

**redBus Ticket - TS3E90304004**

1 message

**redBus Ticket** <ticket@redbus.in>  
To: hari@shipmentsolutions.in

Sun, Feb 12, 2023 at 7:49 AM

**redBus Ticket Information**Chennai-Ernakulam on Sunday, February 12,  
2023Ticket Number: **TS3E90304004** | PNR No: **YBMD70751**

Hey Hari Rama Varma,


Thank you for booking your bus ticket with redBus. Here are the ticket details for your upcoming trip from Chennai to Ernakulam on Sunday, February 12, 2023

**Ticket Details**


Journey Date and Time

 **12/02/2023, 07:10 PM**


Travels

 **YBM Travels(BLM)**  
A/C Sleeper (2+1)


Amount Paid

 **Rs. 2121.0**  
(inclusive of GST  
and service charge, if any)


Boarding Point

 **Chennai**  
Vandalur  
Crescent College, Near IOB ATM  
Landmark: Crescent College, Near IOB  
ATM**7299477766 / 7299477766/****7299477767****7299477766 / 7299477766/****7299477767**

Dropping Point

 **Ernakulam**  
YBM TRAVELS, KPM Complex Near  
Gold Gym, Vytilla**DROPPING DATE & TIME:**  
**13/02/2023, 07:20 AM**

Passenger Details

 **Hari Rama Varma**  
38Yrs, MALE

Seat no

27

## Congrats on booking a Primo bus!



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**Clean**



**Comfortable**

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## Date change

The journey date for this ticket can be changed, you can advance or postpone the ticket to a different date as per your convenience.

Date change time and charges for this operator is shown below.

Time	Charges
Date change allowed till <b>12 Feb 2023 12:30 PM</b> (5 hours before departure)	<b>Rs. 202.0</b>

**Note:** Rescheduling a ticket can be availed only once per booking, if applicable. Once the travel date change option is availed, the ticket cannot be further cancelled.

**How to Change the journey date of your ticket in redbus app**

Go to my bookings, choose the journey & change date



## Cancellation policy

Your current cancellation charges according to the cancellation policy is highlighted below

Cancellation time	Cancellation charges
Before 11th Feb 01:00 PM	<b>Rs. 303.0</b> (15%)
After 11th Feb 01:00 PM & Before 12th Feb 09:00 AM	<b>Rs. 1010.0</b> (50%)
After 12th Feb 09:00 AM & Before 12th Feb 01:00 PM	<b>Rs. 2020.0</b> (100%)

- Cancellation charges are computed on per seat basis.
- For Group bookings, cancellation of individual seats is not allowed.
- Note: Cancellation charges mentioned above are excluding GST.

### How to cancel your ticket on redbus app

Go to my bookings and choose the journey and cancel the ticket

## Booking Policies



### Child passenger policy

Children above the age of 5 will need a ticket



### Luggage policy

2 pieces of luggage will be accepted free of charge per passenger. Excess items will be chargeable

Excess baggage over 10 kgs per passenger will be chargeable



### Pets Policy

Pets are not allowed



### Liquor Policy

Carrying or consuming liquor inside the bus is prohibited. Bus operator reserves the right to deboard drunk passengers.



### Pick up time policy

Bus operator is not obligated to wait beyond the scheduled departure time of the bus. No refund request will be entertained for late arriving passengers.



### Need help? redBuddy is here for you!



24x7 support



Quick Resolution



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### Travel Guidelines

Please note it is mandatory to follow the travel guidelines of your source and destination state of travel.

View Guidelines: <https://bit.ly/redbus-guidelines>

### Terms and conditions

1. redBus\* is an online ticketing platform. It does not operate bus services of its own. In order to provide a comprehensive choice of bus operators, departure times and prices to customers, it has tied up with many bus operators.

#### redBus responsibilities include:

- (1) Issuing a valid ticket (a ticket that will be accepted by the bus operator) for its network of bus operators
- (2) Providing refund and support in the event of cancellation
- (3) Providing customer support and information in case of any delays / inconvenience

#### redBus responsibilities do not include:

- (1) The bus operator's bus not departing / reaching on time.
- (2) The bus operator's employees being rude.
- (3) The bus operator's bus seats etc not being up to the customer's expectation.
- (4) The bus operator canceling the trip due to unavoidable reasons.
- (5) The baggage of the customer getting lost / stolen / damaged.
- (6) The bus operator changing a customer's seat at the last minute to accommodate a lady / child.
- (7) The customer waiting at the wrong boarding point (please call the bus operator to find out the exact boarding point if you are not a regular traveler on that particular bus).
- (8) The bus operator changing the boarding point and/or using a pick-up vehicle at the boarding point to take customers to the bus departure point.

2. The departure time mentioned on the ticket are only tentative timings. However the bus will not leave the source before the time that is mentioned on the ticket.

3. Passengers are required to furnish the following at the time of boarding the bus:

- (1) A copy of the ticket (A print out of the ticket or the print out of the ticket e-mail) e-mail).
- (2) A valid identity proof

Failing to do so, they may not be allowed to board the bus.

4. Change of bus: In case the bus operator changes the type of bus due to some reason, redBus will refund the differential amount to the customer upon being intimated by the customers in 24 hours of the journey.
  5. Amenities for this bus as shown on redBus have been configured and provided by the bus provider (bus operator). These amenities will be provided unless there are some exceptions on certain days. Please note that redBus provides this information in good faith to help passengers to make an informed decision. The liability of the amenity not being made available lies with the operator and not with redBus.
  6. In case a booking confirmation e-mail and sms gets delayed or fails because of technical reasons or as a result of incorrect e-mail ID / phone number provided by the user etc, a ticket will be considered 'booked' as long as the ticket shows up on the confirmation page of [www.redBus.in](http://www.redBus.in)
  7. Grievances and claims related to the bus journey should be reported to redBus support team within 10 days of your travel date.
  8. Cancellation of this ticket is **NOT** allowed after bus departure time.
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