

# Terms & Conditions

## GENERAL INFORMATION

Air Deccan, India's No.1 low fare airline with a modest beginning of one aircraft and one flight has in 2 and a half years time achieved over 265 daily flights, with a fleet of new Airbus 320's and ATR's, connecting unconnected towns, offering lowest airline fares, all for our vision 'to enable every Indian to Fly' .... Your flying with us motivates us to strive and achieve more. Our objective is to provide safe travel with the lowest fares.

Air Deccan has made every effort to ensure that all information provided in the following terms and conditions is correct. Such information is subject to change without notice and Air Deccan does not guarantee the accuracy or the completeness of the information provided in the following document.

## RULES

Passenger data is collected for the purpose of reservations and contacting the passenger as and when the situation requires to fulfill the contract of carriage and to provide ancillary services that Air Deccan may offer from time to time. For these purposes, Air Deccan will share the data with its offices and with other third parties that may be involved in providing the services as laid down in the contract of carriage.

Air Deccan reserves the right to change/amend its Terms & Policies without prior notice keeping in mind the interest of Air Deccan and of the customer.

## RESERVATIONS

Air Deccan is the first airline in India to have an independent and internet-based Computer Reservation System. Air Deccan tickets can be booked at the following points of sale.

- Website ([www.airdeccan.net](http://www.airdeccan.net))
- All India 24 / 7 call centre
- Airport Counters
- Travel Agents
- Reliance Web Worlds in 104 cities in India
- Indiatimes Website ([www.airdeccan.indiatimes.com](http://www.airdeccan.indiatimes.com))
- Club HP Outlets in 7 states in India
- Bangalore & Chennai City Office Counters
- Through SMS (for details SMS Help to 676723)

As we have a 100% web enabled reservation system, a transaction shall be deemed to be complete only when a PNR No. of 10 alphanumeric characters is generated. In case of non generation of PNR, passengers are requested to call our 24/7 Call Centre at the numbers listed at the end of this page.

Note: We kindly request you to supply your own mobile number during reservation for both, the origin and destination in your itinerary. This will enable us to inform you of any changes in schedule on the flight you are booked.

## **Reservations Requirements**

Reservations are not confirmed until recorded as accepted by Carrier or its authorized Agent. As provided in carrier's Regulations, certain fares may have conditions, which limit or exclude the passenger's right to change or cancel reservations. Please note that the reservation will not be considered as confirmed unless a valid PNR No. of 10 alphanumeric characters is communicated to the customer.

## **Internet-([www.airdeccan.net](http://www.airdeccan.net))**

Passengers can go on the internet and book their tickets online. Schedules, fares and availability can be checked on the Air Deccan website through the booking engine. To purchase tickets online, a credit card is required. The ticket, once purchased online, can be printed by the passenger. Air Deccan reservation system is completely web enabled.

If the passenger has provided an e-mail address, the passenger also receives an e-mail confirmation with the itinerary. In case the passenger is unable to print out the ticket while doing the online purchase, the passenger can use the PNR indicated in the e-mail confirmation to collect the ticket at the Air Deccan Airport counters.

## **Call-Center**

Passengers can also book through the Air Deccan call center. They can call using any one of the listed circle numbers. Confirmed bookings through the call center require a credit card.

Note: Air Deccan call center also offers hold and pay facility to those who do not have credit cards. Passengers can call the call center and hold a booking for 24 hours and confirm it by paying in cash within 24 hrs at one its "hold and pay" agents or the Airport reservations counters. Please note that hold bookings can only be reserved for travel starting 72 hours later from the time of booking.

## **Travel Agents**

Bookings can be also made through travel agents by paying cash. The travel agent will issue an E-Ticket. The E-Ticket will have the seal of the travel agent stamped on the ticket.

## **Airport Counters**

Passengers can purchase tickets directly from Air Deccan Airport Counters by paying cash or credit card.

## **Reliance Webstores**

Passengers can book/cancel Air Deccan tickets through Reliance Webstores in 104 cities across the country

## HPCL Outlets

Passengers can book tickets through select HPCL outlets in 6 states.

## CLASS OF SERVICE

Air Deccan offers a all economy seating configuration and hence only one class of service. There is no business class or first class service on Air Deccan flights.

