

## **Booking Policies**

### **Passenger Details**

It is passenger's responsibility to provide Travelox with the correct exact spelling of names for booking as per shown on the passenger's passport. It is passenger's responsibility to check carefully for any errors or omissions in the flight details on your itinerary and air tickets IMMEDIATELY upon receiving them. Please note that passengers may be denied flight boarding if errors are discovered only upon check-in at the airport.

### **Entry / Transit**

**Visas Requirements** It is passenger's responsibility to ensure you have valid Entry Visa or Transit Visa to enter the country of destination or applicable stopovers destinations. Transit Visas must be duly obtained if the plane's route involves a Transit or Stopover in another country. For example, a flight to New Zealand which requires stopover in Australia or a flight to Canada which transit in the United States of America. Before your departure, it is passenger's responsibility to contact the embassy or consulate office of the country of your destination for information on passport, visa or entry requirements. It is passenger's responsibility to ensure all documents are in order and to obtain and meet all Entry/Transit Visas requirements. Travelox is not liable for any consequences arising from improper or incomplete travel documents or not meeting the Entry/Transit Visas requirements.

### **Passport Validity**

It is passenger's responsibility to ensure that your passport should have a minimum of 6 months validity upon completion of the return journey, proper and valid.

### **Passenger Contacts & Flight Schedule Change**

Please provide your local and overseas Contact Tel Numbers in your flight booking for the airline to contact you in the event of any changes to the flight schedules so as to avoid the missing of flight or seat cancellation. Passengers who had issued their air tickets many days or weeks prior to their departure dates, are advised to recheck with the Airlines Reservation staff for any changes or latest updates in the airlines flight schedules just a day or 2 before their actual departure date. Airlines reserve the right to cancel, reroute and/or alter the timing of their flights even after tickets have been issued. In such events, the airline will provide alternative flights for your consideration. If you do not wish to accept the airline's alternative, the fare's cancellation and amendment policy will still apply.

### **Non-Transferable**

All bookings made with Travelox is non-transferable to another travel agent and non-transferable to another passenger name.

### **Penalty & Service Charges**

You are required to pay the entire amount prior to the confirmation of your booking. Once tickets are issued, there are airline penalty charges and our agency admin fees for any amendment or cancellation to the booking or tickets e.g. Amendment of spelling errors in passenger names, changes in the date of travel. All requests for amendments are subject to the Airline's approval. To avoid such penalties, passengers are advised to check all booking itinerary to ensure correctness in passengers names, departure dates, flight details, etc before issuing your air tickets.

## **Booking Conditions & Disclaimers**

Prices displayed are tentative only and are subject to changes and not guaranteed until the air tickets are issued and full payment has been received <https://gotravelox.com/>. Payment of partial deposit does not imply or constitute the confirmation of flight seats or hotel accommodations, or package bookings.

Any amendments or cancellations after air tickets are issued or hotel/package bookings are confirmed are subject to applicable penalties and admin fees.

Travelox reserve the rights to refuse any bookings if the fares displayed are found to be in error or are being withdrawn by the airlines. Travelox shall not be held liable for any consequential damages for any direct or indirect losses, or additional out of pocket costs or expenses arising out of any aborted trips or changes in trip arrangements due to any errors or omissions in the bookings. Travelox liability, under whatever circumstances, shall be limited only to the payment already made by the passenger.

## **Rescheduling of ticket**

Low Cost Carriers(LCC Carriers): Rescheduling must be done directly with the respective Airlines. Full Service Carriers: Must be done at least 6 Hours before departure by sending an email at [gotravelox@gmail.com](mailto:gotravelox@gmail.com). Payment for the same can be made through travel utility option available on <https://gotravelox.com/> Rescheduling for departure less than 6 Hours must be done directly with the airline.

## **Unaccompanied Minor**

Any Passenger below 17 years old traveling alone is considered as 'Unaccompanied Minor'. Please inform us immediately if you are making a booking for an Unaccompanied Minor so that special arrangement is required to prevent any rejection for boarding

## **Child Fares**

Child : 2 - 11 years old. A child must not reach his/her 12th birthday at the point of the return flight journey. If the birthday of the child exceeds 12, then the next higher fare level must be purchased separately for the return journey. Please note that depending on the type of ticket purchased, there may be no refund value on the un-utilized portion of the child ticket.

## **Infant Fares**

Infant : below 2 years old. There is no seat provided for infant fares. An infant must not reach his/her 2nd birthday at the point of the return flight journey. If the birthday of the child exceeds 2 years old, then the next higher fare level must be purchased

separately for the return journey. Please note that depending on the type of ticket purchased, there may be no refund value on the un-utilized portion of the infant ticket. Infants must be accompanied by an adult at least 18 years of age.

### **Travel Insurance**

For your protection against any contingency or emergency during your journey, passengers are strongly advised to purchase a travel insurance policy. Travelox offers a range of Travel Insurance which provides a wide and comprehensive range of insurance coverage.

### **Flight Reconfirmation**

Please re-confirm all onward flight journey if it is required by the airline that you are traveling on, so as to avoid losing your pre-confirmed seats on those required airlines.

### **Meal Request**

If you have any special needs or meal requests, please let us know at the point of booking or in advance so that we can put up your requests with the respective airlines.

### **Seat Request**

Selection of seats varies among different classes of service and airlines, to book the right seat for you, please call us early and in advance so that we can put up your request to the airline.

### **Refund Policy**

Refund for your PNR/Ticket will be initiated as per the airline policy, the same will reflect as per the rules within 7 -14 working days depending on your bank.

Refunds for your PNR/Ticket will be initiated once it is received from the airline, the same will be initiated and will reflect in the original form of payment.