

Comprehensive Airline FAQ Compilation

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Skyline Airways FAQ Section

Q: How can I book a flight with Skyline Airways? A: You can book flights through our website at airindia.com, mobile app, authorized travel agents, or by calling our customer service at 1860-233-1407. Online booking is available 24/7 and offers the best deals.

Q: What are the baggage allowances for domestic flights? A: Economy class passengers can carry 15kg checked baggage and 7kg cabin baggage. Business class passengers are allowed 25kg checked baggage and 7kg cabin baggage. Additional baggage can be purchased online or at the airport.

Q: How early should I arrive at the airport for domestic flights? A: We recommend arriving at least 2 hours before domestic departure time. For international flights, arrive 3 hours early to allow sufficient time for check-in and security procedures.

Q: Can I change my flight date after booking? A: Yes, flight changes are allowed subject to fare rules and availability. Change fees may apply depending on your fare type. Changes can be made online, through our app, or by contacting customer service.

Q: What is the policy for flight cancellations? A: Cancellation policies vary by fare type. Fully flexible tickets can be cancelled without penalty, while restricted fares may have cancellation fees. Refunds are processed to the original payment method within 7-10 business days.

Q: How do I check-in online? A: Online check-in opens 48 hours before departure and closes 2 hours before for domestic flights. Visit airindia.com or use our mobile app, enter your booking reference, and follow the prompts to select seats and download your boarding pass.

Q: What meals are served on flights? A: Complimentary meals are served on all flights over 90 minutes duration. Special meals (vegetarian, diabetic, kosher, halal) must be requested at least 24 hours before departure. Meal service may vary by route and time of day.

Booking & Reservations

Q: Can I book flights for someone else? A: Yes, you can book flights for family, friends, or colleagues. Ensure you have accurate passenger details including full name as it appears on government ID, date of birth, and contact information.

Q: What payment methods are accepted? A: We accept major credit cards (Visa, Mastercard, American Express), debit cards, digital wallets (Apple Pay, Google Pay), and bank transfers. Some locations may accept cash payments.

Q: How do I book a group reservation? A: Group bookings for 9 or more passengers require special handling. Contact our group reservations department for customized pricing and flexible payment options.

Q: Can I hold a reservation without paying? A: Some fares offer a hold option for 24 hours without payment. This allows you to secure the fare while finalizing travel plans. Hold policies vary by route and fare type.

Check-in & Boarding

Q: What documents do I need for check-in? A: For domestic flights, bring government-issued photo ID. For international flights, bring a valid passport and any required visas. Ensure documents are not expired and match your booking name exactly.

Q: What if I miss my flight? A: Contact us immediately if you miss your flight. Depending on your fare type, you may be able to rebook on the next available flight. Fees may apply for voluntary missed flights.

Q: How early does boarding begin? A: Boarding typically begins 30-45 minutes before departure for domestic flights and 45-60 minutes for international flights. Priority boarding is available for premium passengers and elite members.

Q: What is the boarding process? A: Boarding is done by groups, starting with first class, business class, and elite members, followed by general boarding from back to front. Listen for announcements and board when your group is called.

Baggage

Q: What items are prohibited in carry-on bags? A: Prohibited items include sharp objects, firearms, explosives, and liquids over 100ml. Check the complete list on our website or with security authorities for current restrictions.

Q: What if my baggage is lost or delayed? A: Report lost or delayed baggage immediately at the airport. We'll track your baggage and deliver it to your address once located. Compensation may be available for necessary items.

Q: Can I add extra baggage to my booking? A: Yes, additional baggage can be purchased online at discounted rates or at the airport. Online pre-purchase is typically cheaper than airport rates.

Q: What are the size restrictions for carry-on baggage? A: Standard carry-on dimensions are typically 22" x 14" x 9" (56cm x 36cm x 23cm). Weight limits vary by airline, usually 7-10kg. Check specific airline policies as they may differ.

Special Services

Q: Can I travel with my pet? A: Yes, pets can travel in the cabin (small pets) or cargo hold (larger pets). Advance booking is required, and health certificates may be needed. Fees apply for pet transportation.

Q: What assistance is available for passengers with disabilities? A: We provide wheelchair assistance, priority boarding, and other accommodations. Request special assistance at booking or at least 48 hours before departure.

Q: Can unaccompanied minors travel alone? A: Yes, children between 5-17 years can travel alone with our unaccompanied minor service. Fees apply, and advance booking is required. Children under 5 cannot travel alone.

Q: What medical equipment can I bring on board? A: Medical equipment like wheelchairs, oxygen concentrators, and mobility aids are allowed. Advance notification is required for certain equipment. Prescription medications should be in original containers.

