



Mohamad Shareef <smarthaja@gmail.com>

redBus Ticket - TQ2N37747325

1 message

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

Tue, Feb 9, 2021 at 1:45 PM



eTICKET

Need help with your trip?

Boarding Point Ph. No.: 80562609197829514110 **Kerala lines-Customer Care:** -Write to us [here](#)**Chennai → Thiruvananthapuram**

Wednesday, January 20, 2021

Ticket no: TQ2N37747325

PNR no: TS210119104358644995FESV/1343644/CHENNAI-
TRIVANDRUM SLEEPER



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

Kerala Lines Volvo Multi-Axle I-Shift B11R Sleeper (2+1)	18:20 Reporting time	18:35 Departure time	1 Number of Passengers
Boarding point details	Koyambedu Lanson Toyota Location	Opp:Rohini Theater,In Front Of Lanson Toyota Landmark	OPP:Rohini Theater,In front of Lanson Toyota Address
Dropping point details	07:15 Dropping point time	21-Jan-2021 Dropping point Date	aristo junction trivandrum, Gandhi Bhavan Rd, Opp. Gandhi Bhavan, Aristo, Thycaud, Thiruvananthapuram, Kerala 695014 Address
Passenger Details (Age, Gender)	Seat Number		
Mohamad Shareef (34, MALE)	U7		

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

Total Fare : Rs. 1153.95

(Rs. 54.95 inclusive of GST and service charge, if any)

Discounted Fare : Rs. 1,139**Some of the strict measures we are taking to ensure your safety.**

Safety + : Your Safety is our utmost priority

Guidelines to be followed by passengers



Mandatory Masks

Proper masks are mandatory for all passengers. Handkerchiefs /other cloth items are not permitted as masks.



Do not travel with Symptoms

Passengers are advised to refrain from travel if they show Covid-19 Symptoms. In such an event, the passenger risks de-boarding.



Carry your own Blankets

In an effort to maintain utmost hygiene, you are requested to carry your own blankets and linens as we will not be providing these.

Measures being taken by Bus operators



Staff with Masks



Sanitized Bus



Hand Sanitizers Provided



Regular Temperature Checks



Passenger Thermal Screening

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 15 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.

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 01:00 PM on 19th Jan - 01:00 PM on 20th Jan	Rs. 1099.0
Between 01:00 PM on 17th Jan - 01:00 PM on 19th Jan	Rs. 549.5
Till 01:00 PM on 17th Jan	Rs. 219.8

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

Whom should i call?

For boarding point related
8056260919 7829514110

For time related
8056260919 7829514110

Kerala lines Customer Care: -

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

For all queries
Write to us: [here](#)