

# PASSENGER GUIDE

## AIRLINE PASSENGER RIGHTS:

### 1) Reservations



If your reservation is confirmed and you carry a ticket, you are eligible to travel in the flight on the specified day at a specified time. If one doesn't show up or fails to cancel a reservation then the airline has the right to mark your reservation as no show, and the airline can cancel any continuing or return reservations.

### 2) Refunds



The refund rules vary from airline to airline but there are a few general rules common to all, namely:

If you need to cancel a ticket purchased as a nonrefundable fare, you may be able to apply the fare you paid toward a future flight. Change or cancellation fees will apply.

If you need to cancel a refundable ticket purchased by credit card, your refund will be issued as a credit on the same card you used to make the purchase.

If you purchased your ticket with a personal cheque, you will usually receive your refund through the mail.

Tickets paid for with cash can generally be refunded immediately by the airlines or travel agency

### **3) check in times**



Being on time is very important

If you have not checked in for your flight on time, then the airline has the authority to cancel your reservation. Also, your seat can be given to another passenger, regardless of whether you have an advance boarding pass or an advance seat assignment.

The same rule holds true for your baggage.

It is always advisable to arrive 2 hours before your departure time. If you are flying internationally or during the holidays, you may need to arrive even earlier. Also be aware that there could be traffic on the roads to and from the airport, and so, it is prudent to plan ahead.

#### **4) Delay/cancellations**



There is no compensation for delayed or cancelled flights. However, you need to contact your airline for specific details.

**Cancelled flights:** The airlines, in most cases, will book you on the next available flight.

**Delay:** If your plane is delayed, the airline may pay compensation.

Some airlines do not provide amenities if the delay is caused by bad weather or other conditions beyond their control.

#### **5)Baggage**



**Bags delayed:** If your bags are delayed then the airline may agree to pay "reasonable" expenses until the luggage is found.

**Bags lost:** If your lost bags are not found, then you can file a claim for compensation. You should contact the respective airline for more specific information.

## 6) Airline Rights



If there are adverse conditions on the ground (such as bad weather) the airline may refund your ticket even if it's a nonrefundable ticket, but won't be responsible for any inconvenience it may have caused you.

The airlines have the right to refuse you to board the aircraft in the following cases:

- Refusal to be searched for explosives or concealed weapons.

- Refusal to provide positive identification.
- Disorderly conduct.
- Being barefoot or being unable to be seated with the seat belt fastened.

## **7)Special Needs**



Airlines must also provide the following services free of charge (in addition to some others). However, relevant medical records will be essential.

- Help getting on and off planes and make connections.
- "Timely access" to information on gate assignments, security and other publicly announced information.
- Access to the plane's cabin for any necessary service.

## **KONW THE RULES:**

### **1) Theft/Pilferage**



We at RGIA give utmost importance to the safety and security of the passengers and their baggage. We have a robust security system duly aided by electronic surveillance system to ensure that RGIA is truly a theft and pilferage free airport. While being so, we still feel the need to familiarize the passengers about important Dos and Don'ts to enable them to secure their baggage and valuables like cash and jewelry not only at this airport but also at destination/transit airports. More so, passengers who take long haul international flights with transit through more than one airport need to take the following precautions to secure their valuables :

- Always carry your valuables like cash/gold/diamond jewelry etc., in your hand baggage only.
- All the check-in baggage should be secured with a lock of standard quality.
- You can purchase TSA approved locks at the airport. Please contact GMR Information Desk (Departures) for further information.
- Use standard baggage which tamper proof.
- Do not part with your valuables at any point of time, except for security check.
- Don't forget to label your laptop as these are one of the most forgotten items at security screening points.
- For any assistance, please do not hesitate to contact on :
  - 040 66601400 to 1404
  - 9000802443
  - 040-66606000

## **2)Passport & VISA**





## Eligible countries for e-TV

- Anguilla
- Antigua & Barbuda
- Australia
- Barbados
- Bahamas
- Belize
- Brazil
- Bolivia
- Canada
- Cayman Island
- Chile
- Costa Rica
- Cambodia
- Djibouti
- Dominica
- Dominican Republic
- Ecuador
- El Salvador
- Estonia
- Finland
- France
- Germany
- Georgia

- Grenada
- Guyana
- Haiti
- Holy See (vatican)
- Honduras
- Indonesia
- Israel
- Japan
- Jordan
- Kenya
- Papua New Guinea
- Latvia
- Laos
- Liechtenstein
  - Lithuania
  - Luxembourg
  - Macedonia
  - Mauritius
  - Mexico
  - Montserrat
  - Montenegro
  - Myanmar
  - New Zealand
  - Norway
  - Nicaragua
  - Oman
  - Paraguay
  - Palestine
  - Philippines
  - Rep. of Korea
  - Russia
  - Singapore
  - Sri Lanka
  - St Kitts & Nevis



- Thailand
- UAE
- Ukraine
- USA
- Vietnam
- Cook Island
- Kingdom of Tonga
- Tuvalu
- Rep. of Nauru
- Republic of Kiribati
- Vanuatu
- Solomon Island
- Samoa
- Niue
- Federated of Micronesia
- Republic of Marshall Islands
- Fiji

### **Tourist Visa on Arrival**

Terms and conditions are as follows:

- The Passport should be of an ordinary kind. (Diplomatic & Official Passport holders are not authorized to avail TVoA facility)
- The Passport should be valid for at least 6 months and the Passport should contain a minimum of two blank pages.
- Return or round ticket is mandatory.
- The passenger should duly fill the application form provided by the Immigration Officer.
- The filled in form along with two photographs of the visitors should be submitted to the Immigration Officer.
- The foreigners should have to pay 60 \$ (equivalent Indian currency) towards visa fee for availing TVoA facility.
- The TVoA will be granted for a period as requested by the foreigner for a maximum period of 30 days. However, the TVoA is granted based on return journey + two days.

