

Boarding point phone number  
18002679001



redBus support  
Phone No. 18001035395



## Bus Booking

Ticket ID: **3942CJRY**  
PNR: 3554918

## Pondicherry → Chennai

NueGo

Electric A/C Seater (2+2)

Boarding Point:

**03:00 PM**

Mon, 19 Feb

**Pondicherry**

Shree Sai Ram Travels, 248, Maraimalai  
Adigal Salai, Opp The Chennai Silks,  
Contact: 18002679001

2h 35m  
duration

Drop Point:

**05:35 PM**

Mon, 19 Feb

**New Bus Stand, Kilambakkam**

New Bus Stand, Kilambakkam  
Contact: 0

## Traveller Details

Traveller

santhosh kumar

Gender, Age

Male, 50 years

Seat number

10C

**Total Fare: ₹447.0**

(Inclusive of all taxes)

**Note :**

- It is recommended to carry printout of the ticket. Certain Bus Operators don't accept E-Ticket.

## Important Information

- It is recommended to carry printout of the attached e-ticket. Certain Bus Operators might not accept the e-ticket.
- Passengers are required to carry the valid ID proof at the time of boarding the bus.
- Cancel your booking by clicking [here](#).

Happy journey!

## Contact Information

Need further help on this order?

Get in touch with our customer support by clicking [here](#).

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## Travel Policy

### Child passenger policy:

Children above the age of 5 will need a ticket

### Luggage policy:

1 pieces of luggage will be accepted free of charge per passenger. Excess items 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.

## Cancellation Policy

Time	Cancellation %	Cancellation Amount
Before 19th Feb 03:00 AM	0%	0
After 19th Feb 03:00 AM & Before 19th Feb 02:00 PM	14%	55.86
After 19th Feb 02:00 PM & Before 19th Feb 03:00 PM	50%	199.50

- Any cancellation of tickets can incur cancellation charges based on the bus operator policy. Please refer cancellation amounts in above table.
- Cancellation charges are computed on a per seat basis. Above cancellation fare is calculated based on seat fare of Rs. 399.00
- Partial cancellation is not allowed for this ticket.
- The customers will receive refunds after deducting the cashbacks, offer discounts and non-refundable charges as per the bus operator's policy.

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- Note: Cancellation charges shown above are exclusive of GST.
- For RTC buses - The cancellation amount and slab shown here is based on the approximate estimate and can change at the time of the Final RTC Cancellation Call Time based on the RTC rules. This cancellation info is an estimate provided for your reference and should not be treated as the actual cancellation receivable amount. The Cancellation fee and other non-refundable components will be deducted from the passengers ticket booking amount in real-time as per the real-time RTC cancellation rules.

## Terms & conditions

Amazon is only an intermediary bus ticket booking platform and it does not operate bus services of its own, neither does it directly liaise with any bus operator for these bookings. In order to provide a comprehensive choice of bus operators, departure times and prices to customers, it has tied up with redBus, which in-turn has tied up with many bus operators and service providers. Amazon's advice to customers is to choose bus operators they are aware of and whose service they are comfortable with.

This site is for consumer use only. Any travel agent/tour operator/consolidator/aggregator, by whatsoever name referred to, should not use this site for individual/ group bookings. In the event that any bookings by travel agents/tour operators/consolidators/aggregators through the Amazon site are detected, Amazon reserves the right to cancel such bookings immediately, without any notice to such travel agents/tour operators/aggregators/consolidators, and/or to withhold payments/commissions thereto. The various discounts and offers mentioned on the site are applicable to the consumers for the purposes of end use of the consumers only.

As set out above, since Amazon is merely acting as an intermediary connecting the consumer with the ticketing inventory available on redBus, Amazon is not responsible for fulfilment of any bus service related terms, which includes:

1. Providing customer support and information in case of any delays / inconvenience during the bus ride.
2. The amenities provided on the bus, i.e., the bus seats, charging point, AC etc. not being up to the assured standards or customer expectation.
3. The bus operator canceling the trip for any reasons whatsoever, including unavoidable reasons such as malfunction of the bus, landslides, or other reasons attributable to weather conditions or any other natural calamity.
4. The baggage of the customer getting lost / stolen / damaged.
5. The bus operator changing a customer's seat at the last minute to accommodate another passenger's requirements.
6. The bus not departing / reaching on time.
7. Misbehavior, including profane behavior by the bus operator's employees.
8. 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 bus or route).
9. 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.
10. The bus breaking down during the journey and bus operator not arranging for an alternate in reasonable time.
11. Any other service or safety related concern not mentioned above which is the responsibility of the bus operator

### Luggage policy

Please note below general policy for luggage for your journey. This policy is subjected to change depending upon the

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## Luggage policy of each bus operator:

1. Each passenger is allowed to carry one bag of up to 10 kgs and one personal item such as a laptop bag, handbag, or briefcase of up to 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.

