international travel** ) upon payment of a change/cancellation fee (amount depends on the type of fare purchased, as advised at the time of booking) along with difference in fare, if applicable. All promo/sale fares are restrictive fares and are refundable (only statutory taxes). Certain promo/sale fares do not permit changes to the flight. Please check restrictions on the fare while booking

#### **Passenger Handling during Flight Delays, Cancellations, and Missed Connections:**

10. SpiceJet does not connect to other carriers; therefore, SpiceJet is not responsible for any losses incurred by the passengers while trying to connect to or from other carriers. SpiceJet will not be liable in any way for delays/ cancellations/ diversions whether due to bad weather, government regulation or for instances beyond SpiceJet's control. SpiceJet reserves the right, without assigning any reason, to cancel or delay the commencement or continuance of the flight or to alter the stopping place or to deviate from the route of the journey or to change the type of aircraft in use without thereby incurring any liability in damages or otherwise to the passenger or any other person on any ground whatsoever. SpiceJet also reserves to itself the right to refuse to carry any person whom it considers unfit to travel or who in the opinion of SpiceJet may constitute risks to the aircraft or to the Customers on board. For denied boarding, delays and cancellation the Civil Aviation Requirements under section 3 - Air Transport, Series 'M' Part IV, Issue I, dated August 1, 2016 shall be applicable. Please refer to the Terms of Carriage at <https://corporate.spicejet.com/tnc.aspx> for details. **We strongly recommend passengers to provide correct phone number and email address to enable us to inform of flight delays or cancellations in unforeseen conditions.**

#### **Unacceptable behaviour:**

11. If in our reasonable opinion passenger conduct is observed as to endanger the aircraft or any person or property on board, or obstruct the crew in the performance of their duties, or fail to comply with any instructions of the crew, including but not limited to those with respect to smoking, consumption of alcohol/drug at any place in the aircraft or display behaviour creating inconvenience to the other passengers (including under influence of alcohol), SpiceJet will have full right to take all steps/measures to prevent any such act, including restraint. Each such passenger shall also be liable to pay penalty of Rs.10,000 per passenger which will be levied and to be paid immediately. Additionally you may be refused onward carriage at any point and may be prosecuted for offences committed on board the aircraft. Further SpiceJet reserves the right to offload you from the flight and recover from each such passenger any and all cost (whether direct or consequential ) incurred as a result of your behaviour, including but not limited to air traffic control charges, diversion fuel costs, airport landing charges and necessary flight crew costs, cost incurred due to disrupted operations/flight delays and misconnections and inconvenience to other passengers.

#### **Additional Terms and Conditions**

12. Self or Voluntary offloading after boarding the flight by the passenger is strictly not permitted, except in an unforeseen event of medical emergency or similar cases, such as death of relatives for which the passenger will have to provide evidence, to the satisfaction of SpiceJet. Self or Voluntary offloading causes unwarranted inconvenience to other travelling passengers, delay in operation of flight and also the airline incurring additional costs for such delays. In case the passenger offloads himself/herself for any cause other than as mentioned above, SpiceJet will cancel the entire ticket for each such passenger for the subject travel and also any further transportation (whether under single or multiple PNR) with no refunds. Each such passenger who is off-loaded shall be liable to a off-loading fee of Rs.10,000 per passenger which will be levied and to be paid immediately upon off-



loading. Additionally, SpiceJet reserves the right to recover from each such passenger any and all costs (whether direct or consequential) incurred due to disrupted operations including but not limiting to removal of baggage, flight delays, disruptions and misconnections and inconvenience to other passengers.

