



## **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

### **How can I 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 repeatedly 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 permit open dated tickets.



**Can I avail special discount in my booking or any other discounts are there in Alliance Air flights?**

Yes, Discounted fares such as Senior Citizen, Student, Armed Force and Family Fare are available on Alliance Air flights as per subject to availability in selected 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 kgs with overall maximum dimensions of 270 cm (L+W+H)/ per passenger for all domestic flights except for flights to or from Kullu and also for the sectors in Dornier flight as allowed up to 10 kgs.

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

Each passenger is permitted to carry 1 piece not more than 5 kgs, plus Laptop or Ladies purse. Hand baggage size must be within the dimensions of: 40cm + 30 cm + 15 cm (L+W+H; total 85 cm) on Alliance Air flights.

Infants are entitled for 5 kgs of hand baggage.

**What are the Excess Baggage charges?**

Excess baggage will be charged at the rate of INR 700 per kg with inclusive of GST at the check-in counter in the airport for domestic sectors except all flights in Northeast. The applicable charges without GST in Northeast are INR 666.66 per kg.

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

All passengers can do the web check-in in Alliance Air flights through the link on [www.allianceair.in/check-in.html](http://www.allianceair.in/check-in.html) . Web check-in opens 48 hours and closes 2 hours prior to the 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 (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	Allianc e Flexibl e
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)
<b>Change/ Cancellation allowed till</b>	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.
<b>No Show</b>	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 either from Alliance Air Ticketing office or Alliance Air Website.

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

A Fee on INR 4999 will be applicable as UMNRR 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)	
Rows 1,2,17,18	INR 500
Rows 3-5	NIL
Rows 6 - 8	INR 100
Rows 9 -13	INR 200
Row 14 - 16	INR 300

ATR-72(72 SEATER)	
Rows 1,2,18,19	INR 500
Rows 3-5	NIL
Rows 6 - 8	INR 100
Rows 9 -14	INR 200
Row 15 - 17	INR 300

ATR-42	
Row 1,2,12,13	INR 500
Rows 3- 4	NIL
Rows 5- 8	INR 100
Rows 09-11	INR 300

\*Above rates are inclusive of GST Preferred

Seat charges are not applicable on Dornier flights

**How can I book or add the ticket for my infant later in our existing booking?**

You can add an infant to your existing booking by contacting through our Alliance Air customer care or visiting Airport Ticketing Office (ATO) .The Applicable charges will applied.

**I am traveling alone with my two infants. How to book my tickets with two infants?**

If you are planning to travel alone with two infants, the system will not allow to book according to Alliance Air policy, as only one infant is permitted with a single adult passenger. For further queries, please contact with our customer care at +91 44 4255 4255 / +91 44 3511 3511 (Toll) or email us at [support@allianceair.in](mailto:support@allianceair.in).

**I am trying to book me and my infant ticket but unable to book. Please advice or guide to book the tickets?**

Alliance Air flights have a maximum limit of 05 infants per flight. If the numbers of infants exceed the limit for booking of infants on flight will not be permitted. For further assistance, please contact Alliance Air Customer Care at +91 44 4255 4255 / +91 44 3511 3511 (Toll) or email us at [support@allianceair.in](mailto:support@allianceair.in)

**How do I cancel my ticket in Alliance Air flight?**

Alliance Air allows cancellation of bookings through Alliance Air website, Airport ticketing office (ATO), or authorized agents in Alliance Air network. Alliance Air website link: <https://allianceair.in/>

**Can I do the check-in with my preferred seat option?**

Yes, you can select your preferred seat when checking in online, or reserve your seat in advance either during booking or later through an Airport Ticketing Office (ATO), Alliance Air Call Center, or Alliance Air website.



### **How can I book the extra seat during the reservation?**

First of all if you are travelling alone, you should select two seats together and mention your name in the first name column and last name column.

Then mention the "EXTRA SEAT" as in the first name column "EXTRA" and mention the "SEAT" in the last name column while booking.

