

## IMPORTANT NOTES AS APPLICABLE TO eTicket

Please read the notes below carefully. If you need any clarifications please contact our reservation & ticketing counters or write to info@jetairways.com

**eTicket Passenger Itinerary / Receipt** : Please note that you are required to keep a printed copy of this "eTicket Passenger Itinerary/Receipt with you throughout the journey, as it is required for entry into the airport, check-in purpose, refunds & for changes in the booking/ticket.

To enter the airport & for check-in, you must present this itinerary along with a valid photo identification. (Official Government issued photo identification/driving license/election id/ passport/ photo credit card) Children may carry a photo identification document such as School ID or any other recognised ID.

This eTicket Passenger Itinerary/Receipt will have to be presented along with a valid photo identification at the time of refund.

This itinerary / receipt does not constitute a document for carriage & in the event of any difference between it & the record of booking in the Jet Airways database / reservation system, the latter shall prevail.

Fare(s)/Tariff subject to cancellation charges, if any. Please contact the carrier for details. By booking this ticket / fare you agree /accept all terms & conditions, cancellation rules of this ticket/fare.

This receipt by itself does not constitute a document for carriage & in the event of any difference between it & the record of booking in the Jet Airways database / reservation system, the latter shall prevail.

**eTicket Refunds / Reissues** - Please call our contact center to know more about eTicket Refunds / Changes / Reissues. Alternatively, if you have booked your ticket on jetairways.com, you can Refund / Cancel, reissue (Itineraries within India) your booking online through Manage Booking.

**Notice:** Carriage & other services provided by the carrier are subject to general conditions of carriage which are hereby incorporated by reference.

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention may be applicable & the Convention governs & in most cases limits the liability of carriers for death or personal injury & in respect of loss of or damage to baggage.

Please also note that this ticket is further subject to all other terms & conditions of carriage as given below, which are deemed to be incorporated herein.

**General Information Check-in Time:** For Domestic flights, Check-in usually starts 150 minutes before departure. For flights from Mumbai, Hyderabad, Chennai, Bengaluru, Kolkata & Delhi the Check-in counters will be closed 45 minutes before departure time for all classes of passengers, for flights from any other city in India the Check-in counters will be closed 30 minutes before departure. For our guests who wish to Tele or SMS Check-in for flights from Mumbai, Hyderabad, Chennai, Bengaluru, Kolkata & Delhi, please ensure that you collect your boarding pass for your assigned seat no later than 50 minutes prior to departure, for flights from any other city in India you are requested to collect your boarding pass for your assigned seat no later than 40 minutes prior to departure.

For International flights, check-in starts 3 hours prior to departure, & Check-in counters will be closed 60 minutes before departure time for all classes of passengers.

Certain formalities are required to be completed by the passenger at the airport before & after being accepted by the airline for travel. To complete these formalities & the check-in process, passengers are required to arrive at the airport sufficiently before the departure time of the flight.

The time shown on the flight coupons & the eTicket itinerary is the flight departure time. Passengers are requested to arrive at the airport not later than the time stated on this page. Upon arrival at airport, please report at the Jet Airways counter to permit the completion of the formalities.

Passengers are requested to report 120 minutes prior to departure time at Srinagar, Jammu & Leh airports for check-in due to extra security measures.

**In order to maintain schedules, the boarding gate will be closed 25 minutes before departure time.**

Passengers, who do not report at the boarding gate at the requested boarding time, will not be boarded on the said flight. Passengers are requested to contact the carrier for more information on the policy.

In the event of delays & disconnection of flights not within the reasonable control of Jet Airways; Jet Airways will disclaim any liability towards the same.

Passengers, who have through checked in their baggage to the final destination, are required to identify their checked baggage at the transit station for Srinagar, Jammu & Leh before boarding their onward flight.

**No Show Passengers:** Confirmed passengers who do not present themselves for their booked flight are termed as 'No Shows'.

If for some reason you are unable to undertake travel on a flight for which you have a confirmed booking, please let us know as early as possible. This would enable us to offer the seat to another passenger who otherwise would be unable to travel. Passengers are requested to contact the carrier for more information on the policy.

