Product Advisory

Travelport Merchandising Suite
New API Connected Carrier – IndiGo (6E)

<table>
<thead>
<tr>
<th>Product Advisory number:</th>
<th>2993</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version:</td>
<td>12</td>
</tr>
</tbody>
</table>

24-Nov-16 for Subscribers in India only
08-Mar-17 for Global launch

11-Aug-17: IndiGo login credentials no longer required for Travelport Galileo in 18 countries when using credit card form of payment. Please refer to the Overview section for the list of countries.

22-Aug-17: IndiGo login credentials no longer required, globally, for Travelport Galileo, Travelport Apollo and Travelport Worldspan when using credit card form of payment and when the PCC no longer needs to be configured using ZPROV.

03-Oct-17: IndiGo no longer allows users/agents to combine the ‘Lite’ fare family with any other retail fare family, while creating/modifying roundtrip or multi-city bookings.

10-Oct-17: IndiGo now supports ‘Hold’ booking for ‘Corporate’ fares.

28-Oct-17: IndiGo now supports ‘LKR’ currency (Sri Lankan Rupee).

22-Nov-17: IndiGo no longer offer free complementary seat selection for ‘Flexi’ fare family.

13-Jan-18: IndiGo now supports 3 new fare-families (‘Coupon Fare’, ‘Promo Fare’ and ‘SME Fare’).


IndiGo (6E) is a low-cost airline headquartered in Gurgaon, India and its primary hub is located in Indira Gandhi International Airport, Delhi. Travelport Merchandising Suite is now able to provide IndiGo content allowing agents and Travelport Universal API subscribers to book flights, ancillaries and seats, display Rich Content and Branding (RC&B) information and also put reservations on hold.

As of 24th November 2016, IndiGo content is available on terminal screen, Travelport Smartpoint and Travelport Universal API PCCs based in India.

As of 8th March 2017, IndiGo content is available, worldwide, on terminal screen, Travelport Smartpoint and Travelport Universal API.

From the August 2017 dates specified; Travel Agents will be able to shop IndiGo content and apply credit card payment to create bookings without having to request login credentials.
any login credentials from IndiGo. Full credentials must still be provided when using agency payment.

Additionally, as of 22nd August 2017, it will no longer be required for the agent to configure their PCC using ZPROV in order to shop and book IndiGo content.

From the 3rd October 2017, users/agents will no longer be able to combine the ‘Lite’ fare family with any other fare family, while creating/modifying roundtrip or multi-city bookings. If an agent tries to combine ‘Lite’ fare family with other retail fare family, (for example: ‘Regular’ or ‘Sale’ fare), then they will receive an error in the Price response.

From 10th October 2017, users/agents will be able to create ‘Hold’ booking with ‘Corporate’ fares. Previously ‘Hold’ bookings were only supported for ‘Retail’ fares.

From 28th October 2017, users/agents will be able to create IndiGo bookings using LKR currency (Sri Lankan Rupee).

From 22nd November 2017, IndiGo will no longer offer free complementary seat selection to users/agents for ‘Flexi’ fare family.

From 13th January 2018, user/agents will have access to 3 new fare-families (‘Coupon Fare’, ‘Promo Fare’ and ‘SME Fare’). Please refer to the ‘Fare Families’ section, under ‘Overview of IndiGo Functionality’ section for more details.

From 24th March 2018, passengers connecting to/from any non-IndiGo international flight within 24 hours of their IndiGo domestic flight will be able to purchase cheaper international connections excess baggage options.

Reason for issue: Notification to advise that users/agents now have option to purchase cheaper excess baggage for international connections.