### **My payment amount has been deducted and debited from account while booking through alliance air website but still I didn't receive my ticket itinerary?**

Please check your registered email id once again. If not received your ticket itinerary, please contact with our customer care at +91 44 4255 4255 / +91 44 3511 3511 (Toll) or email us at [support@allianceair.in](mailto:support@allianceair.in).

### **What is the procedure for the Group booking in Alliance Air flights?**

If 10 (ten) or more passengers are planning to traveling together on Alliance Air flights, it is considered as a group booking. To make a group booking without any hassle, please contact with our Group desk at 011-25672199 email us at [groupdesk@allianceair.in](mailto:groupdesk@allianceair.in).

### **What is the procedure for the Charter flight booking in Alliance Air?**

Thank you for your interest in booking a charter flight with Alliance Air. Please contact Alliance Air Charter Coordinator Mr. Karan Nautiyal at [aaal.charters@allianceair.in](mailto:aaal.charters@allianceair.in) to get the best services in Charter flights.

### **How can I claim the refund amount which ticket issued by the travel agency?**

The applicable refund amount will be processed through the same channel by the travel agency if ticket issued from the travel agent. Here the passenger must contact directly with the agency to claim their refund.

### **How to get the "FIT TO FLY" forms for expected mother or only "FIT TO FLY" form, Medical information form (MEDIF)?**

Download the form by clicking this link: <https://allianceair.in/fod> . For further queries, please contact our customer care at +91 44 4255 4255 / +91 44 3511 3511 (Toll) or email us at [support@allianceair.in](mailto:support@allianceair.in).

### **What is the procedure for Unaccompanied Minor booking in Alliance Air flight?**

Children between 02 and up to 12 years of age traveling alone are considered as unaccompanied minor. The four copies of the UMR form must be submitted with duly filled by the parent or guardian three hours in advance on the date of departure to the Alliance Air airport office. A valid photo ID (e.g., Aadhaar card, school ID, passport) for the child is mandatory. The parent/guardian dropping off and picking up the child to/from the airport must be carried a valid original photo ID & copies. Designated Alliance Air staff will assist the child throughout the airport and flight. A handling charge must be applied for unaccompanied minor services if not paid in the ticket amount. The designated parent/guardian must escort their child to/from the airport and be present upon arrival to receive them.

### **If I lost my ticket how to get it?**

Please visit to our website by click on the 'Manage Booking' option, and follow the steps to download your ticket itinerary. Alternatively, you may contact with our Alliance Air Customer Care at +91 44 4255 4255 / +91 44 3511 3511 (Toll) or email us at [support@allianceair.in](mailto:support@allianceair.in).



**What benefits can a student avail by enrolling in student fare ticket?**

Students can avail an extra 10 kgs baggage allowance by booking a student fare ticket. The student ID card number must be mentioned during the booking and the same must be presented at the airport for verification when travel.

**Can I check the alliance air flight status to get the information regarding the operational, delayed or cancellation?**

Yes, you can check the flight status through the link <https://allianceair.co.in/flightstatus/> . Alternatively, you may contact with our customer care at +91 44 4255 4255 / +91 44 3511 3511 (Toll) or email us at [support@allianceair.in](mailto:support@allianceair.in) for further queries.

**Do you have any cargo facilities in Alliance Air flights?**

Yes, Alliance Air offers cargo booking facilities on its flights. For more details, please visit <https://allianceair.in/cargo> or contact us via email at [cargo@allianceair.in](mailto:cargo@allianceair.in) , [chander.pal@allianceair.in](mailto:chander.pal@allianceair.in) , or [deekshit.kumar@allianceair.in](mailto:deekshit.kumar@allianceair.in).

**Can I obtain a GST invoice after a journey on Alliance Air flights, and what is the procedure?**

After your journey, your GST invoice will be issued within a maximum of 15 days. If it does require earlier, please email to us at [gstsupport@allianceair.in](mailto:gstsupport@allianceair.in).