**Overbooking:** Like most airlines worldwide, overbooking may occur in Jet Airways flights in order to minimize the effect of 'No Shows', & to enable their seats to be used by passengers who otherwise would not be able to travel on their chosen flight. This aspect is closely monitored wherein we do our utmost, in a manner that the number of overbooked seats matches the number of 'No Shows' or last minute cancellations. While Jet Airways makes every effort to provide seats for which confirmed reservations have been made, no absolute guarantee of seat availability is denoted by the expression reservations, bookings, status OK & the timings attached to them.

If you have any questions about our booking practices, please write to Guest

Relations Manager, Jet Airways (India) Ltd.Siroya Centre, Sahar Airport Road, Andheri (East), Mumbai - 400099, India

**Cancellation/Refund/Reissuance of ticket:** Passengers are requested to contact the carrier for more information on the policy.

Please note that fares are subject to change without notice. If you have purchased a ticket & subsequently the fares have increased then you will not be required to pay the difference unless you decide to change your travel dates which requires reissuance of the ticket. In such cases the same ticket will be repriced at the applicable fare at the time of making changes.

### Hand Baggage Regulations:

**Economy Class:** As per Government safety regulations **only one piece** of hand baggage not exceeding L + B + H being 55 + 35 + 25 = 115 cm per passenger will be allowed on a Boeing 737. On Airbus A340 only one piece of hand baggage not exceeding L + B + H being 56 + 45 + 25 = 126 cm per passenger will be allowed. On ATR-72 flights only one piece of hand baggage not exceeding L + B + H being 50 + 45 + 20 = 115 cm per passenger will be allowed. The weight of the hand baggage should not exceed 7 kgs. Strolley bags with the above specified dimensions will be allowed.

Contours are available at all airports to check the dimensions. If it exceeds these specifications, you will be requested to check your bag into the baggage hold. Hand baggage is accepted in the cabin subject to availability of space in the Over Head Bin. Restricted stowage space is also available under the front seat. In the event of no space being available in the aircraft to stow hand baggage, it will be necessary to remove & load the same in the baggage hold as per safety regulations.

Passengers traveling on flights originating from Jammu, Srinagar & Leh stations will not be allowed to carry any hand baggage.

For more details on your free baggage allowance please refer to our website www.jetairways.com

Any baggage over the free checked allowance will be charged as excess baggage.

Child should be aged 2 years & above. Infant tickets can now be booked online, however no seat will be allocated for an infant traveling with us.

### Articles which may be carried free in addition to the free baggage allowance (subject to Security Regulations)



- 1-An overcoat wrap or blanket
- 2-An umbrella or walking stick
- 3-A lady's handbag, lady's pocketbook or lady's purse
- 4-A reasonable amount of reading matter for the flight
- 5-A small camera &/or a pair of binoculars
- 6-Infant's food for consumption in-flight & infant's carrying basket
- 7-A fully collapsible invalid's wheelchair &/or a pair of crutches &/or braces or other prosthetic device for the passenger's use provided that the passenger is dependent upon them



### Security Regulations:

- According to security regulations, passengers are advised:
1. Not to accept any packets from unknown persons.
  2. Not to leave baggage unobserved at any time, especially within airport area. Unattended baggage may be removed by Airport/Security Staff as an object of suspicion.
  3. To declare before checking-in, if carrying any arms or explosive substances. Concealment is an offence under the Aircraft Act & Rules.
  4. To carry only one hand baggage, the sum of the three dimensions (viz. length, breadth & height) of which should not exceed 115 cms.
  5. Battery cells/dry cells carried in the hand baggage or in any electrical/electronic items are liable to be removed & the airline would not be in a position to hand over the same at the destination. The same may be carried in registered baggage.

**Prohibited Articles:** Also carriage of dry cell batteries, knives, scissors, sharp instruments, tools, fire arms, ammunition, & their toy replicas are prohibited in the passenger cabin.

**Valuable Articles:** Currency, precious metals, jewellery, negotiable instruments, securities, personal identification documents & other items of value, are best carried with the passengers in the cabin.

**Restricted Articles:** Medicines & toiletries in limited quantities which are necessary or appropriate for the passenger during the journey, such as hair sprays, perfumes & medicines containing alcohol may be carried. Many of these listed articles can be carried as air cargo provided they are packed in accordance with cargo regulations.

