



Flight Ticket - Thiruvananthapuram to Dubai

Passenger's Name			Status		Seat No.	Ticket No.	
1. Mr Jojy Alex			Confirmed		-		
✈ Going							
Date	Time	From	To	Flight No.	Terminal	Airline	PNR No
18OCT	16:50	THIRUVANANTHAPURAM	DUBAI	IX539		AIR INDIA EXPRESS	N24DEZ

E-Ticket Numbers	Booking Reference	Price Summary	
		Basic fare + Airline fuel charge	Rs 2,860
		Airline Misc	Rs 3,887
	AIRLINE:IX/N24DEZ	Airline Ticket Price	Rs 6,747.00
		Goibibo Discount (-)	Rs 700.0
		Lead Charges* (+)	Rs 200
		Total Amount Paid	Rs 6,247

Important information

- Lead Charges includes Conv. Fee, Insurance Charges (if selected), Visa Campaign (if applicable)
- Use PNR for all communication you have directly with the airline about this booking
- Your Ticket number serves as confirmation of your ticket status
- Carry a print out of this e-ticket and present it to the airline counter at time of check-in
- Carry photo identification, you will need it as proof of identity while checking in

ibibo Web Private Limited, 4th Floor, Pearl Towers, 51, Sector 32, Gurgaon, Haryana-122002.



Flight Support
1860-258-5858



Bus Support
1860-258-5858



Need a hotel?
0124-6777000



Need a cab?
1860-258-5858

Information - Air India Express

Extracts of Terms and Conditions

1. Check-In

- If you have booked tickets with your credit card, please carry a photocopy (both front and back) of your credit card while travelling
- If the booking has been made on someone else's credit card, please carry an authorization letter from the credit card holder as well as a photocopy of that credit card (both front and back)
- While submitting the photocopy of the credit card, make sure you strike off the CVV number on it
- Passenger needs to carry a Government Issue photo id.
- Infants must have valid proof-of-age documents showing that the infant is less than two years old.
- Infants must be accompanied by an adult at least 18 years of age.

Air India Express reserves its right to cancel any booking without any notice to the passenger, in case of suspected fraud, where booking is done through credit card.

All Air India Express Flights depart and arrive from/at International Terminals except for the case of Kochi wherein Air India Express Domestic flights depart/Arrive from/at the Domestic Terminal and our International flights depart/Arrive from/at the International Terminal.

Airline check-in counters are open three (3) hours before the scheduled flight departure time. The counters close sixty (60) minutes before the scheduled flight departure time. Check-in deadlines may vary at different airports and for particular flights. It is your responsibility to ensure that you comply with these deadlines particulars of which will be available at the time you make your booking. In any event, without derogating from the generality of other provisions of these Terms & Conditions governing the right of refusal of carriage, we reserve the right not to allow you to check in without any liability to you and without having to refund to you any fare paid:

- if you attempt to check in after closure of the check-in counters;
- if you fail to have proper identification or fail to identify yourself to our staff;

- if you fail to have the proper documents, permits, visa, necessary for travel to a particular place or country;
- if you have not fully paid any fare or other fees or charges due to us;
- if you have been violent to our staff or caused disturbance at our counter or have abused our staff whether physically or verbally;
- if the Government or other authorities prohibits your checking in or boarding the aircraft;
- if in our judgment, you are not fit to travel due to drunkenness or any obvious adverse medical condition; and/or
- if in our judgment, you are not medically fit to travel or your medical condition poses or could pose a danger or threat to the health of other passengers.

Flight Schedule Reconfirmation:- We recommend customers to reconfirm their flight schedule timings 24 Hrs prior to departure to avoid inconvenience which could be caused due to last minute schedule change made by the airlines.

Baggage Screening

Check-in baggage would be screened through an X-ray machine before check-in which will be closed 45 minutes prior to departure of flight.

Infants

An infant under the age of two (2) years (on the date of travel) may fly at the prevailing administration fees per sector provided he/she sits on an adult's lap. Only one (1) infant is allowed for one (1) adult. No baby seats or perambulators are allowed on board the aircraft. "However, no seats are provided for infants. The cost of infant is Rs. 1000 per person per sector.

Taxes fees and Charges

Applicable taxes, fees and charges imposed by government or other authority, or by the operator of an airport, shall be payable by you. At the time you purchase your Ticket, you will be advised of taxes, fees and charges not included in the fare, most of which will normally be shown separately on the Ticket. The taxes, fees and charges imposed on air travel are constantly changing and can be imposed after the date of Ticket issuance. If there is an increase in a tax, fee or charge shown on the Ticket, you will be obliged to pay it. Likewise, if a new tax, fee or charge is imposed even after Ticket issuance, you will be obliged to pay it. Further, in case any fee or taxes inadvertently not collected at the time of booking, will also be payable by passengers either at city office or at airport at the time of check-in.

Flight Cancellation/Change Penalty

No change or modification of the booking or refund of taxes will be possible within 24 hours of departure of the flight.

Cancellation

If you do not wish to travel, you must notify atleast 24 hours(Twenty-Four) prior to scheduled departure of the flight. Refund will be made to you subject to applicable cancellation charges. No refunds will be made for cancellations inside 24 hours(Twenty-Four) prior to departure. Please note that cancellation policy is subject to change without notice.