**Baggage was damaged upon arrival on the baggage belt. How can I report to your airline?**

You are requested to seek assistance at the airport from the Alliance Air baggage unit or any Alliance Air employee on duty at the airport.

**Is there any provision for the book tickets with frequent flyer card service?**

No, currently the booking with the frequent flyer card services are not available in Alliance Air flights.

**How can I get Travel Certificate after travel and what is the procedure for it?**

You can obtain your travel certificate by verifying your travel details through the Call Center or an Alliance Air airport ticketing office. There will be an applicable charge of INR 200 per passenger, per sector, inclusive of GST for this service.

**Is there any on board food service available?**

No, currently the Alliance Air does not provide any facilities of food services on board.

**Can I get the wheel chair facility at the airport? Is it chargeable or free of cost?**

Yes, you can get the wheel chair with free of cost at the airport as per subject to the availability .You can book this service in advance at the time of flight booking or later through the Alliance Air call center, or directly at the airport.

**Do you have the mobile app service available for the booking and all?**

No, Currently Alliance Air does not have the provision to book the tickets services through mobile app.



**Is there pets are allowed in Alliance Air flights? What is the procedure for the booking of pets along with passengers in the Alliance Air flights?**

Yes , the small inoffensive domestic pets such as dogs, cats & birds accompanied by valid health and rabies vaccination certificate, will be accepted on Alliance Air domestic flights in the cabin only (not permitted in the cargo hold ) at owners risk and subject to the requirements of the carrier. The pet must be properly carried in soft ventilated bags/kennel in the prescribed size (kennel size not to exceed 18" X 18" X 12"). The weight of the pet including the container should not exceed 08kgs and weight of the pet 05kgs for carriage in the cabin.

Maximum 02 pets of friendly nature are permitted per flight and passenger accompanying such pet will be seated in the last row of booked cabin class with the concurrence of the airlines commander. Pets will be carried at an additional charge and will not be included in the free baggage allowance. The rate to be charged for the pet carriage will be twice the current excess baggage rate of the sector.

**Is the pets/guide dogs allowed to lead the passenger & as depended on dog for travel guide?**

A trained guide dog when properly muzzled and leashed and with health/vaccination certificate , may be carried free of charge if the dog is trained to lead the passenger with impaired vision /hearing and the passenger is dependent on such dog.

**Pets/guide dogs can occupy the passenger seat?**

The pets/guide dogs will not be allowed to occupy a passenger seat. However, passenger has the option to buy an extra seat for the accompanied pet.

**I have recently recovered from COVID-19. Can I travel by air?**

If you have been diagnosed with and recovered from Covid-19 after receiving treatment, you will be permitted to travel only if you possess a Covid-19 recovery or discharge certificate from a recognized institution or a recently issued Covid-19 negative certificate from an ICMR approved testing center.

**If onward/connecting flight is cancelled, is it possible for the full refund or reschedule with free of cost in Alliance Air flights?**

Yes, you can get a full refund if your onward or connecting flight has been cancelled. Alternatively, you can reschedule your journey as free of cost based on subject to the availability of seats. For further assistance, please contact Alliance Air Customer Care at +91 44 4255 4255 / +91 44 3511 3511 (Toll) or email us at [support@allianceair.in](mailto:support@allianceair.in) .

**A ticket was purchased through a travel agency, and the journey was cancelled later, but the agency is not processing the refund. How can a refund be obtained?**

If you purchased tickets through the travel agency or online travel agency portal and then cancelled your booking but the agency has denied for the refund of applicable amount please call immediately to our Customer Care number +91 44 4255 4255 / +91 44 3511 3511 (Toll) or email us at [support@allianceair.in](mailto:support@allianceair.in)

**How do I connect with Alliance Air if my flight is delayed, preponed or cancelled in advance?**

The Alliance Air will notify you in advance regarding the cancellation through SMS services and email notification. For more details please connect with our Customer Care number +91 44 4255 4255 / +91 44 3511 3511 (Toll) or email us at [support@allianceair.in](mailto:support@allianceair.in)