

Corporate Office for Customer Communication:**Go Airlines (India) Ltd.**

1st Floor, C-1, Wadia International Centre (WIC),
Pandurang Budhkar Marg, Worli, Mumbai 400 025.
Telephone: 6741 0000



Visit www.GoAir.in or Call 092-2322-2111 / 020-2566-2111

SMS to 57333 in the following format to receive an update on flight status
& city specific Arrivals/Departures for the next 3 hours.

G8 [flight Number] - To receive an update on flight status
G8 [City Code] or [City Name] - To receive an update on the next 3
hours for all the Arrivals/Departures from that city

Agency Details

CLEAR TRIP TRAVEL SERVICES PVT LTD
UNIT NO 1 GROUNDLR FLOOR DTC BLDG SITARAM MILLS
COMPOUND. NM JOSHI MARG
MUMBAI
Telephone:
Fax:
Email: CUSTOMERSUPPORT@CLEARTRIP.COM

Traveler(s) Information:

SAHOO, NIHARIKA MS

Date	Dep Time	From	To	Flight No.	Terminal	Airline	Status
06Jul2015	05:20	NEW DELHI	BHUBANESWAR	G8 - 163	Terminal 1D	GOAIR	Confirmed

E-Ticket Numbers**Booking Reference: X3IMOG**

Date of Booking: Fri-29May2015 18:51

Receipt and Itinerary as of Mon-29Jun2015 10:09

Service Tax Invoice

PAN: AACCG2599K
Service Tax No.: AACCG2599K ST001

Go Airlines (India) Ltd. (Registered Office)
C/o Britannia Industries Limited, A-33,
Lawrence Road Industrial Area,
New Delhi - 110035.

- The PNR Number is a unique number and may be treated as Invoice Serial Number.
- All disputes are subject to exclusive jurisdiction of courts at Mumbai.
- This is a computer generated receipt/itinerary and there is no requirement of signature.

Kindly present either the itinerary receipt or the E-ticket with a valid photo ID at the airport and check-in counter. Our check-in counters are open 2 hours prior to departure and close strictly 45 minutes prior to departure.

DETAILED ITINERARY: NEW DELHI - BHUBANESWAR

From-To	Flight	Departure	Arrival	Stops	Terminal	Status
NEW DELHI – BHUBANESWAR	G8 - 163	Mon- 06Jul2015 05:20	Mon- 06Jul2015 07:30	0	Terminal 1D	Confirmed

Passenger(s)	Charge Description	Original Amount	Amount
SAHOO, NIHARIKA	J - ECONOMY - PROMOTION	1,560.00 INR	1,560.00 INR
	TAX - CUTE Charge	50.00 INR	50.00 INR

TAX - Service Tax + EC + HSEC	77.00 INR	77.00 INR
TAX - ST + EC + HSEC - PHF	2.00 INR	2.00 INR
TAX - Passenger Service Fees	146.00 INR	146.00 INR
TAX - User Development Fee - Dept	551.00 INR	551.00 INR
TAX - Airport Development Fee	113.00 INR	113.00 INR

Fare Summary:

Air fare	1,560.00 INR
Fees, Taxes and Surcharge	862.00 INR
Special Service	0.00 INR
Service Tax	77.00 INR
TOTAL	2,499.00 INR

Payment Summary:

29May2015, INVC	2,499.00 INR
TOTAL PAYMENTS	2,499.00 INR

Terms and Conditions

Following are the Terms and Conditions and rules ("Terms") which shall be applicable to all Services and fare conditions of the booking made which shall prima facie constitute a binding contract of carriage between the Customer and Go Airlines (India) Ltd. (the "GoAir"). The Terms may be read as a stand-alone document or may be read with other documents/terms as may apply to a particular Service/ situation/ circumstance/ transaction and as the context may require such other documents/ terms will prevail over these Terms as may be indicated. The Customer acknowledges and agrees that GoAir may at its sole discretion add to, modify or amend the Terms (including the Charges) from time to time and such changes shall be communicated to the Customer, but individual communication may not be sent to Customer. GoAir may publish notices of general nature, which are applicable to the Customers on GoAir's Website or in any other mode as may be decided by GoAir. Such communication and notices would have the same effect as a notice served individually to each Customer. The Customer may discontinue availing of Service, failing which the Customer shall be deemed to have accepted the change from the effective date mentioned in the notice or from the date as may be specified by the applicable law. GoAir may be required to abide by the rules and regulations of regulatory bodies to which it is or may be affiliated and the Customer agrees to abide by such rules and regulations. The Customer agrees that availing of Services is subject to the rules and regulations introduced or amended from time to time by the Directorate General of Civil Aviation (DGCA) or any other regulatory or authority empowered by law.

