**FAQs**

**Q: Why should I make online bus booking through redBus?**

A: There are numerous benefits to making a bus booking or bus ticket booking online through redBus such as: 1) Book bus tickets with ease from the comfort of your home or workspace. 2) Quick and easy cancellation and rescheduling options. 3) Exclusive offers and cashback options. 4) M-ticket and e-ticket facilities are available. 4) Wide variety of bus operators, types of buses and routes to choose from. 5) Impeccable customer service. 5) Lower prices. Visit the redBus website or download the app to see the benefits of making a bus ticket booking.

**Q: Can I cancel my bus ticket?**

A: Yes, you can. All you have to do is log in to the redBus website or app and follow the cancellation procedure. You can even call the customer care number of redBus to get your online bus booking canceled.

**Q: Can I reschedule my bus ticket?**

A: First, visit https://www.redbus.in/reschedule and then search for your bus ticket by entering your ticket number and registered email ID. Verify your ticket details and select the date to reschedule your journey. Select a bus operator, verify every detail, and make your payment if any difference in bus ticket prices needs to be cleared.

**Q: Do I need a print out of my bus ticket to board a bus?**

A: No, you do not. You can present your M-ticket or e-ticket on your mobile device before boarding the bus. It is advisable to carry a government-issued ID to verify your identity before boarding the bus.

**Q: Can I book a Government bus ticket on redBus?**

A: Yes, you can. redBus has extended its bus booking services to a number of RTCs in India. Some of these RTCs are Andhra Pradesh State Road Transport Corporation (APSRTC), Assam State Transport Corporation (ASTC), Bihar State Tourism Development Corporation (BSTDC), Gujarat State Road Transport Corporation (GSRTC), Himachal Road Transport Corporation (HRTC), Jammu and Kashmir State Road Transport Corporation (JKSRTC), Kerala RTC, Kadamba Transport Corporation (KTCL), Maharashtra State Road Transport Corporation (MSRTC), Odisha State Road Transport Corporation (OSRTC), Patiala and East Punjab States Union (PEPSU), Puducherry Road Transport Corporation (PRTC), Rajasthan State Road Transport Corporation (RSRTC), South Bengal State Transport Corporation (SBSTC), Tamil Nadu State Transport Corporation (TNSTC), Uttar Pradesh State Road Transport Corporation (UPSRTC), Uttarakhand Transport Corporation (UTC), West Bengal Transport Corporation [WBTC (CTC).

**Q: What does a PNR number on my bus ticket mean?**

A: PNR stands for 'Passenger Name Record.' This is generally represented as a 10-digit number on your M-ticket or E-ticket.

**Q: Is it safe to travel by bus in India during the COVID-19 pandemic?**

A: redBus, along with bus operators under the redBus banner, have been doing a lot when it comes to upholding the safety standards that have been set by the Government of India and the MoHFW. Passengers can make their bus booking through the redBus platform and travel safely with redBus.

**Q: What is Safety+, and what does it have to do with redBus?**

A: Safety+ is a new feature that customers can look for when making a bus ticket booking on the redBus platform. Bus operators follow strict safety procedures such as sanitizing buses after every trip, staff with masks, temperate check of both passengers and bus staff before boarding the bus, and much more. Scroll up to learn more about Safety+. Look for the Safety+ icon, which is denoted by a shield with a “plus” sign in the middle when you book your bus tickets online with redBus.

**Q: How do I book a Volvo bus?**

A: Booking a Volvo bus on redBus is extremely easy. You just have to select the desired route and filter out Volvo buses from the list of buses available. Choose a suitable AC Volvo bus on redBus and head to the payment section for purchasing your ticket.

**Q: Can I track my bus online using redBus?**

A: Yes, you can track your bus online using redBus. To do so, you have to book your bus ticket with redBus. You will get the bus number and tracking link 30 mins before your journey, using which you can track the bus from your mobile itself.

**Q: Which state has best bus service in India?**

A: The states of Karnataka, Andhra Pradesh, and West Bengal are known to have best transport services in India and have won various awards for bus services. However, there are a number of bus operators across India that are known for best-in-class services and customer satisfaction.