

## 1. Fare Rules – IndiaOne Air

The following are the Fare Types and charges per passenger subject to any update from time to time, **Note: Fares for EBT are inclusive of GST.**

For	RCS Fare	Non RCS fare	Any other Fare
<b>Checked In Baggage</b>	One bag upto 15 kg - Free	One bag upto 15 kg - Free	One bag upto 15 kg - Free
<b>Hand Baggage</b>	One bag upto 7 kg - Free	One bag upto 7 kg - Free	One bag upto 7 kg - Free
<b>Excess Baggage Allowance</b>	INR 500 per kg	INR 500 per kg	INR 500 per kg

For bookings made through Travel Partners or Online Travel Portals, Passengers should request their respective Travel Partner or Online Travel Portal for making any changes/cancellations to the reservation.

### 1.1. Changes and Cancellations

- For Confirmed Bookings, the tickets are refundable upon cancellations along with all the Taxes / Fees / Levies subject to IndiaOne Air's change or cancellations rules and fees.

However, the Passenger is always entitled to a refund of the Government and Airport Fees such as PSF, UDF etc. if charged from the Passenger.

#### Allowed cancellation or change policy:

- Changes / Cancellations to Booking will be allowed and must be made at least four (4) hours prior to the scheduled departure time of the said Booking.
- This cancellation fee will be deducted from the total amount of fare (Base Fare and Fuel Surcharge) and the balance is refundable (Excluding Convenience Fee and any Special Service Request like Prepaid Baggage, Seat Selection and Special Meals) to the Passengers (in case of cancellation) or it will be applied to the Passenger's changed booking (in case of change).

<b>Cancellation Policy (Time duration to Scheduled Departure)</b>	
Time Frame	Airline Fee
0 hours to 4 hours	Non Refundable
4 hours to 3 days	INR 1000 or Airfare charges (Whichever is lower).
3 days to 365 days	INR 500 or Airfare charges (Whichever is lower).

<b>No Show (Time duration to Scheduled Departure)</b>	
Time Frame	Airline Fee
0 hours to 2 hours	No show penalty will be INR 3000 or Airfare charges (Whichever is lower).

- IndiaOne Air does not allow name change to a booking already made. In case of any spelling mistakes, after due verification with a valid ID Proof, IndiaOne reserves the right to make changes as required and as per its policies.
- In the case of changes to a Booking already made, the residual amount (i.e. after the deduction of the applicable fee per Passenger per Sector as mentioned above) will be applied to the changed Itinerary. Changes to the Itinerary will be made at prevailing prices at

the time of the change. If the residual amount is less than the price of the changed Itinerary, the Passenger will be required to pay the difference.

- In case the Passenger desires refund against the residual value after deduction of the applicable fee, the same will be made available as per the following:
  - i. For Bookings made through credit cards/debit cards either online on web portal or at the Call Centre/airport counters, the refund will be processed back to the credit card or debit card (as the case may be) in ten working days from the date of refund request.
  - ii. For Bookings made through Net Banking online on our website, refunds will be processed to the same bank account and will reflect within ten working days.
  - iii. For Bookings made through Travel Partners or online travel portals, the refund may be claimed from the respective Travel Partners/ Portals.
  - iv. For Bookings made by cash at the airport, the refund will be processed at any airport and can be collected from any booking centre.
  - v. American Express cards- The refund done to American Express cards may take 21 to 25 working days to reflect back into the account from the date of request.
- Bookings are not transferable under any case. Any refund upon cancellation / change is also not transferable and will be made only to the Passenger through the process set out above.

<b>Rescheduling Policy (Time duration to Scheduled Departure)</b>	
<b>Time Frame</b>	<b>Airline Fee</b>
0 hours to 4 hours	Non Refundable
4 hours to 3 days	INR 500 + Fare Difference.
3 days to 365 days	INR 250 + Fare Difference.



## 2. Refunds

### 2.1. General Process

- Upon failure by IndiaOne Air to provide carriage in accordance with these Conditions of Carriage, or where a Passenger requests a voluntary change of his arrangements, refund for an unused Booking, or portion thereof shall be made by IndiaOne Air in accordance with this article and in accordance with IndiaOne Air regulations, after deducting the applicable fees, charges and taxes thereon.
- Refunds against the residual value after deduction of the applicable fee will be made available as per the following:
  - i. For Bookings made through credit/debit cards, the refund will be processed back to the credit/debit card.
  - ii. For Bookings made through net banking, the refund will be processed into the same bank account.
  - iii. For Bookings made through Travel Partners or online travel portals, the refund may be claimed from the respective travel agents/ portals.
  - iv. For Bookings made by cash at the airport, the refund will be processed at the respective airport.

### 2.2. Persons to whom the refund will be made

- IndiaOne Air shall be entitled to make refund either to the person named in the Booking, or to the person who has paid for the Booking, after verification of the KYC documents (Passport, driving license, voters' ID card, PAN card or Aadhar), and shall discharge IndiaOne Air from liability and any further claim for refund from any person. Passenger shall communicate to [customer.care@indiaoneair.com](mailto:customer.care@indiaoneair.com), from the email address registered on the reservation (PNR) for claiming the refund.

### 2.3. T & C for Group Cancellations and refund

For cancellations after the payment is made, the corresponding charges will be applicable:

- i. If the group strength reduction up to 20% of the number of passengers originally booked INR 3000<sup>†</sup> per passenger per sector or 25% of the total fare (whichever is higher) will be applicable.
- ii. If the group strength reduces by more than 20% and up to 50% of the number of passengers originally booked INR 3000 per passenger per sector or 50% of the total fare (whichever is higher) will be applicable.
- iii. If the group strength reduces by more than 50% of the number of passengers originally booked or in case of no-show, only airport charges (PSF/UDF/AAT) as applicable will be refunded.
- iv. Any reduction in group size within 07 days of departure, only airport charges (PSF/UDF/AAT) as applicable will be refunded. This condition overrides the above mentioned conditions.
- v. In case of changes/cancellation in partially confirmed bookings, entire advance deposit will be forfeited.

All refunds will be made only in INR irrespective of currency paid upon booking.