



Mohamad Shareef <smarthaja@gmail.com>

redBus Ticket - TQ2N40938320

1 message

redBus <ticketmaster@redbus.in>
To: smarthaja@gmail.com

Tue, Jan 19, 2021 at 10:49 AM

Congratulations! You have booked a reschedulable ticket. You can advance or postpone this journey till 22 Jan 2021 10:50:00 AM



eTICKET

Need help with your trip?

Boarding Point Ph. No.: 09487694805**Universal Travels-Customer Care:**Write to us [here](#)

Thiruvananthapuram → Thiruvapur
Friday, January 22, 2021

Ticket no: TQ2N40938320

PNR no: TS210119104843767109FMSK/UNI65958/TVM To KKL
(TVR,TNJ,TCY)



Please show the QR code at the time of boarding for contactless check-in

Universal Travels NON A/C Seater / Sleeper (2+1)	18:35 Reporting time	18:50 Departure time	1 Number of Passengers
Boarding point details	Tvm Boarding At Kaliakavilai Pj Travels Location	Near Kaliakavilai Bus Stand Landmark	TVM Boarding at Kaliakavilai PJ Travels 6.50PM Address
Dropping point details	05:30 Dropping point time	23-Jan-2021 Dropping point Date	Near Bus Stand Address
Passenger Details (Age, Gender)	Seat Number		
Mohamad Shareef (34, MALE)	U10		

NOTE : This operator accepts mTicket, you need not carry a print out

Total Fare : Rs. 1220.0
(Rs. 0 inclusive of GST and service charge, if any)

Journey Details**Child passenger policy**

- Children above the age of 5 will need a ticket

Luggage policy

- 2 pieces of luggage will be accepted free of charge per passenger. Excess items will be chargeable
- Excess baggage over 10 kgs per passenger will be chargeable

Pets Policy

- Pets are not allowed

Liquor Policy

- Carrying or consuming liquor inside the bus is prohibited. Bus operator reserves the right to deboard drunk passengers.

Pick up time policy

- Bus operator is not obligated to wait beyond the scheduled departure time of the bus. No refund request will be entertained for late arriving passengers.

Terms and Conditions

1. redBus* is an online ticketing platform. It does not operate bus services of its own. In order to provide a comprehensive choice of bus operators, departure times and prices to customers, it has tied up with many bus operators. redBus's advice to customers is to choose bus operators they are aware of and whose service they are comfortable with.

redBus responsibilities include:

- (1) Issuing a valid ticket (a ticket that will be accepted by the bus operator) for 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.
- (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.

2. 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.

3. Passengers are required to furnish the following at the time of boarding the bus:

- (1) A copy of the ticket (A print out of the ticket or the print out of the ticket e-mail).
 - (2) A valid identity proof
- Failing to do so, they may not be allowed to board the bus.

4. Change of bus: In case the bus operator changes the type of bus due to some reason, redBus will refund the differential amount to the customer upon being intimated by the customers in 24 hours of the journey.

5. 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.

6. 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 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

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

8. 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.

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

Cancellation time	Cancellation charges
Between 08:20 AM on 22nd Jan - 12:20 PM on 22nd Jan	Rs. 1220.0
Between 12:20 AM on 22nd Jan - 08:20 AM on 22nd Jan	Rs. 610.0
Between 12:20 PM on 21st Jan - 12:20 AM on 22nd Jan	Rs. 122.0
Till 12:20 PM on 21st Jan	Rs. 122.0

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

Whom should i call?

For boarding point related
09487694805

For time related
09487694805

Universal Travels Customer Care:

For cancellation and refunds related
Click on this [link](#) for hassle free online cancellation

For all queries
Call +919945600000 or write to us [here](#)

