

Cancellation Policy

24-Hour Grace Period: - Tickets cancelled within 24 hours of booking are fully refundable if the flight departure is at least 7 days away. - Applies to both domestic and international routes.

Standard Cancellation Fees (Domestic): - Economy Classic: INR 2500 if >72h before departure; INR 3500 if within 72h. - Economy Flex: INR 0 if >72h before departure; INR 2500 if within 72h. - Business Class: INR 1000 if >48h before; INR 2500 if within 48h. - Premium Economy: INR 1500 flat fee regardless of timing.

International Flights: - Short-haul (up to 4 hours): 20% of base fare if >96h before departure; 30% within 96h. - Long-haul (over 4 hours): 25% of base fare if >96h before departure; 35% within 96h.

No-Show Policy: - Cancelling less than 2 hours before departure or not showing up forfeits the entire fare. Only taxes and government fees are refunded. - Rebooking after no-show is allowed within 24 hours, subject to seat availability and INR 5000 penalty.

Refund Process: - Refunds are processed to the original payment method within 7–10 business days for refundable tickets. - Non-refundable tickets are eligible only for government tax refunds. - Vouchers may be issued as an alternative to refunds during irregular operations (weather or strikes).

Special Cases: - Medical Emergencies: Fee waivers may be granted on submission of medical certificates. - Weather/Operational Cancellations: Full refund or free reschedule provided by the airline.