## CHECK IN

Check-in counters open 2 hours prior to the scheduled departure. Passengers need to check-in two hours prior to the scheduled departure. **Check-in counters close strictly 30 minutes prior to the scheduled departure, regardless of whether the flight is off-schedule. Boarding will be denied without refund, If you do not comply with the Check-In deadline. Passengers should be at the boarding gate/ security hold area at least 20 minutes prior to departure. Absence to do so will be termed as a "no show" passenger.** We reserve the right to deny you boarding (without refund) if you do not present yourself at the boarding gate after clearing security procedures 15 minutes prior to departure. Groups of 10 and above need to check in 90 minutes before the scheduled departure. Air Deccan has a policy of free seating and does not provide pre-assigned seat numbers during boarding on any of its flights.

Passengers who have purchased their tickets online or through the call center using their credit card should produce their credit card at the time of Check-in. Further, such passengers, if they do not possess a valid E-Ticket should also collect their tickets at the Air Deccan Airport Counters before they arrive at the Check-in Counter. Passengers who have to collect their e-ticket from the reservation counters should plan to be at the airport well in advance of departure of their flight so as to be able to check-in before the check-in counters close.

All Passengers must carry **valid Photo ID Proof** at the time of check in without which check in will be denied. Failure to present valid photo-ID matching the names on your reservation will result in your being refused check-in without refund.

The following are considered to be valid photo identification documents:

- Valid Passport
- Valid Driving License
- Election Photo Identification Card
- Photo Credit Card
- PAN card issued by the Income Tax department
- Photo identity card issued by the employer being government and reputed private sector organizations

In case the passenger does not possess any of the above documents, the passenger should carry any other relevant attested document that contains a recent photograph of the passengers.

In addition, passengers who have booked by using their credit card should produce the credit card at the time of check-in. If the holder of the credit card is not the passenger, then the passenger should possess the following documents that should be produced during check-in:

- An authorization letter from the holder of the card authorizing the use of the card for the purchase of the tickets. The letter should contain the name of the passengers, date of journey and the sector on which the journey is made.
- A photocopy of both sides of the credit card self attested by the credit card holder
- A photo ID of the passenger.
- Children traveling on the Air Deccan flight should carry their school identification cards or any other photo identification proof along with them. Valid birth certificates of infants will have to be produced at the time of check-in for age proof. Passengers who cannot provide sufficient identification will be denied boarding.

### **Infant Policy**

- An infant is defined as an individual under the age of two. To verify the infant's age for travel, the valid birth certificate of the infant will have to be shown at the time of check-in, else a full ticket will have to be purchased.
- The charge for carriage of infants is 10% of the basic fare plus taxes per infant.
- Maximum one infant per adult can be booked. Seats will not be provided to the infants and they will have to be carried on the accompanying adult's lap.
- If the infant reaches the age of 2 years prior to the return journey, they will have to pay the applicable fare, taxes, fees and charges for that part of the journey. Tickets for infants can be purchased at any point of sale.
- Superflier / Valueflier package holders can purchase tickets for infants at the Airport 2 hours prior to departure. Apart from the ticket fare and taxes, modification fee of Rs 200/- will also have to be paid on booking at the airport. Infant ticket booked through the package will result in a full ticket for the infant; therefore it is advisable to book infant tickets at the Airport counters instead of booking through the package.
- The standard re-scheduling and cancellation policies are applicable for infant tickets well.
- Baby seats / prams are not allowed in the cabin of the aircraft.
- Infants do not have any baggage allowance.

### **CHANGE IN FLIGHT TIMINGS**

**Air Deccan schedules are subject to change without notice. Air Deccan will notify all passengers of any scheduled change via email or SMS sent to the mobile numbers they provide at the time of booking. Please ensure that the passenger's mobile number is entered while booking tickets.**

**There will be no phone calls made to inform passengers. Every passenger is requested to kindly confirm, either with the call centre at (your city code) - 39008888 or the travel agent to confirm the status of the flight 6 hrs prior to the scheduled departure of the flight.**