Customer impact:
- ☒ Developers
- ☚ Agency Customers
- ☚ eCommerce Customers
- ☚ Car, Hotel, Rail or Cruise Customers

System:
- ☒ Travelport Galileo
- ☒ Travelport Apollo
- ☒ Travelport Worldspan

Load to pre-production: Not applicable

Web services: (API and Messaging) Not applicable

Issue history:
- Version 01 issue date: 28-Nov-16
- Version 02 issue date: 06-Mar-17
- Version 03 issue date: 27-Mar-17
- Version 04 issue date: 15-May-17
- Version 05 issue date: 31-Jul-17
- Version 06 issue date: 14-Aug-17
Overview

IndiGo content is now available for booking to Travelport subscribers through the Travelport Merchandising Suite’s Aggregated Shopping functionality. The distribution was initially limited to travel agents and Travelport Universal API subscribers whose PCC is based in India. As from 8th March 2017, IndiGo content is available globally.

Previously it was required that Travel Agents request login credentials from IndiGo prior to shopping or booking any IndiGo content. With this enhancement, Travel Agents without IndiGo credentials will have access to shop IndiGo content and book using credit card payment. Full credentials must still be provided when using agency payment. Additionally, as of 22nd August 2017, it will no longer be necessary for the agency to be configured for IndiGo content using ZPROV.

This enhancement takes effect as follows:

- From 11th August 2017:
  Travelport Galileo subscribers in the following Countries: Australia, Bahrain, Bangladesh, Germany, India, Italy Kuwait, Nepal, Oman, Qatar, Saudi Arabia, Singapore, South Africa, Spain, Sri Lanka, Thailand, United Arab Emirates and United Kingdom.

- From 22nd August 2017:
  Global activation of all Travel Agencies using Travelport Galileo, Travelport Apollo and Travelport Worldspan. Travel Agencies are no longer required to configure IndiGo content using ZPROV.

The How do I configure my PCC in order to display IndiGo content? document within ASK Travelport Answer ID AN15721 describes how to request an Agency ID from IndiGo and how to configure the PCC with the IndiGo Agency ID and with the Login ID needed for agency account payment.

Information available on ASK Travelport:

For examples and guidelines on how to book and configure the PCC, please refer to the following ASK Travelport answers:

- Where can I find the Travelport Aggregated Shopping User Guide for Galileo? AN9274
- Where can I find a Travelport Aggregated Shopping user guide for Apollo? AN10822
- Where can I find a user guide for Travelport Aggregated Shopping on Worldspan? AN9727
- Where can I find the Travelport Aggregated Shopping User Guide for Worldspan Travelport Smartpoint? AN13552
- IndiGo-Self Provisioning User Guide AN15721
- Which credit/debit cards are supported as form of payment for IndiGo bookings? AN15722

Customer Benefit

- Available now on terminal screen, Travelport Universal API and Travelport Smartpoint.

- Travelport Aggregated Shopping (TAS) and Travelport Smartpoint enable travel agents to sell the IndiGo content through a consistent and efficient workflow.
• Consumers have access to Retail Fares (Comparable with IndiGo website, requires a retail agency agreement with IndiGo)

• Consumers have access Corporate fares (Comparable with the IndiGo agency portal, requires a corporate agency agreement with IndiGo)

• Available functions when booking IndiGo are:
  ☑ Shop
  ☑ Price
  ☑ Book
  ☑ Hold Booking
  ☑ Modify
    ☑ Seat Selection Post Booking
    ☑ Ancillary Selection Post Booking
    ☑ Change Segment (date/time)
  ☑ Cancel PNR
  ☑ Cancel Segment
  ☑ Optional Services (Ancillaries)
    ☑ Seats (both chargeable and free of charge)
    ☑ Meals
    ☑ Excess Baggage
    ☑ Fast Forward
    ☑ Lounge
    ☑ 6E Plus
  ☑ Rich Content & Branding

Detail and Customer Examples

Overview of IndiGo Functionality:

<table>
<thead>
<tr>
<th>Passenger Types supported:</th>
<th>Adult, Child and Infant.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Maximum 9 passengers per booking.</td>
</tr>
<tr>
<td></td>
<td>Maximum 8 children per booking (unaccompanied minors not supported).</td>
</tr>
<tr>
<td></td>
<td>Maximum 4 infants per booking (1 infant maximum per adult).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Considered Child - Ages:</th>
<th>Age 2-11 (included)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Itinerary:</th>
<th>☑ One-way</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☑ Roundtrip</td>
</tr>
<tr>
<td></td>
<td>☑ Multi-city (IndiGo support a maximum of 5 sectors per PNR)</td>
</tr>
<tr>
<td></td>
<td>☑ Flight types</td>
</tr>
<tr>
<td></td>
<td>• Direct/Non-stop - Connecting Flights - Via Flights (connecting flights with stops but same flight number)</td>
</tr>
</tbody>
</table>
No interline or code share available.