The following items may be carried:  
Dry ice in quantities not exceeding 2.5 kilograms (5 pounds) per passenger, used to pack perishables, as carry-on baggage only.

Alcoholic Beverages. With approval of the carrier(s), small oxygen cylinders for medical use & small carbon dioxide gas cylinders worn by passenger for the operation of mechanical limbs. The above terms are only illustrative & not exhaustive & for further information you may contact Jet Airways office.

**Dangerous Articles in Baggage:** For safety reasons, dangerous articles, such as those listed below, must not be carried in passenger's baggage.

**Compressed gases** - (Deeply refrigerated, flammable, non-flammable & poisonous) such as butane, oxygen, liquid nitrogen, aqualung cylinders & compressed gas cylinders.

**Corrosives** such as acids, alkalis, mercury & wet cell batteries & apparatus containing mercury.

**Explosives**, ammunition, fireworks & flares. Ammunition including blank cartridges, hand guns, fire works, & pistol caps.

**Flammable liquids & solids** such as lighter refills, lighter fuel, matches,

paints, thinners, fire-lighters, lighters that need inverting before ignition.

### Radioactive material.

Briefcases & attache cases with installed alarm devices.

**Oxidizing materials** such as bleaching powder & peroxides.

**Poisons & infectious substances** such as insecticides, weed-killers & live virus materials.

**Other dangerous articles** such as magnetized materials, offensive or irritating materials.

The Govt. of India prohibits the use of mobile phones on board.

## DOMESTIC TRAVEL

### Conditions of Contract for scheduled domestic flights within India:

The carriage is subject to Jet Airways regulations relating to the conditions of Non-International Carriage (Passenger & Baggage) framed in accordance with The Carriage by Air Act, 1972 & Notification regarding application of the Carriage which is non-international. These regulations are known as Jet Airways Non-International Carriage (passenger & baggage) Regulations 1992. The liability of the company for damage sustained in the event of the death or wounding of a passenger or any other bodily injury suffered by a passenger or by his registered baggage during the course of carriage by air will be governed by the provisions of sections 4.5.6 & the rules contained in the Second Schedule of Carriage by Air Act 1972 with certain exceptions, adaptations, modifications etc. as mentioned in the Govt. of India, Ministry of Civil Aviation Notification & as amended from time to time.

### Excerpts from Regulations:

1. The Company reserves to itself the right, without assigning any reason, to cancel or delay the commencement or continuance of the flight or to alter the stopping place or to deviate from the route of the journey or to change the type of aircraft in use without thereby incurring any liability in damages or otherwise to the passengers or any other person on any ground whatsoever. The Company also reserves to itself the right to refuse to carry any person whom it considers unfit to travel or who in the opinion of the company may constitute risks to the aircraft or to the persons on board.

2. If at any stage it is found that the aircraft with the booked load or passengers etc. will be over loaded the Company will have the right to decide which passenger or articles shall be off-loaded & such decision shall be binding.

3. The Company is not liable for any loss or damage occasioned by delay in the carriage by air of passengers or baggage. Receipt without complaint of registered baggage on the termination of the journey shall be prima facie evidence that the baggage has been delivered correctly & in good condition.

4. The Carrier's liability for loss, delay or damage to baggage is limited to INR 450 per kilo, unless a higher value is declared in advance & additional charges are paid. Excess valuation may not be declared on certain types of articles. The Carrier assumes no liability for fragile or perishable articles.

5. The ticket issued by the Company shall be subject to rules of cancellation made by the Company for the time being in force, which may be seen at any office of the Company on request.

6. In the event of death of a passenger, or any bodily injury or wound suffered by a passenger which results in a permanent disablement incapacitating him from engaging in or being occupied with his usual duties or business occupation, the liability of the Carrier for each passenger shall be INR 7,50,000 if the passenger is 12 years or more of age & INR 3,75,000 if the passenger is below 12 years of age on the date of the accident.

## INTERNATIONAL TRAVEL

**Terms & conditions of carriage applicable to International travel only:** Subject to the conditions of contract in this ticket, this ticket is not valid & will not be accepted for carriage unless purchased from the issuing carrier or its authorized travel agent.

