



Chandigarh Transport Undertaking (OBRMS)



GSTN.-04AAALC1790P1ZZ

Ticket

Booked BY 9127084070

PNR NO: 987AEYNC	Service CODE: 2000110946240165131	DATE of Booking: 2023-08-22 10:48:54.0
Scheduled Departure: 05:20 AM	Quota: General	Bus TYPE: Leyland/Tata A/C Seater HVAC (2+3)
FROM: Chandigarh	DATE of Journey: 30-Aug-2023	TO: Delhi
Boarding: Sector 17	NO of Passenger: 1	Distance: N/A
Reservation upto: Delhi	Scheduled Arrival: 10:55 AM	Passenger Mob.No: 9127084070

Fare Detail

Description	Amount(IN rupee)	Amount(IN words)
Ticket Amount:	404.76	Four Hundred Four Only.
GST Amount:	0.00	Only.
Convenience Fees:	0.00	Only.
Total Amt:	404.76	Four Hundred Four Only.
Cancellation Charge (includes GST):	40.48	Forty Only.
Refund Amt:	362.26	Three Hundred Sixty Two Only.

Detail of Seat(s)

S.No.	NAME of Passenger	Gender	Age	Seat No.	Concession TYPE	STATUS
1	Test	MALE	23	28	NO CONCESSION	CANCELLED

Terms & Conditions

- 1-CTU will NOT be responsible FOR ANY loss OR damage TO the accompanying luggage.
- 2-Passengers are allowed TO carry 20kg AS personal luggage. ANY excess luggage will be charged AS per CTU rules.
- 3-TO ensure safely, secure AND operational convenience, ALL passengers are requested TO refrain FROM boarding/getting off AT ANY Unscheduled Stoppages.
- 4-The arrival AND departure TIME mentioned ON the ticket are only tentative timings. Buses may be DELAYED due TO SOME unavoidable reasons LIKE traffic jams etc.; however the bus will NOT LEAVE the STARTING station BEFORE the TIME that IS mentioned ON the ticket.
- 5-Passengers are requested TO arrive AT the boarding POINT AT LEAST 15 minutes BEFORE the scheduled TIME of departure.
- 6-Passengers are requested TO furnish the following AT the TIME of boarding the bus(Failing TO DO so, they may NOT be allowed TO board the bus).
- (i) A copy of the ticket OR SMS OR E-Ticket.
- (ii) Identity proof.(Driving license/Student ID Card/Passport/PAN Card/Voter ID Card/Aadhar Card etc.)
- (iii) IF you have opted FOR Sr. Citizen Concession, you need TO carry a valid ID Card, issued BY the Social welfare department, Chandigarh Administration. Otherwise FULL fare(i.e. difference IN fare) will be charged.
- 7-CTU shall NOT be responsible FOR ANY delay OR inconvenience during the journey due TO breakdown of the vehicle OR other reasons beyond the control of CTU.
- 8-The trips are SUBJECT TO cancellation OR postponement due TO breakdown of the vehicle OR insufficient passengers FOR the trip. Under such circumstances, passengers will be intimated through email/phone AS soon AS possible AND the ticket amount will be refunded. NO passenger will be taken ON the wayside. Route diversion charges IF necessary will be collected BY the conductor AT the TIME of journey. However IN CASE of break down of the bus the fare FOR uncovered portion of journey considering the nearest fare stage will be refundable.
- 9-Baggage AND Luggage will be booked AT OWNER's risk.

Cancellation/Refund/Rescheduling

Ticket booked through Online, refund will be done to their respective Credit Cards/Debit Cards/Bank Accounts according to the Bank procedure. No refund will be done at CTU ticket booking counters.

Detailed Cancellation Policy is available under About Us>Policies of Home Page

The cancellation slabs (excluding the reservation charges, transaction charges and service tax which are non-refundable) are as below:-

- i. Less than 3 hours before schedule departure of the bus, 100% will be deducted.
- ii. From 12 hours before and up to 3 hours before the schedule departure of the bus, 70% of the basic fare will be deducted.
- iii. From 24 hours before and up to 12 hours before the schedule departure of the bus, 50% of the basic fare will be deducted.
- iv. From 72 hours before and up to 24 hours before the schedule departure of the bus, 25% of the basic fare will be deducted.
- v. More than 72 hours before the schedule departure of the bus, 10% of the basic fare will be deducted.

? If the service is cancelled by CTU for operational or any other reasons then 100% charges(inclusive of GST) will be refunded.Further no refund will be given in case of bus breakdown.

? Transaction charges and service tax charged are non-refundable.

? No refund will be given to "NO-SHOW" passengers who do not report at the boarding point time.

? In respect of e-tickets cancelled by the passengers, CTU will refund the amount applicable to the concerned. The refunded amount is transferred back to the passenger's Credit/Debit card/Other payment options.

? No refund will be made after departure of the bus.

? Partial cancellations are allowed in respect of e-tickets.

? No Email request will entertained for cancellation of e-tickets.

Jurisdiction:

All disputes are subjects to the jurisdiction of Chandigarh courts only.

Enquiry offices:

For any query regarding bus services please contact enquiry offices.

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