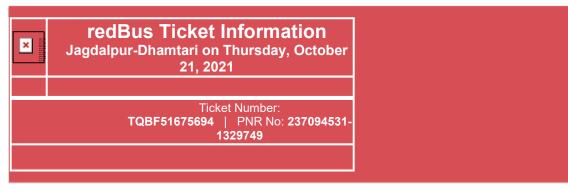
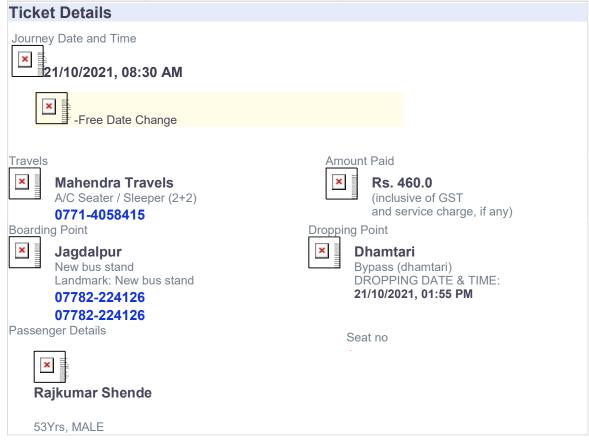
# **Rajkumar Shende**

From:	Aquatell Plus <s.aquatell@gmail.com></s.aquatell@gmail.com>
Sent:	07 November 2021 11:36
То:	Rajkumar Shende
Subject:	Fwd: redBus Ticket - TQBF51675694

----- Forwarded message ------From: **redBus** <<u>ticketmaster@redbus.in</u>> Date: Tue, 19 Oct 2021, 10:08 pm Subject: redBus Ticket - TQBF51675694 To: <<u>s.aquatell@gmail.com</u>>



Thank you for booking your bus ticket with redBus. Here are the ticket details for your upcoming trip from Jagdalpur to Dhamtari on Thursday, October 21, 2021



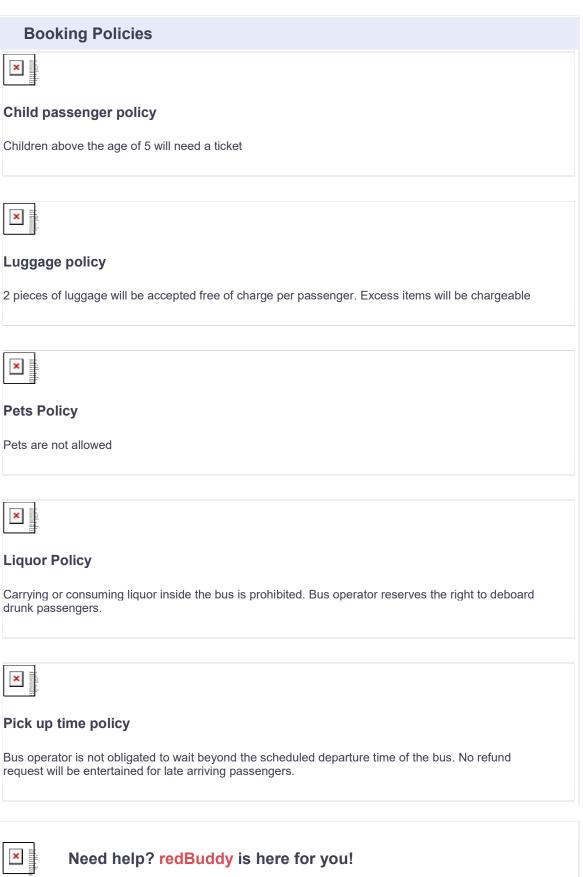
# Your trip is insured by ICICI general insurance You have paid ₹ 15.0 for insurance

adoren o deraria del Registe de Ban (R
---

This bus is covered under		
<ul> <li>Change your travel date for free up to 8 hours before</li> <li>Get min 50% refund if you cancel atleast 12 hour beto</li> </ul>		
Date change		
The journey date for this ticket can be changed, you on to a different date as per your convenience. Date change time and charges for this operator is sho	own below.	ticket
Time	Charges	
Date change allowed till <b>21 Oct 2021 02:30 AM</b> (6 hours before departure)	FREE	
How to Change the journey date of your ticket in redbus a Go to my bookings, choose the journey & change dat <b>Cancellation policy</b> Your current cancellation charges according to the ca	te	d
below		
Cancellation time	Cancellation charges	
Before 19th Oct 08:30 AM	<b>Rs. 44.5</b> (10%)	
After 19th Oct 08:30 AM & Before 20th Oct 08:30 AM	<b>Rs. 44.5</b> (10%)	
After 20th Oct 08:30 AM & Before 21st Oct 02:30 AM	<b>Rs. 89.0</b> (20%)	
After 21st Oct 02:30 AM & Before 21st Oct 06:30 AM	<b>Rs. 178.0</b> (40%)	
After 21st Oct 06:30 AM & Before 21st Oct 08:30 AM	<b>Rs. 267.0</b> (60%)	

Cancellation charges are computed on per seat basis •

How to cancel your ticket on redbus app Go to my bookings and choose the journey and cancel the ticket



Quick Resolution

×

## **Travel Guidelines**

Please note it is mandatory to follow the travel guidelines of your source and destination state of travel. View Guidelines: https://bit.ly/redbus-guidelines

### Terms and conditions

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 responsibilities include:

- (1) Issuing a valid ticket (a ticket that will be accepted by the bus operator) for its network of bus operators
- $\circ$  (2) Providing refund and support in the event of cancellation
- o (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.
- o (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.
- o (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.
- 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) e-mail).
   (2) A valid identity proof

Failing to do so, they may not be allowed to board the bus.

- 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 <u>www.redBus.in</u>
- 7. The GST on fare, if any, is charged by the Bus Operator. The tax invoice for the same would be separately issued by the Bus Operator
- 8. Grievances and claims related to the bus journey should be reported to redBus support team within 10 days of your travel date.
- 9. Cancellation of this ticket is **NOT** allowed after bus departure time.