It is not possible to book IndiGo flights **1 hour** prior to scheduled time of departure.

### Cabin Types:

### Fares Returned:

- **Retail** and **Corporate** fares:
  - For access to those fare, it requires an agreement with IndiGo and provisioning of the Travelport PCC.
  - Once you are signed up and provisioned you will be able to identify the Retail fares as presented with RBDs “L”, “X”, “Q”, “N” and “Y” and the Corporate fares with RBD “S”.
  - You may reference the Provisioning user guide on ASK Travelport at AN15721 for self-provisioning.
  - If the agency credentials are invalid, the agent will either not be presented with IndiGo content in the Fare Shop response or receive the following generic TAS (Travelport Aggregated Shopping) errors in all cores:
    - TASERR152- NO SHOPPING RESPONSE RETURNED
    - TASERR141-NO AVAILABILITY FOR THIS REQUEST
  
  Agent will need to contact the agency admin to validate 6E credentials in the provisioning setup or with the carrier.

- Child fares are returned but not discounted.
- No infant fares but fees are returned.

### Fare Families:

IndiGo offers two different fare groups: Retail and Corporate Fares. Within each fare group, there are different fare families per the following:

1. **Retail Fares (Comparable with IndiGo website)**
   - **Lite** - RBD “L”
     - Hand baggage only
     - Domestic only, not available on connections
     - Subject to availability
     - Travel date should be at least 15 days from the date of booking
     - Changeable/Refundable/Cancellable
     - Cancellation and change fee apply
     - It is possible to bring a checked baggage at a charge managed by the carrier (200 INR as of Nov 2016) and payable at the airport
     - Lite fare cannot be combined with any other fare family in roundtrip or multi-city itineraries
   - **Regular** - RBD “X”
     - Free checked baggage (weight allowance depending on route)
     - Changeable/Refundable/Cancellable
     - Cancellation and change fee apply
• Sale - RBD “X”
  ▪ Promotional fare, subject to availability
  ▪ If both Regular and Sale fares apply for the same itinerary only Sale is provided
  ▪ Free checked baggage (weight allowance depending on route)
  ▪ Non-Changeable/ Non-Refundable/ Non-Cancellable

• Return - RBD “N”
  ▪ Valid only for roundtrip itineraries, subject to availability
  ▪ Free checked baggage (weight allowance depending on route)
  ▪ Non-Changeable/Refundable/Cancellable
  ▪ Cancel fee applies

• Family - RBD “Q”
  ▪ Valid only for 2-9 passengers bookings (minimum number of passengers at carrier discretion)
  ▪ Domestic only, not available on connections, subject to availability
  ▪ Free checked baggage (weight allowance depending on route)
  ▪ Changeable/Refundable/Cancellable
  ▪ Change and cancel fee apply

• Flexi - RBD “Y”
  ▪ Not available on connections
  ▪ Free checked baggage (weight allowance depending on route)
  ▪ No free seat selection
  ▪ Changeable/Refundable/Cancellable
  ▪ Unlimited changes at no extra fee

• Promo - RBD “T”
  ▪ Promotional fare, subject to availability
  ▪ Free checked baggage (weight allowance depending on route)
  ▪ Departure date should be within 20 days of requesting date to get Promo Fares back
  ▪ Changeable/Refundable/Cancellable
  ▪ Change and cancel fee apply