## Service related

1. 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.
2. Passengers are required to furnish the following at the time of boarding the bus:
  - a. A copy of the ticket (A printed copy of the ticket/the printed copy of the ticket email wherever acceptable).
  - b. A valid identity proof.
  - c. Booking SMS (M-ticket).Failing to do so, they may not be allowed to board the bus.
3. Amenities for this bus as shown on Amazon have been configured and provided to Amazon by redBus. Please note that Amazon 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 bus operator and not with Amazon.
4. 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 order details page of Amazon.
5. Grievances and claims related to the bus journey should be reported to customer support team of redBus within 10 days of your travel.

## General terms

1. The bus bookings on the website <https://www.amazon.in/bus-tickets/> and corresponding mobile application and mobile website ("**Amazon.in**") are powered by Ibibo Group Pvt. Ltd. ("**IGPL**") and are brought to you by Amazon Pay (India) Private Limited ("**Amazon**").
2. These terms and conditions ("**Terms**") govern the bus bookings made available to you by IGPL through Amazon.in ("**Bus Bookings**").
3. These Terms are in addition to the Amazon.in Conditions of Use and Sale and the User Agreement for Amazon Pay to which you agree by using Amazon.in. To the extent the Amazon.in Conditions of Use and Sale are inconsistent with these Terms, these Terms will prevail with respect to the Bus Bookings only. Notwithstanding anything contained herein, Amazon reserves the right to remove or withdraw the availability of Bus Bookings from Amazon.in at any time and without any prior notice to you.
4. By availing or making the Bus Bookings, you will be deemed to have accepted these Terms and expressly agree that:
  - a. Amazon will not be liable or responsible for any loss or damage whatsoever that you may suffer, directly or indirectly, in connection with the Bus Bookings; and
  - b. Amazon will not mediate any disputes or differences between you and IGPL or the concerned bus operator.
5. You can make the Bus Bookings only if you: (a) have an account on Amazon.in; and (b) are 12 years or above.
6. The Bus Bookings inventory available with redBus is provided to you on an as-is basis by Amazon. Any cancellations or modifications of Bus Bookings or changes in bus schedule will be in accordance with redBus Terms of Service and Amazon will not be responsible for any such cancellations, modifications or changes.

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7. To avail the Bus Bookings, you must be logged into your account on Amazon.in.
8. For the purposes of availing the Bus Bookings, you warrant that:
  - i. You will provide your complete information / details such as your name (as per your passport or any other officially valid document), your address, your e-mail address, mobile number etc.; and
  - ii. All information supplied by you is accurate, current and complete. In case such information is erroneous or incorrect, for any reason whatsoever, you will be solely responsible for same.
9. Your information, such as your name (as per your passport or any other officially valid document), your e-mail address, mobile number, age, sex etc. provided to us to enable the Bus Booking will be shared with redBus, and redBus will onwards share this information with the bus operators who will use these details with the primary purpose of generating a booking / ticket ID, and to verify the identity of the consumer boarding the bus. Amazon being an intermediary does not directly liaise with or contact any bus operator. Therefore, once the information has been shared with the bus operators by redBus, the information is governed by the data policies of the bus operators, and Amazon has no visibility or control over the use of this information by the bus operators. By providing your consent for sharing of information with redBus and the bus operators, you are conveying your understanding and acceptance of these data sharing terms and you acknowledge that Amazon is in no manner responsible for the use of this information by the bus operators. For any queries in relation to the use of your information by the bus operators, please contact the bus operators directly.
10. The Bus Bookings may not be available in certain geographic locations and Amazon will not be liable in any manner for such unavailability of Bus Bookings. The availability of such Bus Bookings on Amazon.in does not imply or warrant that these Bus Bookings will be available at any time in your particular geographical location.
11. The availability of Bus Bookings and other ancillary services (such as ancillary services provided by bus operators that are made available through Amazon.in) is subject to availability and Amazon will not be responsible if at any time the selected Bus Booking and/or ancillary service is not available for any reason whatsoever.
12. All applicable payments, charges, costs, taxes and levies in relation to the Bus Bookings, including without limitation sales tax, service tax, goods and services tax etc., will be payable by you.
13. In the event your payment for the transaction of Bus Bookings has not been completed for any reason whatsoever, you will not be able to avail / make the Bus Bookings.
14. There may be contests, offers or promotions in relation to the Bus Bookings that will be governed by its own terms & conditions. You must read and agree to such terms & conditions before you participate.
15. Any queries in relation to the Bus Bookings should be addressed directly to redBus (IGPL) at 18001035395. Amazon will not be responsible and/ or liable for handling, entertaining or resolving any queries or grievances in connection with your Bus Bookings.
16. By availing the Bus Bookings, you agree and consent to your information (including sensitive personal information) being disclosed or shared with our affiliates/group companies (located either in India or abroad), or third parties/service providers including redBus and / or the bus operator for the purposes as set out in these Terms and for providing you with other products, and/or services.
17. In addition to other limitations and exclusions in Amazon.in's Conditions of Use and Sale and User Agreement for Amazon Pay, in no event will Amazon or its directors, officers, employees, agents or other representatives be liable for any indirect, special, incidental, consequential, or punitive damages, losses, claims, costs and expenses, or damages of any kind, arising out of or related to Bus Bookings.
18. Amazon will not be responsible or liable for any loss or damage whatsoever in connection with the Bus Bookings including in case of any deficiency in services provided by any third party such as Bus operators.
19. Amazon reserves the absolute right to alter any of these Terms at any time without prior notice to you.
20. These Terms are governed by the laws of India. Any disputes arising out of and in connection with these Terms will be subject to the exclusive jurisdiction of the courts at Bangalore.