## **DELAYS, CANCELLATIONS & CHANGES IN SCHEDULE**

In case of circumstances beyond its control (including, but without limitation, meteorological conditions, mechanical failures, acts of nature, force majeure, strikes, riots, civil commotion's, embargoes, wars, hostilities, disturbances, government regulations, orders, demands or requirements, shortage of labour, fuel or facilities, or labour difficulties of Carrier or others all actual, threatened or reported) Carrier may without notice cancel or delay a flight. If due to such circumstances Carrier cancels or delays such flight beyond 2 hours, is unable to provide previously confirmed pace, fails to stop passenger's stopover or destination point, or causes the passenger to miss a connecting flight on which the passenger holds a reservation, Carrier shall either[

Air Deccan at its option may re-schedule the passenger on the same sector, subject to availability, without any extra charge.[Same PNR would be rescheduled for the travel upon request by the passenger] on the next available Air Deccan Flight. OR

Make a full refund for the ticket as paid for by the PASSENGER and shall be under no further liability to the passenger. The passenger will be required to collect the refund from the point of purchase.

**Note :** In case of flight delay beyond 2 hours, the passenger will have to either re-schedule or cancel the ticket before the departure of the flight. Inability to do so will result in the passenger becoming a no-show after which re-scheduling or cancellation of the ticket will not be possible. The ticket may be cancelled or re-scheduled at the airport counter itself.

Except in the case of its act(s) or omissions done with intent to cause damage or recklessly and with knowledge that damage would probably result, Carrier shall not be liable for errors or omissions in timetables or other published schedules, or for representations made by employees, agents or representatives of Carrier as to the dates or time of departure or arrival or as to the operation of any flight.

## **FLIGHT DISRUPTIONS DUE TO FOG AND BAD WEATHER**

For certain months in the year especially Mid-December and Mid-January, due to poor visibility, dense fog and bad weather in North India some flights may be cancelled, re-scheduled, indefinitely delayed or diverted to other airfields. These circumstances are completely beyond the control of the airline and are governed by relevant regulatory authorities.

In such cases Air Deccan's responsibility will be restricted to transporting the passenger only to the destination booked. The airline will not be liable / able to provide alternate transport,

accommodation or refreshments at any point in time and the passengers will have to make their own arrangements.

Air Deccan informs all passengers about change in flight schedules through SMS alerts to the mobile numbers entered while booking tickets. **Therefore, it is imperative for all passengers to enter their mobile numbers while making bookings to receive SMS alerts about change in flight schedules. Passengers who book their tickets through travel agents, Club HP petrol pumps, Reliance Web World outlets etc should ensure that their own mobile numbers are added to the tickets while booking by these agencies.**

## **SCHEDULE**

Carrier undertakes to use its best efforts to carry the passenger and his or her baggage with reasonable dispatch and to adhere to published schedules in effect on the date of travel. The times shown in timetables, website or elsewhere are approximate and not guaranteed and form no part of the contract of carriage. Schedules are subject to change without notice and Carrier assumes no responsibility for making connections.

Passengers are requested to kindly call the call centre at (your city code) -39008888 or logon to the website at [www.airdeccan.net](http://www.airdeccan.net) to confirm the scheduled departure of the flight. Air Deccan can only send information via SMS to the number given by passengers at the time of booking.

## **BAGGAGE ALLOWANCE**

Maximum Check  In Baggage allowed per Adult/Child is **15 Kgs**. **No** baggage is allowed for **infants**. Passengers are permitted to carry only **one piece** of Cabin Baggage weighing a maximum of 10 kgs per passenger and not exceeding 20x14x9 inches in dimension. Due to airport security regulations, no cabin baggage is allowed on the Jammu  Delhi and Srinagar  Delhi flight, however checked-in baggage allowance is 25kgs per passenger on these flights.

Excess baggage is charged at Rs.**70/Kg** on all Airbus and ATR flights.

Hand baggage is accepted in the cabin subject to availability of space in the overhead bin. Restricted stowage space is also under the front seat. In the event of no space being available in the aircraft to stow hand baggage in the overhead bins or under the front seat, it will be necessary to remove and load the same in the baggage hold as per Government Safety Regulations. Air Deccan does not take any responsibility for security removed articles like dry cell batteries, knives, scissors, sharp instruments, tools, firearms, ammunitions, and toy replicas etc, which are not permitted to be carried in hand baggage. These articles will not be forwarded or kept in safe keeping by the airline.