• SME – RBD “M”
  ▪ Free checked baggage (weight allowance depending on route)
  ▪ Free meal
  ▪ 6E Plus is not available on SME Fare
  ▪ Changeable/Refundable/Cancellable
  ▪ Allows unlimited changes and cancellations for a fee
### 2. Corporate Fares (Comparable with IndiGo agency portal)
- Corporate - RBD “S”
  - Free checked baggage (weight allowance depending on route)
  - Free meal
  - Free seat selection, including extra legroom seats
  - Changeable/Refundable/Cancellable
  - Unlimited changes and cancellation at no extra fee
- Coupon – RBD “V”
  - Free checked baggage (weight allowance depending on route)
  - Free meal
  - Free seat selection, including extra legroom seats
  - 6E Plus is not available on Coupon Fare
  - Unlimited changes and cancellation at no extra fee

### Promotional Discount
IndiGo provides promotional discounts for specific fares/routes/agents. In order for an agent to avail of such discounts they need to specify the Promo Code provided by the carrier. The Promo Code has to be specified in the Fare Quote request before committing the booking.

In TAS (Travelport Aggregated Shopping) and Travelport Smartpoint it is possible to specify the Promo Code using the following cryptic entry:

```
<table>
<thead>
<tr>
<th>Travelport Galileo</th>
<th>FQ-PC&lt;promo code value&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travelport Apollo</td>
<td>$B-PC&lt;promo code value&gt;</td>
</tr>
<tr>
<td>Travelport Worldspan</td>
<td>4P-PC&lt;promo code value&gt;</td>
</tr>
</tbody>
</table>
```

I.e. FQ-PCINDIGO83, where INDIGO83 is the Promo Code value.

The Fare Quote response will display discounted fares if available. The discount is presented as a negative fee in the fare breakdown.

In Travelport Universal API, it is also possible to specify the Promo Code in the shop request.

**Limitations:**
Rich Content and Branding will not be able to apply promo codes for the fares displayed in the RCB graphical UI.
In Travelport Smartpoint and TAS (Travelport Aggregated Shopping) (cryptic environment) it will be possible to specify the promo code only in the fare quote/price request (not in the fare shop request).

**Fees Returned:**
- Taxes vary from airport to airport.
- A payment processing fee is charged when booking with credit or debit card. The fee applies per passenger per segment.

**Default Currencies:**
- IndiGo prices the itinerary in the currency of the city of origin.
- When looking at shopping results, the currency displayed is the equivalent price in the agent’s local currency to ease comparison between shopping options.
- Supported Currency list:

<table>
<thead>
<tr>
<th>Currency Code</th>
<th>Currency Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>EUR</td>
<td>Euro</td>
</tr>
<tr>
<td>GBP</td>
<td>British Pound</td>
</tr>
<tr>
<td>USD</td>
<td>US Dollar</td>
</tr>
<tr>
<td>INR</td>
<td>Indian Rupee</td>
</tr>
<tr>
<td>SGD</td>
<td>Singapore Dollar</td>
</tr>
<tr>
<td>NPR</td>
<td>Nepalese Rupee</td>
</tr>
<tr>
<td>OMR</td>
<td>Omanci Rial</td>
</tr>
<tr>
<td>THB</td>
<td>Thai Bhat</td>
</tr>
<tr>
<td>AED</td>
<td>UAE Dirham</td>
</tr>
<tr>
<td>BDT</td>
<td>Bangladeshi Taka</td>
</tr>
<tr>
<td>QAR</td>
<td>Qatari Riyal</td>
</tr>
<tr>
<td>LKR</td>
<td>Sri Lankan Rupee</td>
</tr>
</tbody>
</table>

**Frequent Flyer:**
Not supported by the airline at this time.

**Code Share:**
Not supported by the airline at this time.

**Forms of Payment Supported:**
- Credit/Debit Card – more information in the following section
- Agency Payment - for select agencies that have signed up for an agency account with IndiGo.

In order for credit/debit card form of payment to be accepted the delivery address needs to be specified with the following mandatory elements:
- Customer name
- Street address
- City
- **State/Province/Region**
- Country
- ZIP/Postal code

**Credit and Debit Cards Supported:**
Please find more info on supported Credit and Debit Cards in ASK Travelport answer **AN15722**.

