

1. Overview

Customers may cancel domestic bookings subject to the cancellation conditions below. Refunds (if applicable) are processed after deduction of applicable cancellation fees and taxes.

2. Free cancellation window

- Bookings cancelled within 24 hours of purchase are eligible for a full refund when:
 - * The booking was made at least 7 days before scheduled departure.
 - * The booking was made directly via our website or mobile app.

3. Standard cancellation fees (Domestic)

- Cancellation more than 7 days before departure: Fee = INR 500 per passenger + taxes.
- Cancellation 2–7 days before departure: Fee = 25% of fare + taxes.
- Cancellation within 48 hours of departure: No refund for non-flex fares; flexible fares may have reduced fees.

4. Refund processing

- Refunds are processed to the original payment method within up to 14 business days.
- Refunds to travel agencies may be processed to the agency's account; contact the issuing agency for details.

5. No-show

- Failure to cancel or rebook before departure (no-show) may result in forfeiture of the fare; only applicable taxes may be refundable.

6. Changes & waivers

- The airline may waive fees for medical emergencies or operational disruptions (flight cancellations, schedule changes). Documentation may be required.
- For airline-initiated cancellation or significant schedule change, options include full refund, re-accommodation on next available flight, or travel credit.

7. Contact

For cancellations and refund status, contact: demo.support@airlinedemo.example or visit our website's Manage Booking section.