## **BOARDING**

When you check-in you will be given a numbered boarding card. Passengers should be at the boarding gate at least 20 minutes prior to departure. Boarding closes 20 minutes prior to

departure. We reserve the right to deny boarding and cancel your reservation without refund, if you do not meet the Boarding Deadline. **Air Deccan reserves the right to deny boarding to passengers who are under the influence of alcohol or owing to any misconduct of behavior/critically ill/ stretcher borne which may not be deemed safe by the airline**

## **SEATING**

Air Deccan has a policy of free seating and does not provide pre-assigned seat numbers during boarding. **Children aged below 15 years and passengers aged above 60 years will not be allowed to sit near the emergency exits due to security reasons on any of Air Deccan flights Air Deccan also has priority boarding for women traveling with children, elderly passengers and special cases.**

## **RESCHEDULING**

Rescheduling of the ticket is only possible ahead of **04** hours prior to flight departure. No change is possible within **04** hours of flight departure. Within 4 hours before departure, it is only possible to cancel the reservation. Rescheduling fee of Rs. 200 per passenger along with fare difference will be charged for any postponements/advancements.

- Route changes are not permitted on any reservation.

### **Difference in Fares while Rescheduling**

Since our fares are dynamic, the differential fare will be collected as below.

- If the applicable basic fare is more than the current basic fare, the difference amount will be charged to the passenger along with a Rescheduling Fee of Rs. 200 per passenger (either advance/postpone).
- If the applicable basic fare is less than the current basic fare, the difference amount **WILL NOT BE REFUNDED** to the passenger and the Rescheduling Fee of Rs. 200 per passenger (either advance/postpone) will be charged.

**AT ANY POINT OF TIME, THERE WILL NEVER BE A REFUND IF THE APPLICABLE BASIC FARE IS LESS THAN THE CURRENT BASIC FARE.**

**Tickets booked under Superflyer/Valueflyer can be re-scheduled only once per passenger per sector as per the terms and conditions under these schemes.**

## **CANCELLATIONS**

Air Deccan offers the lowest fares in India and provides a reliable service on a point-to-point basis. Air Deccan's model is built on the assumption of extremely high seat occupancy and the company has to be fairly sure that such low fares are availed by passengers who will make the journey. At the same time, Air Deccan is aware that unexpected situations may lead to change in travel plans of passengers. The company's cancellation policies balance such different requirements.

## CANCELLATION CHARGES

### **Cancellation of Promotional Fare Tickets – Base Fare Rs. 300/- or less**

**Please Note:** All promotional fares, booked on or after 8th October 2006, priced at a basic fare of Rs. 300 or less, will not be entitled to a refund of the basic fare, if cancelled by the passenger. There will also be an administration charge of Rs. 750/- against these tickets.

### **For Tickets booked for travel dates upto 29th October 2006**

10% of the basic fare + transaction fee if the cancellation is made more than 72 hours from the scheduled departure time.

20% of the basic fare + transaction fee if the cancellation is made less than 72 hours but greater than 48 hours from the scheduled departure time.

30% of the basic fare + transaction fee if the cancellation is made less than 48 hours but greater than 24 hours from the scheduled departure time.

50% of the basic fare + transaction fee if the cancellation is made less than 24 hours but greater than 1 hour from the scheduled departure time.

### **For tickets purchased for travel dates 30th October 2006 onwards**

15% of the basic fare + transaction fee if the cancellation is made more than 72 hours from the scheduled departure time.

25% of the basic fare + transaction fee if the cancellation is made less than 72 hours but greater than 48 hours from the scheduled departure time.

35% of the basic fare + transaction fee if the cancellation is made less than 48 hours but greater than 24 hours from the scheduled departure time.

55% of the basic fare + transaction fee if the cancellation is made less than 24 hours but greater than 1 hour from the scheduled departure time.

Only taxes will be refunded in case the passenger is a No-Show or cancels within 1 hour from the scheduled departure time. **No refund will be given to No Show passengers who do not report either at the check-in counter or the boarding gate on time.**

**Please note:** The validity period for any refund is 3 months from the date of the journey and no refunds will be processed after completion of 3 months from the date of travel. Please ensure that you claim your refund within the stipulated time frame.

(A confirmed passenger will be considered a no-show if he/ she cancels the ticket 1 Hour prior to the scheduled time of departure).

