



सर्वप्रथम्... सर्वोत्तम्...

Sangitam Travels Pvt. Ltd.

संगीतम्®

Customer Care: 95959 54114 info@sangitambus.in sangitambus.in GSTIN : 27ABHCS5006K1Z6

BUS DESTINATION

From **PUNE** To **NAGPUR** On Service **SANGAMWADI PARKING 1 - SANGITAM TRAVELS**

Coach Type **PUNE TO NAGPUR - VOLVO EICHER AC SLEEPER (2+1)**

**BUS
TICKET**

JOURNEY DETAILS

Journey Date : **21-10-2024** Day : **MONDAY** Dep.Time : **07:30 PM**
(Report atleast 15 minutes prior to the departure time at this boarding point)

Boarding / Landmark : **Sangamwadi Parking 1 - Sangitam Travels - 9595954114,9028535222** Phone :

Drop : **09:10 AM - JAGNADE CHOWK - SARKAR PARKING**

196487718



TICKET DETAILS

Ticket Booked On : **20-10-2024** Booked By **API_RedBus_SANGTM**

Ticket Status : **Booked** Ticket No : **41266**

Total Fare : **₹1700(₹1619.05 + ₹80.95 GST)**

Remarks :

PASSENGER DETAILS

SEAT NUMBER	NAME	GENDER	BOARDING AT	DROP OFF
19U	SHRIKANT	MALE	SANGAMWADI PARKING 1 - SANGITAM TRAVELS	09:10 AM - JAGNADE CHOWK - SARKAR PARKING

Thank you!
Wish you A Happy & safe your Journey!!!

1.Cancellation Policy

Following is the list of time of cancellation prior to journey time followed by percentage of refund amount.

1 Minutes To 12 Hours : 0% Refund

12 Hours To 24 Hours : 50% Refund

More than 24 Hours : 80% Refund

- Partial Cancellation or modification will not be done.
- No further arguments will be taken into consideration.
- Sangitam Travels may cancel a service without any prior notice in case of circumstances beyond its control. In such circumstances Sangitam Travels shall either reschedule the journey for travel on the next Sangitam Travels service in the same sector, subject to availability without any extra charge based on the passenger's conveyance or enable a full refund of the ticket as paid by the passenger and shall be under no further liability to the passenger.
- For online payments, refund will be processed within 10 working days.
- Refund will be processed by the channels through booking is made.

1. Boarding and Dropping of Passengers

- Passengers shall report at the boarding point at least 15 minutes prior to the scheduled departure time.

- b) If passenger does not report on time, it is not the responsibility of Sangitam Travels to contact customers while leaving the boarding point after departure time and the passenger will be considered as NO-SHOW passenger.
- c) Sangitam Travels reserves the right to deny boarding to passengers who are under the influence of alcohol or owing to any misconduct of behaviour/critically ill/stretchers borne which may not be deemed safe for travel by Sangitam Travels.
- d) Driver's contact number will be provided for convenience purpose on the date of journey. Sangitam Travels won't be responsible if the customer is unable to reach the number due to network issues or any other issue beyond its control.
- e) It is not the responsibility of Driver or any other staff of Sangitam Travels to contact passenger for boarding information.
- f) Boarding might get denied for passengers who refuse to co-operate with the rules mentioned hereby. Such passengers will get treated as NO-SHOW passengers and they won't be entitled for any refund.
- g) Attendant announces the dropping points as they arrive, it is passenger's responsibility to be alert regarding the same and unboard at the selected place. Sangitam Travels can't be held responsible if passenger misses their stop.
- h) Passengers will be picked up and dropped only from the points which are mentioned in this ticket while booking, in case of any modification required, it is to be done 24 Hours before boarding time by contacting our call centre executive. No change after that will be entertained nor the passenger will be picked or dropped at any other point.
- i) Boarding and dropping points might get changed by the Company in situations where it won't be possible to pick up or drop passengers from the mentioned point due to happenings which are beyond Company's control.

2. Child Policy

- a) Children above the age of 5 years will require a full ticket.
- b) If passenger still shows up with a child above 5 years of age, boarding will not be allowed and it will be considered as a NO-SHOW passenger, so no refund will be provided.

