

## **FREQUENTLY ASKED QUESTIONS (FAQS)**

### **How do I book my flight?**

You can book flights in any of the following manner:

- **Website:** Log on to our website i.e. [www.allianceair.in](http://www.allianceair.in). Select the desired flight along with applicable fares and agree to the terms & conditions. Fill in the particulars, complete the payment process and finally an itinerary, would be generated.
- **Call Centre:** By reaching out to our Call Centre on: +91 44 4255 4255 or +91 44 3511 3511 (Toll charges may be applicable)
- **City Ticketing Office / Airport Ticketing Office:** By visiting ticket counters in City Ticketing Office / Airport Ticketing Office (as applicable)
- **Travel Agent / Online Travel Agent:** By visiting authorized Travel Agent / Online Travel Agent
- **General Sales Agent (GSA):** By visiting GSA Office in Sri Lanka.

### **How I can mention the name in booking if I do not use the last name or the last name is not mentioned on the ID proof?**

In case no last name is mentioned on the ID proof, you may update your first name in the last name as well while booking a ticket.

### **Can I book and hold a reservation and pay later?**

The system permits to hold any reservation up to 30 minutes only by which payment must be made in order to issue ticket, failing which the booking shall get auto cancelled on time limit. As the fares are dynamic, they may change while rebooking.

### **Can I cancel segments in my booking and make the ticket open dated?**

No. You cannot change the segment to open dated. Alliance Air does not allow open dated tickets.

### **Can I avail special discount in my booking? Or any other discounts**

Yes. Discounted fares such as Senior Citizen, Student, Armed Force, Family Fare, etc are available on Alliance Air flights, in select Reservation Booking Designators (RBDs).

### **How much baggage can I check-in on Alliance Air Flight?**

Alliance Air permits one piece of free checked-in baggage of up to 15 kg with overall maximum dimensions of 270 cm (L+W+H), per passenger, for all domestic flights. Except for flights to or from Kullu for which the weight limit is up to 10 kg.

### **How many pieces of hand baggage can I carry in the cabin on Alliance Air flights?**

Each passenger is permitted to carry one piece of hand baggage with maximum weight of up to 5 kg., including a laptop and duty free shopping bags. Hand baggage size must be within the dimensions of: 40cm + 30 cm + 15 cm (L+W+H; total 85 cm) on our flights.

Women passengers are also permitted to carry a ladies purse, over and above the aforementioned hand baggage allowance.

Passengers with infants are permitted to carry an additional piece of hand baggage with maximum weight of up to 5 kg., and not exceeding the aforementioned size dimensions.

### **What are the Excess Baggage charges?**

Excess baggage will be charged at the rate of INR 700 per kg at the airport for domestic sectors and INR 750 per kg at the airport for international sectors inclusive of GST with journeys originating ex-India ( one way and return).

### **When and how do I check-in?**

All passengers can avail web check-in for their flights on [www.allianceair.in](http://www.allianceair.in) . Web check-in opens 48 hours and closes 2 hours prior to departure.

What is the date change fee for domestic sector?

Fare Families		Alliance Super Saver	Alliance Value	Alliance Flexible
RBDs		(EE,E,SS,S,TT,T,UU,U,LL,L,G G,G,WW,W,VV,V, QQ,Q,KK,K,)	(HH,H,MM,M,BB, B)	(YY,Y)
Change Fees Per Person Per Sector	Any changes within 24 hours of booking, if booked at least 7 days before the travel dates	NIL	NIL	NIL
	Departure 0-3 days	INR 3000 or basic fare plus fare difference ( whichever is lower )		NIL
	Departure 4 days & above			

\* Above rates are inclusive of GST

What are the cancellation charges for domestic sector?

Fare Families		Alliance Super Saver	Alliance Value	Alliance Flexible
RBDs		(EE,E,SS,S,TT,T,UU,U,LL,L,GG, G,WW,W,VV,V, QQ,Q,KK,K,)	(HH,H,MM,M,B B,B)	(YY,Y)
Cancellation Fees Per Person Per Sector	Any changes within 24 hours of booking, if booked at least 7 days before the travel dates	NIL	NIL	NIL
	Departure 0-3 days	INR 4000 or basic fare (whichever is lower)		
	Departure 4 days & above	INR 3500 or basic fare (whichever is lower)		NIL