Neither will tickets be re-instated nor will any monetary refund be given for cancellation of tickets booked under all Super/Valueflier Schemes.

There will be NO REFUND for tickets purchased under Promotional Fares. These include tickets purchased at low fare tickets when new sectors are launched and all other special fares.

All manual refunds take 14 working days to be processed. All refunds have to be collected only from the point of purchase of the ticket.

## **SPECIAL SERVICES**

Air Deccan offers its passengers some special services. Passengers are requested to mention the requirement of these services at the time of making the booking. Air Deccan reserves the right to deny these services to passengers if not requested in advance.

**Wheelchair** facility for old/physically handicapped people. Only 4 wheelchair passengers will be accepted per flight. Wheelchair requirement must be specified at the time of booking. This requirement will incur a charge of Rs. 200/- which will have to be paid at the check-in counter and a receipt will be issued for the same. Wheelchair passengers must report at the boarding gate 60 minutes prior to the scheduled departure of the flight. Air Deccan reserves the right to deny wheelchairs to passengers if not requested in advance.

Unaccompanied minors will be allowed to travel at an additional charge of Rs 500/- per child. The payment will have to be made at the check-in counter. A receipt will be issued on payment of cash.

## **POINT TO POINT AIRLINE**

Air Deccan is strictly a 'point to point' airline and does not take any obligation or responsibility for transfer of passengers or their baggage to other flights, whether operated by Air Deccan or another carrier and does not assume any responsibility to ensure the connections for onward flights on Air Deccan services OR any other airline and is therefore not liable for any losses or expenses arising out of any failure to board a planned connection. **On cancellation of its flight due to unforeseen circumstances, Air Deccan will not provide for accommodation, refreshments nor will it provide or arrange for alternate mode of travel.**

## **FARES AND CHARGES**

Air Deccan fares apply only for carriage from the airport at the point of origin to the airport at the point of destination. Fares do not include ground transport service between airports and between airports and town terminals. Applicable Fares are subject to change as per the Carrier's regulations. Air Deccan Fares are subject to change without notice.

We are required by the Government to charge and collect Passenger Service Fee (PSF) as applicable. Besides, an insurance charge is also levied. All the above taxes and Government levies are collected along with the basic fare at the time of issuance of the ticket. Any additional taxes, surcharges, cess, duty, levies and/or any other charges of such nature imposed by lawful authority on the tickets shall be directly paid by the passenger to the Airline at the time of Check-In. Applicable fares are those published by or on behalf of carrier or, if not published, constructed in accordance with Carrier's Regulations.

Air Deccan has a single fare policy for adults and children on all its flights. There are no differential fares for children.

Agents shall be allowed to collect applicable taxes from customers and the agent shall be obligated to give a receipt there to and shall maintain all records.

## **MODIFICATIONS TO A TICKET**

**a) A modification fee of Rs 200/- plus applicable fare and taxes will be charged on Infant tickets when bought separately. These tickets will be issued only at the airport reservation counters.**

**b) A modification fee of Rs 200/- per request will be charged for changes to be made to the reservation, like change in title, phone number etc.**

## **BAGGAGE**

Air Deccan does not accept responsibility for unsuitably packed, perishable, damaged or fragile baggage or for minor damage to the exterior of baggage (e.g. scratches, stains, soiling, dents) resulting from normal wear and tear or for water damage to non-waterproof baggage. **Passengers are requested not to carry any valuables in their checked in baggage. Air Deccan will not take responsibility in event of loss/damage of the same in transit. Air Deccan is not liable for the delay in delivery of checked in baggage that has not been uplifted. Air Deccan is not liable for damage occasioned by delay in the carriage by air of passengers or baggage. Receipt without complaint of restricted baggage on termination of journey, shall be prima facie evidence that the baggage has been delivered correctly and in good condition. Air Deccan does not have a through check in facility for baggage.** Carrier's liability for loss, delay or damage to baggage is limited to INR 450.00 per kilo Carrier assumes no responsibility for fragile or perishable articles. In case of delayed delivery of baggage or damaged baggage, it is mandatory to fill the PIR (property irregularity report) upon arrival.