Happy journey!

## redBus terms of Service

1. The 'Total Payable Amount' of the Bus Bookings displayed on Amazon.in includes all charges for the ticket(s) and/or other ancillary services, convenience or internet handling fee and the applicable government taxes.
2. You will be required to pay the entire amount appearing as the total price of the Bus Bookings prior to the confirmation of your Bus Booking.
3. There will be no refund for 'no-shows' or any partially unused bus bookings.
4. Infants must be accompanied by an adult at least 18 years of age.
5. All Bus Bookings issued to the customer shall additionally be governed under the terms and conditions as laid out by the respective Bus operator / supplier.

## Amendments

1. Any amendments to the booking including route change, date change, seat change and name change for the travelers, GST details are not allowed.
2. redBus will assist you with cancellations to your bus Bookings in accordance with Bus operator's policy.

## Cancellations terms

1. Every booking made through Amazon.in is subject to cancellation charges levied by the bus operator, which may vary by Bus trip, journey date and the route.
2. Some booked fares may be non-refundable per the specific bus operator' policy.
3. Online cancellations: First time cancellations can be made online by clicking the 'Cancel Ticket' button available on 'Your Orders' section on Amazon.in. Any subsequent cancellations must be made offline by calling redBus customer support at 18001035395.
4. Only cancellation requests made online through 'Your Orders' section on Amazon.in or via telephone through our customer support shall be entertained. redBus shall not be liable to entertain any cancellation requests made through any other medium (such as SMS, e-mail etc.)

## Refunds

1. Refunds for the cancellation(s) initiated through 'Your orders' section will be processed by Amazon to the original method of payment, within 5 business days, after receipt of cancellation confirmation from redBus.
2. It is hereby clarified that when Bus Booking(s) are cancelled by you directly with the bus operator, the bus operator will not process the refund for such Bus Booking(s) and the refund process must be initiated by you either through 'Your Orders' section of Amazon.in or by contacting redBus customer support.
3. Processing timelines for cancellation and refund requests vary depending on each bus operator.
4. The refund for your cancellation will be provided to you only after the respective bus-operator/service provider processes to us your eligible refund. In case a bus operator ceases its bus operations, any refund owed by the bus to the passenger will be processed to you only after receiving the same from the bus operator.

## No show

1. The bus operator reserves the right of admission or boarding for a bus trip, in case the customer fails to board for his/her itinerary. redBus and/or Amazon shall not be responsible or liable for such refusal of admission or boarding.

## GST

1. As per the terms of Amazon.in, bus ticket booking is not enabled for business offering.
2. We assume that our users are not a GST registered person. Accordingly, you can receive a GST tax invoice as an end

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customer, i.e. without your GSTIN, as per the general Amazon.in Conditions of Use.

3. Bus operators are solely responsible for issuing GST invoice for the bus booking amount. Contact bus operators directly for GST invoice for the bus booking amount.

#### Bus operator Terms and Conditions

In addition to the terms and conditions mentioned hereunder, the respective operator's terms and conditions will also apply. Please visit the concerned bus operator's website for the complete terms and conditions and the specific terms of carriage of such bus operator with which the Bus Booking has been made.