

Wednesday, Nov. 15th, 2017 Lucknow → Delhi

Confirmed Operator PNR No. 110973254-2136341

Mr Hitesh Passel

Mr Vikash Gusain

A/C Sleeper (2+1)	Seat Number	Departure time	Boarding Point
Shri Rishabh Travels	6, 5	23:50 hrs mins	461 Transport Nagar Opp 32 Battalion PAC Gate 4 Kanpur Road Lucknow UP Opp 32 battalion pac gate 4 kanpur road lucknow 9473993734

Booking Date	From	To	Booking ID
15 Nov.	Lucknow	Delhi	GOBUSAND2b97ac3a8a

Base Fare Rs.2000/-

Operator GST (approx.) Rs.100/-

Insurance Charge Rs.30/-

Net Amount Rs.2130/-

Terms and Conditions

- Goibibo.com is ONLY a bus ticket agent and does not operate bus services of its own. We provide information in good faith to help passengers to make an informed decision such as comprehensive choice of bus operators, departure times, prices and other required information to customers. We advice our customers to choose those bus service they feel comfortable with.
- Our responsibilities includes
 - Issuing a valid ticket (a ticket that will be accepted by the bus operator) for its network of bus operators.
 - Providing refund and support in the event of cancellation
 - Providing customer support and information in case of any delays / inconvenience
- Our responsibilities does not includes, however we do our best to provide best available services.
 - The bus operator's bus not departing / reaching on time.
 - The bus operator's employees being rude
 - The bus operator's bus seats etc not being up to the customer's expectation.
 - The bus operator canceling the trip due to unavoidable reasons.
 - The baggage of the customer getting lost / stolen / damaged.
 - The bus operator changing a customer's seat at the last minute to accommodate a lady / child.
 - 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).
 - 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.
- The departure time and duration mentioned on the ticket is only tentative timings. However the bus will not leave the source before the time that is mentioned on the ticket.
- Passengers are required to furnish the following at the time of boarding the bus:
 - A Valid copy of ticket (M-Ticket OR print out of the ticket).
 - A valid identity proof Failing to do so, they may not be allowed to board the bus.
- Change of bus: In case the bus operator changes the type of bus due to some reason, Goibibo will refund the differential amount to the customer upon being intimated by the customers in 24 hours of the journey.
- Luggage Terms and Conditions:
 - The IBIBO management is not responsible for your luggage / baggage / belongings inside/Outside the bus

7. Cancellation

- If you wish to cancel
 - Please visit 24x7 goCare Support at www.goibibo.com/support or write to us at bus@goibibo.com
 - In the event of bus cancellation
 - Please call us at +91- 92130-2-5552 OR 1-860-2-585858 for alternate arrangements (If available) or for refunds
 - For any kind of complaints/ cancellation (Bus Cancelled/ etc) the customer needs to inform Goibibo Customer Care within 15 days of departure date. Any escalations after that time period will not be entertained.
 - For VRL & UPSRTC bus cancellation/ service related issues, the customer needs to collect the refund from the Operator's office within 15 days of departure date.
- A ticket will be considered 'booked' as long as the ticket shows up on the confirmation page of www.goibibo.com even in case the case of 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.
 - Grievances and claims related to the bus journey should be reported to Goibibo support team within 10 days of your travel date.
 - Cancellation policy mentioned on website OR on ticket is of travels and does not decided by Goibibo. Goibibo does not levy any cancellation charges. Service charge will be refunded, if collected. Operator charge, convenience fee may be levied for certain operators, which is non-refundable.
 - For any insurance related query please call ICICI Lombard directly @ 18002666 (Toll free). You will receive one SMS & email stating policy details shortly after ticket purchase. Please keep your policy number handy while calling them.
 - This is ticket cum invoice.
 - Cancellation Policy

Time Before Departure	Cancellation Charges
After 11:50 AM on Nov 15	Rs. 2100
Between 11:50 PM on Nov 14 - 11:50 AM on Nov 15	Rs. 1050
Between 11:50 PM on Oct 01 - 11:50 PM on Nov 14	Rs. 420
Till 11:50 PM on Oct 01	Rs. 420

Note: The above mentioned policy is bus operator's cancellation policy. Goibibo does not levy any cancellation charges on its own. (Cancellation charges shown above does not included ibibo service fees or promo code discount if used at the time of booking).