Refunds & Cancellations

Q: How long do refunds take to process? A: Refunds are typically processed within 7-10 business days for credit card payments and 2-3 weeks for bank transfers. Processing time depends on your bank or payment provider.

Q: What is the 24-hour cancellation policy? A: You can cancel most bookings within 24 hours of purchase for a full refund, provided the booking was made at least 7 days before departure. This applies to flights departing from the US.

Q: Can I get a refund for a non-refundable ticket? A: Non-refundable tickets typically cannot be refunded except in cases of airline-initiated cancellations, significant schedule changes, or extraordinary circumstances like medical emergencies.

Q: What fees apply for cancellations? A: Cancellation fees vary by fare type and timing. Fully flexible fares may allow free cancellation, while restricted fares may have fees ranging from \$50-\$400 depending on the route.

Flight Status & Changes

Q: How can I check my flight status? A: Check flight status on our website, mobile app, or by calling customer service. You can also sign up for automatic notifications via email or SMS for any schedule changes.

Q: What happens if my flight is cancelled? A: We'll automatically rebook you on the next available flight at no charge. If no suitable alternative is available, you may be eligible for a full refund or travel credit.

Q: Can I change my flight for free? A: Change policies vary by fare type. Flexible fares typically allow free changes, while restricted fares may have change fees. Most airlines have eliminated change fees for domestic flights.

Q: What if I need to change my flight due to an emergency? A: Contact us immediately for emergency changes. We may waive change fees in cases of medical emergencies, bereavement, or other

extraordinary circumstances with appropriate documentation.

Loyalty Programs

Q: How do I earn miles or points? A: Earn miles by flying with us and partner airlines, using co-branded credit cards, booking hotels, renting cars, and shopping with program partners. Elite members earn bonus miles.

Q: Do my miles expire? A: Expiration policies vary by program. Some airlines have miles that expire after 18-24 months of inactivity, while others offer miles that never expire with qualifying activity.

Q: How do I redeem miles for flights? A: Redeem miles online, through our app, or by calling the frequent flyer service line. Award availability depends on route, season, and demand. Book early for best availability.

Q: What are the benefits of elite status? A: Elite members enjoy priority check-in, boarding, and baggage handling, complimentary upgrades, bonus miles, waived fees, and access to airport lounges at higher tiers.

Customer Service

Q: How can I contact customer service? A: Contact us by phone, email, live chat, or social media. Phone support is available 24/7 for urgent issues. Non-urgent matters can be handled through our website or mobile app.

Q: What if I have a complaint about my flight experience? A: We take all feedback seriously. Submit complaints through our website, email, or by calling customer service. We'll investigate and respond within 5-10 business days.

Q: Can I request compensation for flight delays? A: Compensation depends on the cause of delay, duration, and applicable regulations. EU flights may be eligible for compensation under EU261 regulations for delays over 3 hours.

Q: How do I request a receipt for my flight? A: Receipts are automatically emailed after purchase. You can also download receipts from 'Manage Booking' on our website or request them from customer service.

Additional Holiday Package FAQs

Package Bookings

Q: What is included in a holiday package? A: Holiday packages typically include flights, accommodation, and transfers. Some packages may include meals, activities, or tours. Check the package details carefully to understand what's included.

Q: Can I customize my holiday package? A: Yes, many packages can be customized. You can often choose different hotels, room types, meal plans, or add optional activities. Customization may affect the total price.

Q: What is the payment schedule for holiday packages? A: Most packages require a deposit at booking (typically 25-50% of total cost) with the balance due 6-8 weeks before departure. Payment plans may be available for longer trips.

Q: Can I add travel insurance to my package? A: Yes, travel insurance is highly recommended and can be added during booking or separately. Insurance covers trip cancellation, medical emergencies, and other unforeseen circumstances.

Package Changes & Cancellations

Q: Can I change my holiday package after booking? A: Changes are possible subject to availability and supplier policies. Changes may incur fees and price differences. The closer to departure, the more restrictive changes become.

Q: What are the cancellation policies for holiday packages? A: Cancellation policies vary by package and supplier. Generally, cancellation fees increase as the departure date approaches. Travel insurance can help protect against cancellation losses.

Q: What if I need to cancel due to illness? A: Medical cancellations may be covered by travel insurance if you have appropriate coverage. Contact your insurance provider and our customer service team to discuss your options.

Q: Can I transfer my package to someone else? A: Package transfers may be possible depending on

supplier policies. Name changes typically incur fees and must be completed well in advance of departure.

This comprehensive FAQ compilation covers the major categories and common questions across different airline types and includes holiday package information relevant to your customer service platform.