1. Accuracy of Personal Information & Confirmation of Booking & Flight Schedule

- The Customer is responsible for the correctness of information supplied to GoAir from time to time. If the Customer has reason to believe that there is an error in the information furnished to GoAir, the Customer shall immediately call GoAir Customer Call Centre, at 092-2322-2111 / 020-2566-2111.
- GoAir shall not be liable or responsible in any manner whatsoever, for any consequences arising out of any erroneous or misleading, incorrect, untimely or incomplete information furnished by the Customer.
- The booking in GoAir's database is the primary record of carriage and in the event of any differences between this ticket and GoAir's database, the information recorded in GoAir's database shall prevail.

2. Fares, taxes and surcharge

- Fares as charged from the Customer shall include applicable passenger service fee, cude charge, service tax, cess, fuel surcharge, convenience fee and additional airport fee & User Development Fee on flights from certain airports. Fares are subject to change without prior notice.

3. Changes to Bookings

Subject to availability and payment of all applicable amounts, changes can be made to your booking as follows:

- Change of date or time of the booked ticket can be made by notifying Go Air at least 2 hours prior to the Scheduled Departure Time either by visiting Website or at the airport ticketing counter or by calling Customer Call Centre. The Customer shall be liable to pay the Charges for such changes, for details, please refer Website www.GoAir.in.
- No change of name as printed on the ticket will be permitted.

4. Cancellation and Refund

- The Customer shall cancel the booking only two hours prior to scheduled departure. The Customer shall be entitled to refund of ticket as per the refund rules and after deducting cancellation charges applicable to the ticket issued and more specifically mentioned in the citizen charter. Cancellations of bookings less than 2 hours prior to the scheduled departure time will be treated as "No Show Customers" and refund rules applicable to such case will apply. Refund for cancellation of a booking made through an authorised travel agent or online travel portals will be refunded back to the travel agent or online portal, and the Customer shall contact the travel agent or the online portal for collecting refund. Where the cancelled ticket was booked using credit /debit card, the refund amount will be credited to the credit/debit card account through which the ticket was booked, within at least 15 business days of such cancellation.
- In case bookings are done at GoAir ticketing counter by making cash payment, the applicable refund amount upon cancellation will be processed and returned by way of an account payee cheque in the name of the Customer making the booking within 15 business days of such cancellation.
- In case of 'No Show' or Cancellation of promotional fares tickets the entire gross fare shall be forfeited by Customer except applicable Passenger Service Fee (PSF) and User Development Fee (UDF) which shall be refunded in the same mode of payment in which the payment was originally received and only upon receiving such request in writing from the Customer within 15 calendar days from the date of Cancellation or 'No Show', as applicable.
- GoAir reserves the right to change the cancellation / modification fees charges from time to time and the customer shall be bound notwithstanding the booking that is made prior to the date of change.

5. Cancellation and rescheduling of flights

GoAir shall on a best effort basis operate the flights as per the schedule, provided that it reserves the right to cancel, reschedule, postpone, prepone the schedule of the flight or alter the stopping place or deviate from the route of the journey, and the Customer shall not raise any dispute or grievance against GoAir in any manner whatsoever. In case of any such cancellation or rescheduling of any flight due to any reason, GoAir follows a policy as stipulated by DGCA from time to time and as is applicable to denial of boarding, cancellation or delay of flight. Customers on hopping via flights are hereby informed that other than on medical grounds, they are not permitted to deplane at the stopover station. For more details, please refer 'Citizens Charter' on Website.

6. Baggage Allowance

- Checked-in baggage allowance per Customer is as follows: For GoSmart and GoFlexi: 15kgs For GoBusiness: 35kgs Any excess baggage will be charged @ Rs. 250 per kg.
- In addition to the checked-in baggage allowance, Customers are allowed to carry hand baggage to the aircraft subject to a maximum weight of 7 kgs per Customer. Customers traveling with an infant aged between 7 days to 24 months are allowed to carry one additional small cabin baggage for baby food etc. and one fully collapsible baby push chair or stroller or baby basket, the maximum weight of additional baggage for infant shall not exceed 7 kgs.
- The size of the cabin hand baggage shall not exceed 55 cm x 35 cm x 25 cm (Total 115 cms). GoAir assumes no responsibility or liability for delay in carriage of baggage by air. Please note that no hand baggage, other than laptop, digital camera and valuables is permitted while boarding from Srinagar, Jammu and Leh Airports.
- For health and safety reasons, GoAir will not accept any individual baggage item exceeding 32 kgs. For oversized baggage, including sporting, musical equipment etc. an additional charge of Rs. 1000/- per baggage per sector will be levied. GoAir reserves the right to refuse to carry any luggage that does not comply with its policies.
- Customers are also advised that valuable items such as jewelry, computers and electronic devices, keys, important documents/materials, medications or medical equipment that cannot be replaced easily should not be included in the check-in baggage. GoAir do take measures to ensure that your check-in baggage is transported safely to the destination, however, it does not accept any responsibility in case the check-in baggage including valuable items placed in it are misplaced, stolen or broken in transit except as described below.
- In case of loss of check-in baggage solely due to our negligence then GoAir would be liable to pay for the loss of baggage subject to a sum calculated at the rate of Rs. 200 per kg multiplied by weight of such lost baggage subject to a maximum of Rs. 4000/- per bag.