### **Articles that may be carried in addition to the free baggage allowance**

- A small camera and/or a pair of binoculars
- Infant's food for consumption in flight and infant's carrying basket
- An overcoat wrap or blanket.
- An umbrella or walking stick.
- A lady's handbag, lady's pocketbook or lady's purse
- A reasonable amount of reading matter for the flight
- A fully collapsible invalid's wheelchair and/or a pair of crutches and/or braces or other prosthetic device for the passenger's use provided that the passenger is dependent upon them.
- Medicines and toiletries in limited quantities, which are necessary or appropriate for the passenger during the journey, such as hairsprays, perfumes and medicines containing alcohol, may be carried.
- Dry ice in quantities not exceeding 2 kilograms (5 pounds) per passenger, used to pack perishables, as carry-on baggage only.

- Alcoholic Beverages: With approval of the carrier(s), small oxygen cylinders for medicines use and small carbon dioxide gas cylinders worn by passenger for the operation of mechanical limbs.

Such articles are permitted to be carried subject to security regulations.

### **Dangerous Articles In Baggage**

For safety reasons, dangerous articles, such as those listed below, must not be carried in passenger's baggage.

- Compressed gasses: deeply refrigerated, flammable non-flammable and poisonous) such as butane oxygen, liquid nitrogen, aqualung cylinders and compressed gas cylinders.
- Corrosives such as acids, alkalis, mercury and wet cell batteries and apparatus containing mercury.
- Explosives, munitions, fireworks and flares, ammunition including blank cartridges handguns, fire works, pistol caps.
- Flammable liquids and solids such as lighter refills, lighter fuel, matches, paints, thinners, fire-lighters, lighters that need inverting before ignition, matches (these may be carried on the person), radio active material, Briefcases and attaché case with installed alarm devices. Oxidizing materials such as bleaching powder and peroxides.
- Poisons and infectious substances such as insecticides, weed-killers and live virus materials. Other dangerous articles such as magnetized materials, offensive or irritating materials.
- Carriage of dry cell batteries, knives, scissors, sharp instruments, tools, firearms, ammunitions, and toy replicas are prohibited in the passenger cabin.

### **Security Regulations**

According to security regulations, passengers are advised:

- Not to accept any packets from unknown persons.
- Not to leave baggage unobserved at any time, especially within airport area. Unattended baggage may be removed by Airport Security Staff as object of suspicion.
- To declare before baggage screening / check-in if carrying any arms or explosive substance. Concealment is an offence under Aircraft Act and Rules.
- To carry only one hand baggage.
- To carry battery cells or dry cells in registered baggage and not in the hand baggage or in any electrical/electronic items. If not carried in registered baggage, such articles are liable to be removed and the airline would not be in a position to hand-over the same at the destination.

## **NON-SMOKING FLIGHTS**

All flights operated by Air Deccan are non-smoking flights. The Government of India prohibits smoking on all domestic flights. Smoking inside toilets is also prohibited and as a precautionary measure, toilets are fitted with sensors for smoke detection.

## **MOBILE PHONES**

For safety reasons, passengers are advised to switch off their mobile phones during the entire duration of the flight including take-off and landing procedures since they may interfere with the frequencies of on-board navigational equipment. The Government of India Prohibits the use of mobile phones on board at all times.

## **CONDITIONS OF CONTRACT**

The carriage is subject to regulations relating to the conditions of Non-International Carriage (Passenger and Baggage) framed in accordance with The Carriage by Air Act 1972 and Notification regarding application of the Carriage which is Non-International. The liability of the company for damage sustained in the event of the death or wounding of a passenger or any other bodily injury suffered by a passenger or by his registered baggage during the course of carriage by air will be governed by the provisions of sections 4,5,6 and the rules contained in the second schedule of Carriage by Air Act 1972 with certain exceptions, adaptations, modifications etc. as notified in the Govt. of India, Ministry of Civil Aviation Notification and as amended from time to time. The following are the excerpts from regulations.