- Only two visits on TVOA in a calendar year and a gap of 60 days in successive visit.

For further details, please visit

<http://www.immihelp.com/nri/indiavisa/tourist-visa-on-arrival.html>

## **Tourist Visa Application Process**

Step 1



**Apply Online**

Upload Photo and Passport Page

Step 2



**pay visa fee online**

Using Credit / Debit card

Step 3



**Receive ETA Online**

ETA Will be sent to your e-mail

Step 4



**Fly To India**

Print ETA and carry at the time of travel

**For Indian Nationals**

**Indian nationals** travelling abroad require a valid Indian passport and travel authority for the destination country. The travel authority is normally in the form of Visa, which is obtained prior to the journey, except in the case of countries where "**Visa on Arrival**" is available.

Indians travelling abroad may also note that some countries insist for certain minimum period of **passport validity** for allowing entry.

For further details, please visit

### **For Foreign Nationals**

**Foreign Nationals** coming to India are required to possess a genuine and valid national **passport** or any other internationally recognized travel document establishing his/her nationality and identity and bearing photograph of self.

### **Exemptions**

**Nepal and Bhutan** nationals if entering India by land or air from the Nepal or Bhutan border respectively do not require a passport for entering into India. However, they are required to possess, authorized **identity proof**. Further, if they are entering India from a place other than their own country then possession of a passport is a must.

### **Foreigner's Regional Registration offices**

**Foreigner's Regional Registration Offices (FRROs)** in New Delhi, Mumbai and Calcutta and the Chief Immigration Officer in Madras, handle visa renewals as well as permits for Restricted Areas, via Andaman Islands, Sikkim, Assam, Ladakh, Lahaul Spiti, etc.

**New Delhi:** 1st Floor, Hans Bhavan, Tilak Bridge, New Delhi - 110002. Telephone: (91 11) 3319489

**Calcutta:** 9/1, Gariahat Road, Calcutta - 700020. Telephone: (91 33) 443301, 2470549

**Chennai:** 9, Village Road, Nungabakkam, Madras - 600034. Telephone: (91 44) 8270549

**Mumbai:** 2nd Floor, 414 V.S. Marg, Prabhadevi, Mumbai - 400001. Telephone: (91 22) 430133

**Amritsar:** 123-D, Ranjit Avenue, Amritsar - 143001. Telephone: (91 183 2214186)

For further details, please visit

<http://www.immigrationindia.nic.in/>

### **Visa extensions**

Powers of **VISA conversions and extensions** to foreigners residing in India, vests with the Ministry of Home Affairs, Foreigner's Division, Jaisalmer House, 26, Man Singh Road New Delhi. For this purpose, the foreigners can approach the **Ministry of Home Affairs** (Foreigners Division), Jaisalmer House, 26, Man Singh Road, New Delhi between **10 AM to 12 Noon** on all working days (Monday to Friday). The change of VISA status from one category to another category is normally not allowed. It can be considered by the Ministry of Home Affairs, only in extraordinary circumstances.

### **3) Customs**



**All about Customs**

Customs is an authority or agency in a country responsible for collecting and safeguarding customs duties and for controlling the flow of goods including animals, personal effects and hazardous items in and out of a country.

### **Clearance Channels**

The baggage clearance at major International Airports in India consists of two channels for clearance.

**Green channel:** not having any dutiable goods to declare.

**Red channel:** having dutiable goods to declare.

**Remember:** Non-declaration & wrongful declaration of the dutiable goods may attract confiscation of goods, fine or penalty. Serious offences like attempting to smuggle Gold, without declaration may lead to arrest & prosecution. The Indian Revenue Department has specified a list of items, including the size that can now be imported duty-free as part of the baggage.

Please visit the official website of Customs department, Government Of India, for detailed information

## **4)Health**



There are several countries regarded as Yellow Fever-infected. For further details and updated information, please visit [www.immigrationindia.nic.in/health\\_regulations.htm](http://www.immigrationindia.nic.in/health_regulations.htm)

The following regulations apply to citizens of the affected countries:

(A) For entry into India:-Any person, Foreigner or Indian, (excluding infants below six months) arriving by air or sea without a vaccination certificate of yellow fever will be kept in quarantine isolation for a period up to 6 days if:

1. He arrives in India within 6 days of departure/transit from a yellow fever endemic area.
2. Has come on a ship which has started from or transited at any port in a yellow fever endemic country within 30 days of its arrival in India provided such ship has not been disinfected in accordance with the procedure laid down by WHO.

(B) For leaving India:-There is no health check requirement by the Indian Government on passengers leaving India.

## **5)Satellite Phones**



In recent years, many travellers have been debarred from flying because of carrying satellite phones. Since this causes a lot of inconvenience to air passengers, below are the guidelines set by the Government of India with respect to carrying satellite phones while travelling to India.

**What are the airport policies on carrying satellite phones?**

Carrying satellite phones is NOT permitted while travelling to India. As per the Indian Government, both Indian and international travellers are prohibited to carry satellite phones like Thuraya and Iridium, without seeking special permission from the Department of Telecommunication, Government of India. Having one on you at any airport in India can get you debarred from flying.

The advisory from Govt of India counsels travellers to not fly with satellite phones without prior permission from the Department of Telecommunication, GOI. Following these regulations will ensure safety and hassle-free travel for passengers.