7. Baggage Screening

Wherever required, check-in baggage should be screened through an X-ray machine by Customer before proceeding with check-in counter.

8. Documents required to be produced by Customer at the time of Check-in.

- Photo Identity Card: Customers are required to present her/his valid photo identification at the time of check-in.
- Valid ticket and Boarding pass: The Customer shall ensure to carry a valid ticket or boarding pass at all times during the journey.
- Credit/Debit Card: Customer who has booked tickets with credit/debit card is required to bring along for verification purposes only, the original credit/debit card or a photocopy (both front and back) of the same (Please hide the CVV (three digit number written on the back of your credit/debit card). Those Customers who have made the booking using another person's credit/debit card, are required to furnish a duly signed authorization letter from the card holder along with a true photocopy of that credit/debit card as described above.
- GoAir reserves the right to cancel any booking, in case of suspected fraud or otherwise without any prior notice or ascribing any reasons to the Customer.

9. Check-in and Boarding Closing Time

- Check-in commences 2 hours prior to the scheduled departure (3 hours in case of Srinagar and Jammu airports). Check-in counter closes 45 minutes prior to the scheduled departure time. The Customer is required to check-in baggage through check-in counter with baggage duty X-ray and with all travel documents before the close of check-in counter.
- In order to avoid last minute rush, Customers are advised to report early at least 60 minutes prior to the scheduled departure time (90 minutes in case of Srinagar and Jammu airports) at the check-in counter.
- Boarding Gate closes 25 minutes prior to the scheduled departure time. In case the Customer delays or fails to show up in time at the check-in counter or at the boarding gate, then the Customer will be treated as "no show" and gross fare paid will be forfeited except for the applicable Passenger Service Fee (PSF) and User Development Fee (UDF) which shall be refunded in the same mode of payment in which the payment was originally received and only upon receiving such request in writing from the Customer within 15 calendar days from the date of Cancellation or 'No Show'.

10. Airline's Right to Refuse Boarding

GoAir reserves the right to refuse boarding to Customer who are considered to be unruly in the best judgement of GoAir, under the influence of alcohol or drugs or whose behavior is found to be violent or abusive, or where GoAir believe that denial of boarding is necessary for maintaining good order or discipline on board, the safety, protection, security and comfort of other Customers or for the protection of the safety of the aircraft and / or other assets. Such persons will be treated as 'no show' and gross fare paid will be forfeited.

11. Right to Search

GoAir reserves the right to search Customer's baggage for reasons of safety and security and to check whether the baggage contains any unacceptable or prohibited items. If the Customer refuses to comply with such searches or scan, we reserve the right to refuse carriage to such Customer and her/his baggage without refund of fare and without any other liability.

12. In-Flight Snacks and Beverages

For Customers flying on Go-Business ticket, complimentary snacks / beverages are offered on board. For other Customers, we have made arrangement with a reputed service provider to provide a selected range of snacks and beverages for consumption on board on chargeable basis. Though GoAir shall take reasonable steps to provide Customers with fresh, healthy and hygienic snacks and beverages, it assumes no liability or responsibility in respect of the quality, quantity or sufficiency of such in-flight snacks and beverages. Customers may choose to lodge their complaint in respect of such in-flight sale of food and beverage served directly with the service provider whose contact details will be made available on board.

13. Mode of Booking

The Customer may book their ticket either by visiting our website www.goair.in or at the airport ticketing counter or by through Customer Call Centre or through any designated travel agents or online travel web portals. GoAir assumes no responsibility or liability to the Customer for any bookings made through any other mode other than specified herein or any consequences arising there from.

14. Mode of Payment

- a. The Customer may book tickets by using credit/debit card through any of the modes mentioned in clause above or by paying cash at the airport ticketing counter.
- b. Customers who request for duplicate print-outs of the itinerary at the airport reservation counters will have to pay an additional fee of Rs. 50 per print out (inclusive of service tax and cess, if applicable).

15. Governing Law and Dispute settlement mechanism

These Terms shall be construed by and governed in accordance with the laws of Republic of India and shall be subject to the exclusive jurisdiction of the competent courts at Mumbai, India.

16. Detailed terms and conditions

It is mandatory and obligatory for the Customers to go through the detailed terms and conditions and the citizens charter which govern booking of tickets and travel in GoAir network which are displayed at GoAir website www.GoAir.in. Booking of ticket constitutes the entire acceptance of these Terms for travel within GoAir network.

17. Contact GoAir On

For any assistance or special services, Customers are requested to contact GoAir's Customer Service Executive at 092-2322-2111 / 020-2566-2111. Email: feedback@goair.in

Thank you for choosing GoAir as your preferred airline