**Notice: If the passengers's journey involves an ultimate destination or stop in a country other than the country of departure, the Montreal Convention 1999 or the Warsaw Convention 1929 (as may be applicable) govern & in most cases limit the liability of carriers for death or personal injury & in respect of loss of or damage to baggage. See also notices headed "Advice to international passengers on Limitation of Liability" & "Notice of Baggage Liability Limitations"**

**Advice to international passengers on limitations of liability:** When the Montreal Convention 1999 applies in cases of death or bodily injury to passengers, the Carrier is liable for proven damages upto 100,000 SDRs except that the Carrier will not be liable to the extent that such damages exceed for each passenger that national currency equivalent of 100,000 SDRs if the Carrier proves certain defences specified by the Montreal Convention.

Where the Montreal Convention does not apply: For such passenger on a journey to from or with an agreed stopping place in the United States of America, the Warsaw Convention & special contracts of carriage embodied in applicable tariffs provide that the liability of certain carrier parties to such special contracts, for death or personal injury to passengers is limited in most cases to proven damages not to exceed U.S. \$75,000 per passenger, & that this liability up to such limit shall not depend on negligence on the part of the Carrier. For such passenger travelling by a carrier not a party to such special contracts or on a journey not to, from, or having an agreed stopping place in the United States of America, liability of the Carrier for death or personal injury to passengers is limited in most cases to approximately U.S. \$ 10,000 or U.S. \$ 20,000.

The names of carrier parties to such special contracts are available at all ticket offices of such carriers & may be examined on request. Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the Carrier's liability under the Montreal Convention 1999 or Warsaw Convention 1929 (as may be applicable) or such special contracts of carriage. For further information please consult your Airline or Insurance Company Representative.

**NOTE:** The limit of liability of U.S. \$ 75,000 above is inclusive of legal fees & costs, except that in case of a claim brought in a State where provision is made for separate award of legal fees & costs, the limit shall be sum of U.S. \$58,000 exclusive of legal fees & costs.

Further information is available on request.

#### Notice of Baggage Liability Limitations

The liability for loss, delay or damage to baggage is limited by the Montreal Convention 1999 or Warsaw Convention 1929 (as may be applicable). Where Montreal Convention 1999 applies, such liability is limited to a maximum of 1,131 SDRs (approximately US\$1800) per passenger for both checked & unchecked baggage. Under the Warsaw Convention 1929, liability for loss, delay, or damage to baggage is limited unless a higher value is declared in advance & additional charges are paid. For most international travel under Warsaw Convention 1929 (including domestic portion of international journeys), the liability limit is approximately U.S. \$ 9.07 per pound (U.S. \$ 20.00 per kilo) for checked baggage & U.S. \$ 400.00 per passenger for unchecked baggage. For travel wholly between US points, Federal rules require any limit on an airline's baggage liability to be at least U.S. \$ 2,500.00 per passenger. Excess valuation may be declared on certain types of articles.. Further information may be obtained from the Carrier.

**Notice of Liability for Delay Limitations:** For most international travel (including domestic portion of international journeys) under Montreal Convention 1999 or Warsaw Convention 1929 (as may be applicable), the liability for damage occasioned by delay in the carriage of air is limited. Where Montreal Convention 1999 applies, such liability is limited to 4,694 SDRs unless certain defences specified by that Convention apply.

#### Conditions Of Contract :

1. As used in this contract, "ticket" means this passenger's ticket & baggage check or this itinerary/ receipt if applicable, in the cases of an electronic ticket, of which these conditions & the notices form part, "Carriage" is equivalent to transportation, "Carrier" means all air carriers that carry or undertake to carry the passengers or their baggage here under or perform any other service incidental to such air carriage, "electronic ticket" means the Itinerary/ Receipt issued by or on behalf of Carrier, the Electronic Coupons & , if applicable, a boarding document. "Montreal Convention" means the Convention for the Unifications of Certain Rules for International Carriage by Air, signed at Montreal, 28th May 1999. "Warsaw Convention" means the Convention for the Unifications of Certain Rules Relating to International Carriage by Air, signed at Warsaw, 12th October 1929, or that Convention as amended at The Hague, on 28th September 1955, whichever may be applicable.

