



Board the bus with mobile e-ticket

Booking Details

From:	Delhi	Bus Operator:	Pal Travel Lines	Ticket Number:	26Y3J3ZC(Operator PNR: 26Y3J3ZC)
To:	Bilaspur (Himachal Pradesh)	Bus Type:	Volvo A/C Semi Sleeper (2+2)	MakeMyTrip Bus ID:	NU211621022526182
Boarding Date and Time:	20 Jan 2021 06:55 PM	Passengers:	1	Total Fare:	893.95

Passenger Details

S.No	Name	Seat	Seat Type
1.	Suraj Sharma	28	Seater

Boarding and Drop Point Details

Boarding Point:	Kashmiri Gate Metro station
Address:	EXIT GATE NO.4 TURN LEFT TOWARDS CIVIL LINE ROAD AT BHART PATROL PUMP HELPLINE 7018137454 LandMark: BHART PATROL PUMP
Drop Point:	Near Bilaspur Bus Stand(H.P)
Drop point Address:	Near Petrol Pump (Highway) Helpline : 7018137454
Bus Operator Contact Number:	9736224158, 9971658424

(Please use the Ticket Number : 26Y3J3ZC(Operator PNR: 26Y3J3ZC ,) as reference for interaction with the bus operator)

Online Cancellation and Rules

- 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.

- A cancellation fee will be levied on every bus ticket cancelled. Applicable charges taken into account from Bus service start time (Jan 20, 2021 6:55:00 PM) are:
 - 0 to 12 hrs before travel - 100 % of the total fare
 - 12 hrs to 1 day before travel - 50 % of the total fare
 - 1 day before travel - 10 % of the total fare

- How do I contact MakeMyTrip.com?

Important Terms & Conditions

- In case of change in bus type or any issue related to bus operator, please bring it out in notice with in 24 hours of bus departure. We will investigate it with the operator and revert accordingly. The customer is entitled for refunds in case a lower bus type is provided subjected to our investigation.
- Agency: MakeMyTrip (India) Pvt. Ltd (hereinafter 'MMT') is only providing the services as agent of various tour operators (hereinafter 'Operators'). MMT's obligations are limited to issuance of ticket, providing information as made available to it and processing refunds. MMT is not responsible for the provision of services by the respective operator. MMT 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's liability will be limited only to the extent of refunding the sum paid by the passenger for the price of the e-ticket.
- In case a booking confirmation SMS or email gets delayed or fails because of technical reasons or as a result of incorrect mobile number/ e-mail ID provided by the customer etc, a ticket will be considered 'booked' as long as the ticket shows up on the confirmation page of www.makemytrip.com or Mobile App.
- 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>**