

INDIAN AIRLINES CANCELLATION AND REFUND REGULATIONS, 1985

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INDIAN AIRLINES CANCELLATION AND REFUND REGULATIONS, 1985

No. HO-LGL/117/851 the 28th May 1985.- Inexercise of the powers conferred by Section 45 of the Air Corporations Act, 1953 (27 of 1953), Indian Airlines hereby makes the following Regulations, namely:-

1. 1 :-

(i) These Regulations may be called the Indian Airlines Cancellation and Refund Regulations, 1985.

(ii) These Regulations came into force from 15th September 1984.

2. 2 :-

Cancellation will be acted upon only when the ticket is actually tendered at the booking office for cancellation except in the case of passengers residing outside the Station of emplanement, who may cancel their bookings by letter or telegram but not by telephone. In respect of bookings outside the station of emplanement, confirmation to the requesting station, agent or airline by the station of emplanement shall be deemed to be confirmation of passage to the passenger for purposes of calculating the cancellation charges. COMMENT

Cancellation of ticket is permissible by presentation of the ticket or by letter or telegram but not by telephone.

3. 3 :-

Time for calculating cancellation charges shall be the time at which the ticket, letter, or telegram is received by the Airline's Office.

4. 4 :-

The Value of the ticket less Rs. 20.00 service charge will be refunded on tickets cancelled 48 hours or more before the scheduled time of departure.

5. 5 :-

The value of the ticket less 10 per cent of the single fare, subject to a minimum of Rs. 20.00 (Rupees twenty), shall be refunded if the ticket is cancelled less than 48 hours, but 24 hours or more before the scheduled time of departure.

6. 6 :-

The value of the ticket less 25 per cent of single fare, subject to a minimum of Rs. 20.00 (Rupees twenty) shall be refunded if the ticket is cancelled less than 24 hours but one hour or more before the scheduled time of departure.

7. 7 :-

No refund of fare will be made for a cancellation effected less than one hour before the scheduled time of departure of the service.

Comment - There shall be no refund if the cancellation is effected less than one hour before the scheduled time of departure.

8. 8 :-

Refund will be made only against documents surrendered and no claim will be entertained against lost documents.

9. 9 :-

Any fare which is less than 20.00 (Rupees-twenty) will be totally forfeited where the ticket attracts the minimum service charge.

Comment - There shall be no refund in that case also where the fare is less than rupees twenty.

10. 10 :-

"No-show/Gate-no-Show" passengers shall not be entitled to any refund. For the purpose of this Regulations, a "No-show" passenger is the one who fails to report at the airport 30 minutes before the scheduled time of departure in the case of internal and 45 minutes in the case of international services. A "Gale-no-show" passenger is the one who after checking-in for the particular flight fails to board the aircraft at the time of departure.

11. 11 :-

There shall not be any cancellation/service charges on wait-listed/requested tickets cancelled due to any reason whatsoever.

12. 12 :-

Cancellation/service charges for open tickets shall be Rs. 20.00 (Rupees twenty) except on open tickets of reutrn or multiple journey where at least one sector has been utilised in which case no cancellation/service charges will apply.

13. Postponement of any journey to a later flight shall be deemed to be cancellation and normal cancellation/refund rules shall apply. :-

Comment - Postponement of any journey to a later flight shall be deemed to be cancellation.

14. 14 :-

Transfer of reservation to an earlier flight shall be done free of charge.

15. 15 :-

In case of missed connection by air, no cancellation charges shall be levied.

16. 16 :-

A reservation will not be regarded as definite until the full fare is paid.

17. 17 :-

Normal cancellation Regulations would apply on all tickets issued for

domestic transportation applying Rupee fare.

18. 18 :-

No cancellation service charges shall be levied on:

(i) Tickets issued for international or domestic-cum-international journeys.

(ii) Tickets issued against our Dollar tariff for travel on domestic sectors and also 'Discover-indian Youth Fare' etc,

(iii) Tickets issued for infants.

19. 19 :-

Cancel/No-show charges shall not be levied against fuel surcharge/additional fuel surcharges.

20. 21 :-

Indian Airlines will make refunds of the due amount within a period of two years only from the date of issue of the original documents.

Comment - The period of limitation for refund is two years.

21. 21 :-

These Regulations supersede and cancel all previous Rules and Regulations issued by Indian Airlines in this regard.