13. Excess Baggage in terms of weight and pieces over and above the free baggage allowance will be charged as per the applicable rates at the airport. For details, please refer to the Terms of Carriage on our website <https://corporate.spicejet.com/Tnc.aspx>.
14. Excess baggage can be pre-booked at discounted rates up to 3 hours prior to departure on domestic flights and 6 hrs prior to departure on international flights, from our website, by calling our Reservation numbers or at our airport ticketing counters.
15. We strongly recommend that all valuables (e.g. camera, jewellery, cash, electronics, perishables items, etc.) and medication shall be carried in cabin baggage only. SpiceJet assumes no responsibility for any pilferage/ damage to valuables incase they are carried in check-in baggage and the passenger shall be doing so at their sole risk and consequences.
16. Passengers travelling to UAE/Oman from India for employment/tourist purposes shall be requiring an "OK TO BOARD" comment in the PNR. Kindly get in touch with your visa issuing agency for the same.
17. All Foreign Nationals/ Non-Resident Indians are mandatorily required to carry their Passport with valid visa for their travel.
18. Name changes are not permitted on your booking. Please ensure that passenger's booking name matches with proof of identification.
19. Any booking made using special fares/ promo codes/ discount coupons etc. shall be subject to terms and conditions of respective promotion in addition to the general Terms of Carriage.
20. Passengers requiring wheelchair assistance, stretcher, or passenger travelling with infants and unaccompanied minors are requested to book in advance since the facility for these special service requests are limited. Please refer to <https://corporate.spicejet.com/SpecialAssistance.aspx> for details. You may also call our Reservations +91(0)124 4983410 and +91(0)124 7101600 for further assistance.
21. For any queries, you may call us anytime at +91 (0)124 4983410 and +91 (0)124 7101600.
22. This booking is governed by the Fare Rules and Terms of Carriage accepted at the time of booking and also available at <https://corporate.spicejet.com/Tnc.aspx>.
23. Flight schedules are subject to change and applicable regulatory approvals.
24. Certain fares could carry a restriction related to change/cancellation and policy. In case you do not wish to opt for restricted fare, you can book two separate PNRs for each sector without the benefits/restrictions of the return fare.
25. Passengers are advised to compulsorily retain the boarding pass until exiting the terminal for security reasons. Passengers on via and connecting flights should keep their boarding pass handy for physical check at transit points.
26. Carriage of satellite phones (Thuraya and Iridium) and the Samsung Galaxy Note 7 is prohibited on all flights.
27. Dangerous Goods Regulations:

		<b>The below items are not allowed in the aircraft.</b>				
						
<b>LITHIUM BATTERIES</b>	<b>POWER BANKS</b>	<b>LIGHTERS, MATCHES</b>	<b>FLAMMABLE LIQUIDS</b>	<b>TOXIC SUBSTANCES</b>	<b>CORROSIVES</b>	<b>PEPPER SPRAY</b>
<b>Loose or spare lithium batteries and power banks are NOT permitted in checked-in baggage! They must be carried in hand baggage.</b>						
		<b>FLAMMABLE GAS</b>	<b>BLEACH</b>	<b>INFECTIOUS SUBSTANCES</b>	<b>RADIOACTIVE MATERIALS</b>	<b>EXPLOSIVES, AMMUNITION</b>

28. In the event Spicejet:
  - a. prepones the flight by sixty (60) minutes or more; or
  - b. postpones the flight by one hundred and twenty (120) minutes or more,**the affected passengers shall be entitled either for:**
  - i. full refund of the amount paid by them; or

ii. to be accommodated on alternate flight(s) for the same sector for next or preceding seven (07) days from the original date of journey, subject to availability and SpiceJet's discretion in the event SpiceJet.

29. Add-on services like Meal, SpiceMax, Excess Baggage, Lounge, Priority Check-in, Preferred Bag Out are non-cancellable in isolation.
30. Know your rights <https://corporate.spicejet.com/Content/pdf/PassengerCharterMoCAIndiaFeb.pdf>.
31. The Company is not liable for any loss or damage occasioned by delay in the carriage by air of passengers or baggage. Receipt without complaint of registered baggage on the termination of the journey shall be prima facie evidence that the baggage has been delivered correctly and in good condition.

SpiceJet Limited,  
319, Udyog Vihar-4, Gurugram - 122016, Haryana

✉ [custrelations@spicejet.com](mailto:custrelations@spicejet.com)

Reservations Helpline No:

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