- The company reserves to itself the right, without assigning any reason, to cancel or delay the commencement or continuance of the flight or to alter the stopping place or to deviate from the route of the journey or to change the type of aircraft in use without there by incurring any liability in damages or otherwise to the passengers or any other person on any ground whatsoever. The Company also reserves to itself the right to refuse to carry any person whom it considers unfit to travel or who in the opinion of the company may constitute risks to the aircraft or to persons on board.
- The company is not liable for damage occasioned by delay in the carriage by air of passengers or baggage. Receipt without complaint of restricted baggage on the termination of the journey shall be prima facie evidence that the baggage has been delivered correctly and in good condition.
- Carriers' liability for loss, delay or damage to baggage is limited to INR 200.00 per kilo, unless a higher value is declared in advance and additional charges are paid. Excess valuation may not be declared on certain types of articles. Carrier assumes no liability for fragile or perishable articles.
- The ticket issued by the company shall be subject to the rules of cancellation made by the Company for the time being in force, which may be seen at any office of the Company on request.
- In the event of death of a passenger, or any bodily injury or wound suffered by a passenger which results in a permanent disablement incapacitating him from engaging in or being occupied with his usual duties or business occupation, the liability of the carrier for each passenger shall be as per the carriage by Air Act 1972 as amended from time to time. At present the liability of the Carrier for each passenger shall be INR 7,50,000 if the passenger is 12 years or more of age and INR 3,75,000 if the passenger is below 12 years of age on the date of the accident.

## **OTHER INFORMATION**

- **Air Deccan does not allow any pets onboard its flights**
- **Air Deccan sells refreshments onboard all its flights, which are subject to availability. Outside food will not be allowed for consumption onboard any of Air Deccan flights.**
- **Consumption of alcohol and smoking is strictly prohibited on all Air Deccan flights.**
- **Pregnant women will be allowed to travel only up to the end of the 6th month of pregnancy, provided they have a medically fit to travel certificate issued by a certified Gynaecologist.**
- **Passengers with ill health will be allowed to travel provided they have a fitness to travel certificate issued by a certified medical practitioner. The airline reserves the right to deny boarding to passengers who are considered medically unfit to travel and do not have appropriate medical certification.**

## **E-TICKET AND BOARDING PASS PRIMA FACIE EVIDENCE OF CONTRACT**

The e-ticket and the boarding pass constitute prima facie evidence of the contract of carriage between carrier and the Passenger named on the ticket. The conditions of contract contained in the ticket are a summary of some of the provisions of these conditions.

## **TICKETS**

A person shall not be entitled to be carried on a flight unless that person presents a ticket valid and duly issued in accordance with carrier's Regulations. A ticket is not transferable. If a ticket is presented by someone other than the person entitled to be carried there-under or to a refund in connection therewith, carrier shall not be liable to the person so entitled if in good faith it provides carriage or makes a refund to the person presenting the ticket.

## **TICKET NOT TRANSFERABLE**

A ticket is not transferable. If a ticket is presented by someone other than the person entitled to be carried there under or to a refund in connection therewith, carrier shall not be liable to the person so entitled if in good faith it provides carriage or makes a refund to the person presenting the ticket.

**PLEASE NOTE THAT ONCE THE TICKET HAS BEEN ISSUED, THE NAME OF THE PASSENGER CANNOT BE CHANGED**

## **PERIOD OF VALIDITY**

Except as otherwise provided in the ticket, in these conditions or carrier's regulations, a ticket is valid for carriage for one year from the date of commencement of travel or if no portion of the ticket is used from the ticket is used from the date of issue thereof.

## **PROMOTIONS**

Air Deccan in its endeavour to provide greater value to its customer, will be entering into alliances for joint promotions with hotels, car rental companies, financial institutions and other manufacturers/ companies to provide value added services.

While Air Deccan will do its best to ensure that the partner with whom there is a tie-up for a promotion, complies with the rules of the promotion, Air Deccan will not be held responsible for any lapse in quality of service by the promo partner. Air Deccan will also not be held responsible or liable for damage for cancelled flights, rescheduled flights which may impact the customers schedule as part of the program offering.

### **CONTACT NUMBERS:**

If you need any further assistance please call our Call Centre at (Your City Code) 39008888  
OR visit our Airport ticketing Counters.

**Andhra Pradesh** - 9849677008, **Delhi** ☐ 9818177008, **Gujarat** ☐ 9898377008,  
**Karnataka** ☐ 9845777008, **Kolkata** ☐ 9831677008, **Maharashtra** ☐ 9890477008 **Mumbai**  
☐ 9892577008, **Tamil Nadu** ☐ 9894477008, **Chennai** - 9840377008 **North East and**  
**Jammu and Kashmir** ☐ 18004257008