

General Terms & Conditions

Ticketing Rules: - Tickets are non-transferable. Passenger name must match valid government ID or passport. - Tickets must be fully paid before travel; unpaid reservations are automatically cancelled within 24 hours. - Children under 12 must be accompanied by an adult passenger.

Cancellations & Refunds: - Requests must be made via airline website, app, or customer care. - Refund eligibility depends on fare type. Non-refundable fares only return government taxes. - Refunds may be delayed if booked via third-party travel agents.

Check-In & Boarding: - Domestic: Arrive 60–90 min before departure. Boarding gates close 25 min before departure. - International: Arrive 120–180 min before departure. Boarding gates close 45 min before departure. - Passengers without valid travel documents will be denied boarding without refund.

Customer Service: - 24x7 support available at helpline and service desks. - Complaints must be acknowledged within 7 days and resolved within 30 days. - Special assistance available for elderly, unaccompanied minors, and passengers with reduced mobility.

Flight Disruptions: - In case of airline-initiated cancellations, full refund or free rebooking will be provided. - Delays exceeding 3 hours: Meal vouchers or refreshments provided. - Denied boarding due to overbooking: Compensation as per DGCA regulations.

Liability & Governing Law: - Airline is not liable for consequential damages (missed connections, business losses). - Liability for baggage loss limited unless higher value declared and paid for. - All disputes subject to Indian jurisdiction and DGCA regulations.