3. Baggage

- a) Maximum baggage allowed per passenger is 15 Kg and must not exceed L 100 cm × W 60 cm × H 100 cm in total.
- b) Excess baggage will be charged as per Sangitam Travels rules. If the passenger is not willing to pay, baggage won't be carried.
- c) It is passenger's responsibility to inquire about extra luggage charges from authorised Sangitam Travels office at least 24 Hours before boarding time. Last moment negotiations won't be entertained.
- d) If the passenger creates nuisance or delays bus due to unnecessary arguments, boarding will be denied to such passenger and it will be considered as a NO-SHOW passenger. Ticket will not get refunded.
- e) Sangitam Travels will not be responsible in the event of loss or damage to the passenger's luggage or valuables inside the bus or in the storage compartment.
- f) Sangitam Travels reserves the right to disallow any excess baggage carried by the passengers.
- g) Sangitam Travels highly recommends that you remove all valuables (cameras, jewellery, money, electronics, perishables, etc) and medication from your luggage. In case, the passenger decides to carry any valuables against the above advice they will do this at their own risk and shall not hold Sangitam Travels responsible for any pilferage/ damage etc. to such valuables.
- h) Sangitam Travels assures no liability for wear and tear to luggage. Passengers should not carry any goods like weapons, inflammables, firearms, ammunition, drugs, liquor, smuggled goods etc and any other articles which are prohibited under law.

4. Delay of Service

- a) Bus might get delayed without any prior notice in case of circumstances beyond its control.
- b) In such circumstances, if Sangitam Travels delays a bus more than 4 hours, Sangitam Travels may reschedule the journey on the next Sangitam Travels service in the same sector, subject to availability, without any extra charge based on the passenger's conveyance or enable the full refund of the ticket as paid by the passengers.
- c) The passenger will have to cancel or reschedule the ticket before the departure of the delayed service, else the ticket will become a NO-SHOW and will not be entitled for refund or reschedule.
- d) Sangitam Travels is not responsible for the delays caused on route due to unavoidable circumstances like traffic jams, accidents, vehicle breakdowns, road blockages etc.
- e) Pick up and drop timings are estimated timings as per past experience and are observed under normal travel conditions. They may vary due to many abnormalities which are beyond our control. So Sangitam Travels does not make any commitment of picking up or dropping off exactly at the mentioned time and hence cannot be held responsible for delay.

5. Breakdowns

- a) In case of Breakdowns, Sangitam Travels will try to make alternate arrangements of travel but cannot commit for the same as it is subject to availability. If there is no alternate arrangement available, refund will be provided as follows: i) Before Boarding: Full Refund ii) On Route: Pro rata basis.
- b) Sangitam Travels is not responsible for any breakdowns of audio, video and air conditioning equipment on route or in the middle of the journey.
- c) In case of Air Conditioning failure for a duration of more than 20% of the entire journey, passenger will be liable to get a compensation of 20% of the base fare amount.

6. Code of Decency

- a) Smoking or Consuming Alcohol inside the bus is prohibited.
- b) Chewing Tobacco and spitting inside the bus is not allowed.
- c) Creating nuisance, disturbing or misbehaving with co-passengers, using inappropriate or abusive language with co-passengers or staff or over the phone will not be entertained.
- d) Any act of violence with co-passengers or staff is strictly prohibited and legal actions will be taken under such circumstances.
- e) If the passenger is found doing any of the mentioned activity or creating issues of any sort during the journey, Sangitam Travels reserves all the right to disallow the passenger to travel further at any time during the journey. The passenger will have to unboard the bus and legal actions will be taken if found necessary.

7. Pets

- a) Sangitam Travels does not allow any pets on board of its service.
- b) If found, passenger will have to unboard the bus and will be considered as NO-SHOW passenger so no refund will be provided.

8. Additional Information

- a) Use your PNR No. for all communication with Sangitam Travels. Your PNR No. serves as confirmation of ticket status.
- b) Carry this e-ticket in hard or soft copy format and present it to the bus counter at time of boarding. Carry photo identification, you will need it as proof of identity while boarding.
- c) By providing your number, it is considered that you have granted your consent to contact you through calls/Message.
- d) Any passenger with medical condition or history will travel at his / her own risk and consequences. Eating food inside the bus is not allowed.
- e) If a passenger gets off the bus anytime during the journey, for e.g. rest stop, it is passengers responsibility to get back in the bus in time. Sangitam Travels cannot be held responsible for any passenger left behind.
- f) As per covid precaution norms of Company, blanket will not be provided.
- g) It is not allowed for ladies to book one seat in double compartment. Check gender in your ticket before boarding.

9. Important Note:

This ticket is not the alone proof of booking as passenger might still have it if they cancel their ticket before boarding. Passengers name should be mentioned in the boarding list for this ticket to be valid.