\* Above rates are inclusive of GST

#### What is the no-show fee for domestic sector?

Fare Families	Alliance Super Saver	Alliance Value	Alliance Flexible
RBDs	(EE,E,SS,S,TT,T,UU,U,LL,L,GG,G,WW,W,VV,V,QQ,Q,KK,K,)	(HH,H,MM,M,BB,B)	(YY,Y)
Change/ Cancellation allowed till	2 hours before the departure of flight. For change/ cancellation done within 2 hours, no show charges will apply.	2 hours before the departure of flight. For change/ cancellation done within 2 hours, no show charges will apply.	2 hours before the departure of flight. For change/ cancellation done within 2 hours, no show charges will apply.
No Show	Only taxes refundable	Only taxes refundable	Only taxes refundable

#### What are the Reservation and Ticket Service Fee/Web Charge/ Convenience Fee for domestic sector?

A Fee of INR 299 will be charged per sector per person (except infants) on domestic sectors if booked from Alliance Air Ticketing office/Alliance Air Website.

#### What are the UMR charges for domestic sector?

A Fee on INR 4999 will be applicable as UMR Handling Fee, inclusive of GST

#### What are the prepaid excess baggage charges for domestic sector?

Excess Baggage Charges (Domestic)	Up to 5Kg	Above 5Kg To 10Kg	Above 10Kg to 15Kg	Above 15Kg to 20Kg	Above 20Kg to 30Kg
	INR	INR	INR	INR	INR
Alliance Air	3150	6300	9450	12600	18900

\*Above rates are inclusive of GST

What are the preferred seat charges for domestic sector?

ATR-72(70 SEATER)		ATR-72(72 SEATER)		ATR-42	
Rows 1,2,17,18	INR 500	Rows 1,2,18,19	INR 500	Row 1,2,12,13	INR 500
Rows 3-5	NIL	Rows 3-5	NIL	Rows 3- 4	NIL
Rows 6 - 8	INR 100	Rows 6 - 8	INR 100	Rows 5- 8	INR 100
Rows 9 -13	INR 200	Rows 9 -14	INR 200	Rows 09-11	INR 300
Row 14 - 16	INR 300	Row 15 - 17	INR 300		

\*Above rates are inclusive of GST

Preferred Seat charges are not applicable on Dornier Flights

What is the date change fee for international sector?

Rebooking Rules		Charges
Change Fees Per Person Per Sector	Changes within 24 hours of booking, if booked at least 7 days before the travel dates	NIL
	Until 02hrs before departure	INR 3000 or Basic Fare whichever is lower

\*Above rates are inclusive of GST originating Ex-India

What are the cancellation charges for international sector?

Cancellation Rules		Charges
Cancellation Fees Per Person Per Sector	Changes within 24 hours of booking, if booked at least 7 days before the travel dates	NIL
	Departure 0-3 days (i.e. 02 Hrs to 72 Hrs)	INR 4000 or Basic Fare whichever is lower
	Departure 4 days (72 Hrs and above) and above	INR 3500 or Basic Fare whichever is lower

\* Above rates are inclusive of GST originating Ex-India

#### What is the no-show fee for international sector?

<b>Change/ Cancellation allowed till</b>	2 hours before the departure of flight. For change/ cancellation done within 2 hours, <b>no show charges INR 5000 will apply</b> or Basic Fare whichever is lower
<b>Refund on No Show</b>	<b>INR 5000 or Basic Fare</b> whichever is lower will be deducted from basic fare

#### What are the prepaid excess baggage charges for International sector?

<b>Prepaid Excess Baggage Charges</b>	<b>Up to 5Kg</b>	<b>5Kg to 10Kg</b>	<b>10Kg to 15Kg</b>	<b>15Kg to 20Kg</b>
INR	2640	5280	7920	10560

\* Above rates are inclusive of GST originating Ex-India

#### What are the preferred seat charges for International sector?

<b>For 72 Seater Aircraft (in INR)</b>	
<b>Row 1-2 &amp; 17-18</b>	500
<b>Rows 3-5</b>	NIL
<b>Rows 6-8</b>	100
<b>Rows 9-13</b>	200
<b>Rows 14-16</b>	300

\* Above rates are inclusive of GST originating Ex-India

#### How can I obtain a refund for a ticket booked through a travel agency?

The refund for the amount will be made to the travel agency's account on cancellation of the booking. Passengers will have to contact the concerned agency directly to claim their refund.

**Will I be contacted in advance if my flight is delayed, preponed or cancelled?**

If you have provided us with your SMS capable Indian mobile phone number and E-mail ID while booking, then Alliance Air will notify you in advance through a SMS on your mobile phone along with the E-mail notification.

We strongly recommend all passengers to provide us with their correct phone number and email address at the time of booking, in order to enable us to inform them in unforeseen cases of flight delays or cancellations. You can update your contact details on the View/Change Booking page on our website or through our Call Centre.