

 **Kolkata → Siliguri** Sunday, Oct. 8th, 2017

Confirmed Operator PNR No. B2227F2C

**Mr Sudipto Dutta**

Leyland A/C Seater Hitech Pushback (2+2)	Seat Number	Departure time	Boarding Point
<b>Ghosh Travels</b>	<b>17</b>	<b>19:00 hrs mins</b>	<b>Esplanade Bus Stand, near Volvo bus stand Volvo bus stand 9748711442/9804464701</b>
Booking Date	From	To	Booking ID
<b>08 Oct.</b>	<b>Kolkata</b>	<b>Siliguri</b>	<b>GOBUSdb7a356d97</b>

**Base Fare Rs.1500/-**
**Operator GST (approx.) Rs.27/-**
**Net Amount Rs.1527/-**
**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.

6. 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.
7. Luggage Terms and Conditions:
  1. The IBIBO management is not responsible for your luggage / baggage / belongings inside/Outside the bus
  2. One passenger is allowed to carry the baggage upto 20 kg. Excess baggage may be charged as per the bus operator rules. Bus Operator shall not take responsibility in the event of loss or damage to the passenger luggage. Bus operator reserves the right to disallow any excess baggage carried by the passengers.
  3. Passengers should not carry any goods like weapons, inflammables, firearms, ammunition, drugs, liquor, smuggled goods etc and any other articles that are prohibited under law.
  4. In Case of Bus by "Shared Car Ride - By ibiboRyde" Ryde, only light luggage is allowed.
1. Cancellation
  1. If you wish to cancel
    1. Please visit 24x7 goCare Support at [www.goibibo.com/support](http://www.goibibo.com/support) or write to us at bus@goibibo.com
  2. In the event of bus cancellation
    1. Please call us at +91- 92130-2-5552 OR 1-860-2-585858 for alternate arrangements (If available) or for refunds
    2. 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.
    3. 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.
  2. A ticket will be considered 'booked' as long as the ticket shows up on the confirmation page of [www.goibibo.com](http://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.
  3. Grievances and claims related to the bus journey should be reported to Goibibo support team within 10 days of your travel date.
  4. 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.
  5. 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.
  6. This is ticket cum invoice.

#### Cancellation Policy

Time Before Departure	Cancellation Charges
Till 09:00 AM on Oct 08	Rs. 152
<b>Note: The above mentioned policy is bus operator's cancellation policy. Goibibo does not levy any cancellation charges on its own. .</b>	

For other terms and conditions please visit <https://www.goibibo.com/terms-and-conditions/>