

Reservation, Ticketing Time Limit (TTL) and Cancellation

Reservations

- The existing system of reservations and TTL will continue until 24th March 2008 for the winter schedule (already circulated to tour operators)
- Summer schedules will open for reservation/booking on 28th January 2008
- Reservations and bookings must be done at the Druk Air office as usual

TTL

- TTL for the summer schedule will be 24 hours until the end of March 2008
- The system will be customized to cater the existing TTL tentatively from 1st April 2008

I. Reservation and Ticketing Policy

1. Ticketing Time Limit (TTL): TTL of 30 days from the date of booking
2. For booking less than 30 days, TTL will be one week from date of booking
3. No name change permitted once the booking is made
4. Extension of TTL is not permitted. Druk Air will ensure that no TTL will be extended from any station.
5. Re-scheduling of tickets is permitted but once re-scheduled, the ticket will be stamped non-refundable and non re-routable
6. Not required to produce birth certificate for child at the time of issuing of ticket but need to provide at the point of entry.
7. Agents to provide names of the passengers as listed on their passport for reservation.
8. Reservations can also be accepted by email and faxes, the confirmation of which will be provided within a day.

II . Cancellation Policy

1. 100% refund permitted for tickets cancelled more than 30 days from the date of travel.
2. 50% refund permitted for tickets cancelled between 30- last 10 days from the date of travel.
3. No refund permitted for tickets cancelled within the last 10 days from the travel date.
4. Normal administration fee of USD 25 per ticket will be applicable for all the cancelled tickets.
5. Druk Air will not inform the concerned agents of tickets getting cancelled once the TTL expires.
6. Administration fee of USD 25 per ticket will be charged for cancellation of waitlisted tickets.
7. No refund permitted for tickets cancelled on medical grounds.
8. History print out is needed while applying for refund of cancelled tickets.
9. All refunds to be processed within sixty (60) days from the date of travel.

III . Tour Conductor Rebate

1. Rebate of 50% for 10+ 1 and 100 % for 15+ 1 would be allowed for additional passengers for the same sector and travel date, irrespective of date of bookings and PNRs.

IV. Block Purchase

1. Name change permitted on block purchased tickets provided the administration fee of USD 25 per ticket is paid
2. Extension of onward sector permitted on the same flight after paying the difference of fare
3. Non-refundable and rescheduling of flights not permitted