2. Carriage hereunder is subject to the rules & limitations relating to liability established by the Montreal Convention 1999 or Warsaw Convention 1929 (as may be applicable) unless such carriage is not "International Carriage" as defined by these Conventions.

3. To the extent not in conflict with the foregoing, the carriage & other services performed by each Carrier are subject to:

- (i) provisions contained in this ticket,
- (ii) applicable tariffs,
- (iii) carrier's conditions of carriage & related regulations which are made part hereof (& are available on applications at the offices of the Carrier), except in transportation between a place in the United States of America or Canada & any place outside thereof to which tariffs in force in those countries apply.

4. Carrier's name may be abbreviated in the ticket, the full name & its abbreviation being set forth in Carrier's tariffs, conditions of carriage, regulations or time tables, Carrier's address shall be the airport of departure shown opposite the first abbreviation of Carrier's name in the ticket; the agreed stopping places are those places set forth in this ticket or as shown in Carrier's time tables as scheduled stopping places on the passenger's route; carriage to be performed hereunder by several successive carriers is regarded as a single operation.

5. An air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its agent.

6. On some sectors, we have arrangements with other carriers known as "Code Shares". This means that even if you have a reservation with us & hold a ticket where our name or airline designator code (9W) is indicated as the carrier, another carrier may operate the aircraft. If in case of a Code Share, if the flight for which 9W is indicated as the carrier, then these Conditions of Contract also apply to such transportation. If such arrangements apply, we will advise you of the carrier operating the aircraft at the time you make a reservation.

7. Any exclusion or limitation of liability of the Carrier shall apply to & be for the benefit of agents, servants & representatives of carrier & any person whose aircraft is used by a Carrier for carriage & its agent, servants & representatives.

8. Checked baggage will be delivered to bearer of the baggage check / tag. In case of damage to baggage moving in international transportation, complaint must be made in writing to Carrier forthwith after discovery of damage &, at the latest, within 7 days from the delivery of the checked baggage; in case of delay, complaint must be made within 21 days from date the checked baggage was delivered. See tariffs or conditions of carriage regarding non-international transportation.

9. This ticket is good for carriage for one year from the date of issue, except as otherwise provided in this ticket, in carriers tariffs, conditions of carriage or related regulations. The fare for carriage hereunder is subject to change prior to commencement of carriage. Carrier may refuse transportation if the applicable fare has not been paid.

10. Carrier undertakes to use its best efforts to carry the guest & baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed & form no part of this contract. Carrier may without notice substitute alternate carriers or aircraft, & may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without notice. Carrier assumes no responsibility for making connections.

11. Passengers shall comply with Government travel requirements, present exit, entry & other required documents & arrive at airport by time fixed by Carrier or, if no time is fixed early enough to complete departure procedures.

12. Government regulations may require Jet Airways to provide information on or permit access to passenger data.

13. No agent, servant or representative of Carrier has authority to alter, modify or waive any provision of this contract.

14. Holding valid travel documents & visa' is the sole responsibility of the passengers & Jet Airways is in no way responsible or liable when such passengers are deported from a foreign country on account of their holding invalid or incorrect travel documents.

15. The following additional conditions, will also apply on the Jet Airways codeshare arrangement with AccesRail/Thalys for the train journey between Brussels and Paris on the route operated by Thalys. The rail segment on the air ticket is subject to a specific system of liability comprising of the following provisions:

Any accidents leading to death or physical injury are subject to Articles 26 to 30 of the Regulation (EC) No 1371/2007 of 23 October, 2007 relative to international rail transport.

All baggage remains under the sole responsibility of passengers for the entire "Rail-Flight".

If passengers are not able to continue their onward journey on the same day of their arrival into Brussels on account of a missed connection, that has been caused by circumstances outside the control of Jet Airways, the liability of Jet Airways is limited to providing only alternative transport till the passenger's final destination at a similar price and service level. Notwithstanding the foregoing, if the missed connection is due to a fault on part of the passenger, then Jet Airways is relieved of any liability in that regard.

