Fly High
...by asserting your rights

1. If a flight is cancelled, the amount paid by the passenger shall be refunded immediately by the airlines office. If cash payment was made and refund within 2 days in case of payments made through Credit Card.

2. A passenger should be made aware of facilities being provided by the airlines through their respective websites.

3. Passengers who have not been informed at least 3 hours in advance about the cancellation of the flight on which they were scheduled to travel, shall be compensated by the airlines for the inconvenience, instead of ticket price. If the passenger chooses wish to travel and by facilities at the airport.

Detailed guidelines are available on Directorate General of Civil Aviation website: www.dgca.nic.in

National Consumer Help Line No.
1800-11-4000 (Toll free)
011 47669500, 56, 67, 99 (Normal Call Charges Apply)
(Monday - Saturday 8:30 a.m. to 5:30 p.m.)