

- its network of bus operators
- (2) Providing refund and support in the event of cancellation
- (3) Providing customer support and information in case of any delays / inconvenience

## redBus responsibilities do not include:

- (1) The bus operator's bus not departing / reaching on time.
- (2) The bus operator's employees being rude.

(3) The bus operator's bus seats etc not being up to the customer's expectation.

Amenities for this bus as shown on redBus have been configured and provided by the bus provider (bus operator). These amenities will be provided unless there are some exceptions on certain days. Please note that redBus provides this information in good faith to help passengers to make an informed decision. The liability of the amenity not being made available lies with the operator and not with redBus.

In case a booking confirmation e-mail and sms gets delayed or fails because of technical reasons or as a result of incorrect e-mail ID / phone number provided

Manage Booking 🕚

## 12/27/2019

(4) The bus operator canceling the trip due to unavoidable reasons.

(5) The baggage of the customer getting lost / stolen / damaged.(6) The bus operator changing a customer's seat at the last minute to

accommodate a lady / child. (7) The customer waiting at the wrong boarding point (please call the bus operator to find out the exact boarding point if you are not a regular traveler on that particular bus).

(8) The bus operator changing the boarding point and/or using a pick-up vehicle at the boarding point to take customers to the bus departure point.

The departure time mentioned on the ticket are only tentative timings. However the bus will not leave the source before the time that is mentioned on the ticket.

## https://www.redbus.in/ticket/PrintPDF?tin=TNDP74670472

by the user etc, a ticket will be considered 'booked' as long as the ticket shows up on the confirmation page of www.redBus.in

Grievances and claims related to the bus journey should be reported to redBus support team within 10 days of your travel date.

Please note the following regarding the luggage policy for your journey: (1) Each passenger is allowed to carry one bag of upto 10 kgs and one personal item such as a laptop bag, handbag, or briefcase of upto 5 kgs. (2) Passengers should not carry any goods like weapons, inflammable, firearms, ammunition, drugs, liquor, smuggled goods etc and any other articles that are prohibited under law.

(3) Bus Operator reserves the right to deny boarding or charge additional amount in case passenger is travelling with extra luggage than what is mentioned above.

Partial Cancellation is **NOT** allowed for this ticket. Charges for complete ticket cancellation are mentioned below.

Cancellation time	Cancellation charges
After 10:50 AM on 29th Dec	Rs. 748.95
Between 10:50 PM on 28th Dec -10:50 AM on 29th Dec	Rs. 374.475
Till 10:50 PM on 28th Dec	Rs. 74.895

Cancellation of this ticket is NOT allowed after bus departure time.

## Whom should i call?

For boarding point related 8872071615/ 9988971516 For time related 8872071615/ 9988971516

d Arora Tour Care: -

Arora Tour and Travels Customer For cancellation and refunds related Care: Click on this link for hassle free online - cancellation For all queries Call +919945600000 or write to us here



redBus is the world's largest online bus ticket booking service trusted by over 17 million happy customers globally. redBus offers bus ticket booking through its website,iOS and Android mobile apps for all major routes.



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