

Terms and Conditions for Air Ticketing Services in Bhutan

These Terms and Conditions govern the sale and provision of airline ticketing and associated travel services by the Agent to the Consumer. By purchasing a ticket or availing associated services, the client agrees to abide by these Terms and Conditions.

1. Agent Information

Agent Name: _____
License/Registration No.: _____
Contact: Phone No : _____ Email: _____
Office Address (Location): _____

2. Booking and Payment

- 2.1. All flight bookings shall be subject to seat availability and applicable airline fare conditions.
- 2.2. No payment will be required at the time of booking the ticket.
- 2.3. Quoted fares include applicable taxes, airline fees, and service charges unless otherwise specified. Any additional costs arising from rescheduling, reissuance, or voluntary changes shall be borne by the Consumer.
- 2.4. The Consumer shall verify that all booking details, including passenger names (as per Passport/Citizenship Identity Card), date of birth, travel dates, and destinations, are accurate before confirming payment. The Agent shall not be liable for denial of boarding, travel disruptions, or any additional costs resulting from inaccurate information provided by the Consumer.
- 2.5. It is the Consumer's responsibility to ensure possession of valid passports, visas, health certificates, and other required travel documents for the entire journey. The Agent may provide general guidance; however, compliance rests solely with the Consumer.
- 2.6. Until written confirmation is received, all fare quotations shall be deemed non-binding and subject to change without prior notice.

3. Ticket Confirmation and Issuance

- 3.1. Once payment is received, an E-Ticket or Itinerary Receipt will be issued and sent via email or whatsapp.
- 3.2. The Consumer must review all details (name, flight, date, time, route, etc.) immediately upon receipt.
- 3.3. The Agent must verify and confirm the details before ticket issuance.
- 3.4. The Agent cannot be held responsible for errors not reported before ticket issuance.

4. Refund, Cancellation, and Rebooking Policy

- 4.1. Refunds and cancellations follow the respective airline's policies. The Agent will assist in facilitating requests but does not determine refund eligibility.
- 4.2. Refund Requests must be submitted through the issuing agent with the original booking reference.
- 4.3. **Refund Timeline:** In cases where the failure occurs on the Agent's part, the refund shall be processed immediately. However, if the failure arises from the consumer's side, the refund processing period may range from 15 to 90 working days, depending on the respective airline's policy and the payment method used.

- 4.4. **Non-Refundable Fares:** Certain promotional or discounted fares are strictly non-refundable and non-changeable. Such cases will be clearly communicated to the Consumer before confirming the booking.
- 4.5. **Rebooking/Rescheduling:** Permitted in accordance with airline rules and subject to seat availability and applicable change fees to consumers.
- 4.6. **No-Show Policy:** If a passenger fails to check in or board a flight, it will be considered a “no-show,” and the ticket value may be forfeited, unless the airline’s terms specify otherwise.
5. **Meet and Assist Services**
 - 5.1. “Meet and Assist” provides personal assistance for passengers at airports during arrival, departure, or transit.
 - 5.2. The services under the ‘Meet and Assist Service’ are as follows:
 - check-in and check-out,
 - immigration,
 - baggage claim,
 - gate transfers
 - 5.3. Requests must be made at the time of confirmation of the air ticket.
 - 5.4. Fees vary by airport or airline and are non-refundable in case of passenger no-show or late cancellation.
 - 5.5. Consumers will be refunded in full (“Meet and Assist” fee) if “Meet and Assist” Services are not rendered as agreed.
6. **Responsibilities of the Consumer**

The Consumer shall:

 - 6.1. Provide accurate personal details and valid travel documents (passport, visa, identification, etc.).
 - 6.2. Verify flight details before travel and comply with airline check-in and baggage rules.
 - 6.3. Inform the Agent promptly of any flight cancellations, schedule changes, or missed connections.
 - 6.4. For international travel, ensure compliance with destination country visa and entry Requirements.
 - 6.5. Check-in within the airline’s specified time limits to avoid cancellation or denial of boarding.
7. **Responsibilities of the Agent**

The Agent shall:

 - 7.1. Issue valid tickets only through authorized airline systems.
 - 7.2. Provide transparent information on fares, conditions, and applicable airline rules before confirming any booking.
 - 7.3. Assist consumers with cancellations, reissuances, or refunds according to airline policies.
 - 7.4. Maintain confidentiality of all customer data and personal information.
 - 7.5. Act as an intermediary between the consumer and airline to ensure smooth processing of service requests.
8. **Documentation and Record-Keeping**
 - 8.1. Consumers must retain all e-tickets, receipts, and correspondence for future reference in case of disputes.
 - 8.2. Refunds or follow-up claims require valid proof of purchase and booking details.

9. False or Misleading Information

- 9.1. The Agent shall not make false, misleading, or deceptive representations about fares, schedules, or airline services.
- 9.2. In the event of such misconduct, the Consumer may seek redress through relevant agencies.

10. Limitation of Liability

- 10.1. The Agent acts only as an intermediary between the Consumer and the Airline.
- 10.2. The contract of carriage lies directly between the Airline and the Consumer.
- 10.3. The Agent shall not be liable for:
- Flight delays, cancellations, or schedule changes by the airline;
 - Loss or damage to baggage;
 - Acts of third parties or circumstances beyond the Agent's control.
- 10.4. However, the Agent remains liable for negligence, misrepresentation, or failure to provide agreed services within its control.

11. Force Majeure

- 11.1. Neither party shall be liable for failure to perform obligations due to unavoidable events beyond their control (e.g., natural disasters, political unrest, strikes, pandemics).

12. Dispute Resolution

- 12.1. Any dispute shall first be resolved amicably between the Agent and the Consumer.
- 12.2. If unresolved, the issue may be referred to the relevant authorities.

I hereby acknowledge that I have read, understood, and agreed to the above Terms and Conditions.

Client Name: _____
Signature: _____
Date: _____

Agent Representative: _____
Signature: _____
Date: _____