

Itinerary Details

At any time after a Booking has been made, we may change our schedules and/or cancel, terminate, divert, postpone, reschedule or delay any flight where we reasonably consider this to be justified by circumstances beyond our control, or for reasons of safety, or for commercial reasons. Circumstances beyond IndiGo's control can include, without limitation, weather, air traffic control, mechanical failures, acts of terrorism, acts of nature, force majeure, strikes, riots, wars, hostilities, disturbances, governmental regulations, orders, demands or requirements, shortages of critical manpower, parts or materials, labour unrest etc. If an IndiGo flight is cancelled, rescheduled or delayed for more than three hours (depending on the length of the journey), a Customer shall have the right to choose a refund; or a credit for future travel on IndiGo; or re-booking onto an alternative IndiGo flight at no additional cost (subject to availability); subject to the requirements under the local laws of the country in which the flight has been cancelled, rescheduled or delayed.

In the special case where a subsequent portion of an IndiGo flight is cancelled while a Customer is already in transit, such a Customer shall have the right to choose to remain at the transit station and to be re-booked onto an alternative IndiGo flight to the final destination at no additional cost subject to availability; or to remain at the transit station and accept a partial refund for the portion of the flight not completed; or to return to the point of origin and receive a refund; or a credit for future travel on IndiGo; or re-booking onto an alternative IndiGo flight at no additional cost subject to availability. We strongly recommend all Customers to provide correct phone numbers and email address, to enable us to inform them of flight delays or cancellations in unforeseen cases: Customers who have not provided valid contact information at the time of Booking may not be entitled for any compensation. Contact our call centre (0) 99 10 38 38 38 or +91 124 6613838 if you have any queries.

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