Cancellation Timeline	Airline Cancellation Penalty
Within 48 Hrs	100% of Ticket Price
>48 Hrs and <= 11 Days	Upto 60% of Ticket Price (Depending on Sectors)
>11 Days	Upto 40% of Ticket Price (Depending on Sectors)
Airline Date Change Fee	450*** Per Person Per Sector

- if the new flight booked is in a lower fare class than that of the cancelled booked flight, the difference in fares will not be refunded to the passenger;
- if the new flight booked is in a higher fare class than that of the cancelled booked flight, the difference in fares shall be paid by the passenger before the cancellation or change can be made;
- the change is not confirmed until we issue you a new booking number and/or new Itinerary.

Please note that these rules are subject to change without notice.

Amendment

All amendments come at a fee that varies from airline to airline. In addition to this fee, Company charges an amendment handling fee of INR 200 per passenger per sector. Company will collect these charges from the User when it makes the change in the travel plans. Company will also collect the difference in fare, if any, applicable when the amendment is made.

No Show

No refund applicable on No Shows.

Refund

Convenience Fee Convenience charge of rs 175/- for one-way flight and rs 290/- for roundtrip flights, paid at the time of booking is a non refundable fee and same shall be applicable on all cancellations including any partial cancellation requests .

Goibibo charges of INR 200 per person per sector would be applicable on all cancellation and date change request.

Where the User has cancelled his/her booking directly with the airlines, he/she will need to inform Company with valid documentation to initiate the refund process. It is advisable to contact Company within 48 hours of the cancellation request. Any later would require the User to send a scanned copy of your E-Ticket endorsed by the airlines to Company.

Company will be able to transact customer's refund only after receipt and/or confirmation of refund from the airline.

Refund shall be validated only after the airline / OTA accepts the cancellation confirmation / endorsement copy sent by the customer.

Right to refuse carriage

Airline may refuse carriage of you or your baggage for reasons of safety or if, in the exercise of our reasonable discretion, we determine that:

- such action is necessary for reasons of safety or security;
- such action is necessary in order to comply with any applicable laws, regulations or orders of any state or country to be flown from, into or over;
- your conduct, status, age or mental or physical condition or the physical condition of your baggage is such as to (i) require special assistance or (ii) cause harm, discomfort or make yourself objectionable to other passengers or our crew or (iii) involve any hazard or risk to yourself or other persons or to property;
- you have committed misconduct on a previous flight and such conduct may be repeated;
- you have not observed, or are likely to fail to observe, our instructions;
- you have refused to submit to a security check;
- the applicable fare or any charges or taxes payable have not been paid;
- the payment of your fare is fraudulent;
- you do not have the proper documents for travel;
- the booking of our Seat has been done fraudulently or unlawfully or has been purchased from a person not authorized by us;
- the credit card by which you paid for the fare has been reported lost or stolen;
- the Itinerary receipt or booking or Electronic Ticket is counterfeit or fraudulently obtained;
- the Itinerary receipt has been altered by anyone other than us or our authorized agent, or has been mutilated (in which case we reserve the right to retain such documentation); and/or
- the person checking in or boarding cannot prove that he is the person named as the passenger on the (we reserve the right to retain such Itinerary receipt in this circumstance).

Unaccompanied Child

Children between age 5 and 12 will be accepted for carriage as an unaccompanied Minor, provided all necessary documentation and formalities are provided/completed with the airline.

Special Assistance

Acceptance for carriage of incapacitated persons, persons with illness or other people requiring special assistance is subject to prior arrangement with us. Passengers with disabilities who have advised us of any special requirements they may have at the time of booking of the Seat and been accepted by us, shall not subsequently be refused carriage on the basis of such disability or special requirements. We may charge a fee for providing these special requirements.

Pregnant Passengers

It is the duty of pregnant passengers to advise us of the progress of their pregnancy at the point of booking of Seat. Airline carriage of pregnant passengers are subject to the following conditions:

- Pregnancy up to 27 weeks: we will carry without a doctor's certificate.
- Pregnancy 28 weeks to 35 weeks: passenger shall produce a doctor's certificate confirming that she is fit to travel.
- Pregnancy 36 weeks and above: we will refuse carriage.

Infants less than 8 days-old

Airline reserve the right not to carry infants less than eight (8) days-old. We may in our absolute discretion decide to carry such infants on our flights when such carriage is expressly sanctioned in writing by a medical practitioner and when the parent of the infant signs a limited liability statement.

Detailed terms and conditions

It is mandatory for the Customers to go through the detailed terms and conditions which govern booking of tickets and travel in Air India Express network which are displayed at Air India Express website <http://home.airindia.in/home.aspx>. Booking of ticket constitutes the acceptance of these terms and conditions with respect to travel in Air India Express network.

Airline Contact Information URL:-

<http://home.airindia.in/contact.aspx>

Please confirm status of your Flight from our Call Centre between 72 and 24 hours before the Scheduled Departure time to avoid any inconvenience in case of any change in the flight schedule

Cancellation and rescheduling/changes request would be addressed and action over the phone only at our contact centre numbers below. If the travel is within 48 Hours

Goibibo 24x7 customer care number 09213025552 / 1-860-2-585858