16. A Transaction Fee may apply for all transactions performed across any channels except transactions done online.

17 Effective June 25, 2012, guests will be charged a convenience fee for booking their travel online. This non refundable fee is applicable to each guest mentioned on the eTicket. For more details log on to [jetairways.com](http://jetairways.com) and visit the General terms and conditions section.

#### PASSENGER RIGHTS:

If during your travel within, or to/from India , there is a flight cancellation or delay or denied boarding on a flight for which you hold a valid & confirmed reservation, you are entitled to certain rights in accordance with the Civil Aviation Requirements, Section 3 – Air Transport, Series "M", Part IV, Issue 1, dated 6<sup>th</sup> August, 2010, effective 15<sup>th</sup> August, 2010, passed by the Director General of Civil Aviation. For your ready reference, we give below a summary of these rights. Full text of this CAR is available on <http://dgca.nic.in/rules/car-ind.htm>

#### [I] Denied Boarding

Many a time, passengers who hold a confirmed & valid booking, do not or are unable to report (i.e. 'No Show') for travel before the time limit specified by the airline. In such cases, an airline is allowed to levy appropriate 'No Show' penalty under Rule 135 of the Aircraft Rules, 1937 & the same will be deducted from the fare paid by the guest

To reduce the possibility of flight departing with unoccupied or empty seats, the airlines overbook flights to a limited extent. In such overbooking cases, the airline may have more guests reporting for a particular flight than the seats available on such flight & as such, may need to deny the boarding to some of the guests.

In the above event, before denying the boarding, Jet Airways would endeavour to first ask volunteers to give up their seats so as to make such seats available for other booked guests to travel on the flight. In return, Jet Airways, at its own discretion, would offer to the volunteer such benefits / facilities which, it may wish to offer.

In case you are denied boarding involuntarily on a flight for which you hold a confirmed reservation, you are entitled to the following monetary compensation:

A) The monetary compensation indicated below shall be given only if the amount of ticket costs is higher than the compensation amount:

- a) Rs.2,000/- or the value of the ticket whichever is less, for flights having a block time of up to & including one hour.
- b) Rs.3000/- or the value of the ticket whichever is less, for flights having a block time of more than one hour & up to & including two hours.
- c) Rs.4000/- or the value of the ticket whichever is less, for flights having a block time of more than two hours.

If the cost of the ticket is less than the amount of compensation indicated above, you will be entitled to an amount equivalent to the ticket cost in addition to refund of air ticket.

*[Block time is the total time from the moment an aircraft first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight.]*

B) The above compensatory amounts will be given to you in the form of a MCO (Miscellaneous Charges Order), which can be encashed at any of our ticketing counters/offices.

C) Additionally, you will be offered the choice between the following:

- a) Refund of air ticket at the price it was purchased. OR
- b) A flight to the first point of departure OR.
- c) Alternate transportation under comparable/alternate mode of transport (whenever applicable), to the final destination OR.
- d) Alternate transportation under comparable/alternate mode of transport (whenever applicable), to the final destination at a later date, at the passenger's convenience, subject to availability of seats.

D) You shall be offered the above alternatives listed in paragraph[C] above. Once you have selected the option, you will not have the option to switch to another form of compensation.

E) Jet Airways reserves the right to deny boarding to any guest under the influence of alcohol or drugs; for health, safety or security reasons; or

in the absence of adequate travel documents & no compensation as referred to above shall be payable in such cases.

#### [II] Cancellation of Flights

Cancellation means non-operation of a flight which was previously planned to be operated & on which, at least one place was reserved for a passenger.

A) In case of flight cancellations, whenever possible, Jet Airways will endeavor to inform you through a telephone call or SMS, as far in advance as possible of the scheduled time of departure, provided at the time of creating your booking, you had given the relevant contact information e.g., working telephone number (landline or mobile) at the time of booking.

