



Board the bus with mobile e-ticket

#### Booking Details

From:	Thiruvananthapuram	Bus Operator:	Kalpaka Travels 1	Ticket Number:	TS250117171122575807VDIG /159805/TRIVANDRUM-IRITTY(VIA KANNUR) (Operator PNR: 2AZAJ9N)
To:	Chalakudi	Bus Type:	A/c-sleeper	MakeMyTrip Bus ID:	NU210091107877964
Boarding Date and Time:	17-Jan-2025 20:00	Passengers:	1	Total Fare:	1155.0

#### Passenger Details

S.No	Name	Seat	Seat Type
1	Mr. Siby Poullose	U6W	Sleeper

#### Boarding and Drop Point Details

Boarding Point:	Thampanoor
Address:	Thampanoor, Chola Restaurant Landmark: Near Blue Mount Travels,aristo Junction
Landmark:	
Drop Point:	Chalakudi
Drop point Address:	Near Railway Station Junction
Bus Operator Contact Number:	04972709960, 8281641098
( Please use the Ticket Number : TS250117171122575807VDIG/159805/TRIVANDRUM-IRITTY(VIA KANNUR)( Operator PNR: TS250117171122575807VDIG/159805/TRIVANDRUM-IRITTY(VIA KANNUR),) as reference for interaction with the bus operator )	

#### Online Cancellation and Rules

Cancellation time	Cancellation charges
Till 08:00 PM on 16 Jan	Rs. 110.0
Between 08:00 PM on 16 Jan - 08:00 AM on 17 Jan	Rs. 165.0
Between 08:00 AM on 17 Jan - 02:00 PM on 17 Jan	Rs. 550.0
Between 05:00 PM on 17 Jan - 08:00 PM on 17 Jan	Rs. 1100.0
Between 02:00 PM on 17 Jan - 05:00 PM on 17 Jan	Rs. 1100.0

- Above penalty is calculated basis the bus scheduled start time from the first boarding point (starting point of the bus)
- The ticket cannot be cancelled after the bus departs from the first boarding point (starting point of the bus)
- Cancellation charges shown above may sometimes vary depending on the non-refundable components of the ticket fare defined by the bus operator
- **How do I cancel my ticket?**  
Please go to [customer support](#) section of makemytrip.com (Top right corner on website) and proceed to cancel your ticket. You will be asked to enter booking Id and Contact number. If you are unable to cancel, Please call us at 0124-462-8765 (Standard Charges Apply)to cancel your e-ticket.  
MakeMyTrip would not be able to process refunds for cancellations done directly with the bus operators.
- **This booking is partially cancellable.**
- **How do I contact MakeMyTrip.com?**  
For your boarding point or departure time queries please call Kalpaka Travels 1 directly at 04972709960, 8281641098.

#### Important Terms & Conditions

- Incase of change in bus type or any issue related to bus operator , please bring in it out notice with in 24 hours of bus departure. We will investigate it with the operator and revert accordingly. The customer is entitled for refunds incase a lower bus type is provided subjected to our investigation.
- Agency: MakeMyTrip (India) Pvt. Ltd (hereinafter 'MakeMyTrip') is only providing the services as agent of various tour operators (hereinafter 'Operators'). MakeMyTrip's obligations are limited to issuance of ticket, providing information as made available to it and processing refunds. MakeMyTrip is not responsible for the provision of services by the respective operator. MakeMyTrip assumes no responsibility or liability for the actions or omissions of the operators including non-adherence of the scheduled timings, behavior of the operator's staff, conditions inside the buses, loss of life or property, delay, breakdown or inconvenience suffered by the user or passenger.
- The primary passenger is required to furnish a print out of the e-ticket and an identity proof with the passenger's photograph on it at time of boarding the bus. Failing to do so, the bus operator may not allow boarding.
- The bus e-ticket booked is non transferable.

- The bus operator reserves the right to change the seat number(s) of the passenger(s).
- The bus operator reserves the right to change the boarding point and/or using a pick-up vehicle at the boarding point to take customers to the bus departure point
- The departure and arrival timings mentioned on the e-ticket are only tentative timings. The same are subject to change.
- The bus trips may be delayed, postponed or cancelled due to unavoidable reasons.
- Provision of video/air conditioning or any such other services is the responsibility of the bus operator. Any refunds/claims due to non-functioning or unavailability of these services needs to be settled directly with the service provider (the bus operator).
- In the event of cancellation of a bus/service trip, MMT liability will be limited only to the extent of refunding the sum paid by the passenger for the price of the e-ticket.
- Any grievances and claims related to the bus travel should be reported to MMT within 10 days of your travel date.
- Customers are advised to reach 15 mins before boarding time.
- Luggage policy: Each passenger is allowed to carry one bag of up to 10 kgs and one personal item such as a laptop bag, handbag, or briefcase of upto 5 kgs. Passengers should not carry any goods like inflammable, weapons, ammunition, liquor, drugs, etc. and any other articles that are prohibited under law. Operator reserves the right to deny boarding or charge additional amount in case passenger is travelling with extra luggage than what is mentioned above.
- **Please Note: It is mandatory to follow the travel guidelines of your source and destination state for travel. View Guidelines: <https://www.makemytrip.com/promos/mysafety-state-guidelines.html>**