B) Subject to the above, if you are not informed at least 3 (three) hours in advance about the cancellation of the flight, on which you were scheduled to travel, you are eligible for the following :

- a) Compensation in accordance with paragraph [I] A & B above.
- b) Refund of the ticket price in the event you do not wish to travel instead, on our alternate or subsequent flight or on another carrier's flight or if so desired by you, an alternate travel opportunity at no additional cost.
- c) If you have already reported for your original flight & are waiting for the alternate flight at the airport, meal & refreshments in relation to the waiting time.
- C) However, please note that, no financial compensation shall be payable to you, if you have not provided adequate contact information at the time of making your booking or when you are issued a ticket for firm travel on the selected flight. In such a case, Jet Airways will either refund to you the ticket price or make reasonable endeavour to make alternate travel arrangements as per your choice. If you elect to travel to your destination on an alternate flight, Jet Airways shall provide you with meals & refreshments in relation to the waiting time at the airport.

D) Further, no such compensation shall be payable in the event :

- a) You do not accept the alternate travel arrangement made by Jet Airways; Or
- b) The cancellation occurs due to extraordinary circumstances beyond Jet Airways' control (as described in paragraph nos. V[A]&[B]below) when all reasonable measures have been taken by the airline .

#### [III] Flight Delays

A) If you have already checked in on time & your flight has been delayed beyond it's originally announced schedule time of departure or a revised time of departure of :

- a) 2 hours or more in case of flights having a block time of upto 2 1/2 hours; or
- b) 3 hours or more in case of flights having a block time of more than 2 ½ hours & upto 5 hours; or
- c) 4 hours or more in case of flights not falling under a) & b) as above.

Meals & Refreshments will be provided in relation to the waiting time at the airport.

B) When the reasonably expected time of departure is more than 24 hrs after the scheduled time of departure previously announced, Jet Airways shall provide you with Hotel Accommodation, when necessary (including transfers). Jet Airways shall have absolute discretion in selection of hotels under the given circumstances & no reimbursement shall be made in this regard.

C) However, Jet Airways shall not be obliged to provide you the facilities as mentioned in (A) & (B) above, if the delay is caused due to extra ordinary circumstances, as defined in paragraph nos. V[A]&[B]below, which could not have been avoided even if all reasonable measures had been taken.

#### [IV] Exceptions

A) Jet Airways is not obliged to pay compensation in cases where the cancellations & delays have been caused by an event(s) of force majeure i.e., extraordinary circumstance(s) beyond Jet Airways' control, the impact of which lead to the cancellation/delay of flight(s), &, which could not have been avoided even if all reasonable measures had been taken by Jet Airways. Such extraordinary circumstances may in particular, occur due to political instability, natural disaster, civil war, insurrection or riot, flood, explosion, government regulation or order affecting the aircraft, strikes & labour disputes causing cessation, slowdown or interruption of work or any other factors that are beyond our control.

B) Additionally, Jet Airways would also not be liable to pay any compensation in respect of cancellations & delays clearly attributable to Air Traffic Control (ATC), meteorological conditions, security risks, or any other causes that are beyond Jet Airways' control but which affect Jet Airways' ability to operate flights on schedule. Extraordinary circumstances should be deemed to exist where the impact of an air traffic management decision in relation to a particular aircraft or several aircraft on a particular day, gives rise to a long delay or delays, or an overnight delay, or the cancellation of one or more flights by that aircraft, & which would not be avoided even though all reasonable measures were taken to avoid or overcome the impact of the relevant factor &, thereby, the delays or cancellations are caused.

C) This CAR does not restrict Jet Airways' rights to seek compensation from any person, including third parties, in accordance with the applicable law.

**[V] Redressal**

In the case of Denied Boarding, Cancellation or Flight Delay, if you have not been provided with the compensation & reasonable facilities as listed in this policy, you may directly intimate our following officials, who have been designated for redressal of the passenger grievances

Nodal Officer: Ms. Manasi Padhye  
Tel: + 9122 61212300  
Email ID: [mpadhye@jetairways.com](mailto:mpadhye@jetairways.com)

Appellate Authority Ms. Deepika Poojary  
Email ID: [dpoojary@jetairways.com](mailto:dpoojary@jetairways.com)

**CARRIER RESERVES THE RIGHT TO REFUSE CARRIAGE TO ANY PERSON WHO HAS ACQUIRED A TICKET IN VIOLATION OF APPLICABLE LAW OR CARRIER'S TARIFFS, RULES OR REGULATIONS, SUBJECT TO TARIFF REGULATIONS.**

Issued by Jet Airways (India) Ltd.