**Partial Payment:**
Not supported by the airline at this time.
<table>
<thead>
<tr>
<th><strong>Multiple Payments:</strong></th>
<th>Not supported by the airline at this time.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hold Bookings:</strong></td>
<td>Hold booking is supported for both Retail and Corporate fares.</td>
</tr>
<tr>
<td></td>
<td>Hold Bookings can include ancillaries and seats selection.</td>
</tr>
<tr>
<td></td>
<td>The booking is put automatically on hold if it is committed without specifying a form of payment.</td>
</tr>
<tr>
<td></td>
<td>The period for which the booking can be held is determined by the carrier.</td>
</tr>
<tr>
<td></td>
<td>If the hold booking is not confirmed the carrier cancel the booking and an email and SMS confirmation is sent to inform about hold PNR cancelled.</td>
</tr>
<tr>
<td></td>
<td>After a hold PNR is cancelled by the carrier the error message &quot;Unable to retrieve reservation&quot; will be displayed in Travelport Merchandising Suite if the agent tries to retrieve the booking.</td>
</tr>
<tr>
<td></td>
<td>It is not possible to modify a hold booking.</td>
</tr>
<tr>
<td></td>
<td>In order for the hold PNR to be confirmed it is necessary to retrieve the PNR, add a valid form of payment and commit the booking.</td>
</tr>
<tr>
<td></td>
<td>In Travelport Smartpoint the form of payment needs to be added using the <strong>cryptic</strong> entry.</td>
</tr>
<tr>
<td><strong>Waitlisted Bookings:</strong></td>
<td>Not supported by the airline at this time.</td>
</tr>
<tr>
<td><strong>PNR Locator / Ticket number:</strong></td>
<td>The carrier returns record locator for the reservation but no eTicket number(s).</td>
</tr>
<tr>
<td><strong>Mandatory Booking Data:</strong></td>
<td></td>
</tr>
<tr>
<td>First Name</td>
<td>✓</td>
</tr>
<tr>
<td>Last Name</td>
<td>✓</td>
</tr>
<tr>
<td>Passenger Title</td>
<td>✓</td>
</tr>
<tr>
<td>Gender</td>
<td>✓</td>
</tr>
<tr>
<td>Date of Birth (for Child and Infant)</td>
<td>✓</td>
</tr>
<tr>
<td>Nationality</td>
<td>✓</td>
</tr>
<tr>
<td>Address</td>
<td>✓</td>
</tr>
<tr>
<td>Country Code</td>
<td>✓</td>
</tr>
<tr>
<td>City</td>
<td>✓</td>
</tr>
<tr>
<td>State (required for Credit Card payment)</td>
<td>✓</td>
</tr>
<tr>
<td>Postal Code</td>
<td>✓</td>
</tr>
<tr>
<td>Email Address</td>
<td>✓</td>
</tr>
<tr>
<td>Phone</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Passenger Titles and Contacts:</strong></td>
<td>Passenger titles are mandatory and will be validated by Travelport.</td>
</tr>
<tr>
<td>IndiGo supports the following:</td>
<td>IndiGo supports the following:</td>
</tr>
<tr>
<td>- ADT: (Only MR, MRS, MS)</td>
<td>- ADT: (Only MR, MRS, MS)</td>
</tr>
<tr>
<td>- CHD/INF: (Only MR, MS)</td>
<td>- CHD/INF: (Only MR, MS)</td>
</tr>
<tr>
<td><strong>Email Notification:</strong></td>
<td>IndiGo automatically sends email notifications to the traveler for bookings created through Travelport.</td>
</tr>
<tr>
<td><strong>Optional Services:</strong></td>
<td>✓ Excess Baggage</td>
</tr>
<tr>
<td>- For domestic bookings</td>
<td>• Excess Baggage</td>
</tr>
<tr>
<td>- BGXS05 = Excess Baggage - 5kg</td>
<td>- BGXS05 = Excess Baggage - 5kg</td>
</tr>
<tr>
<td>- BGXS10 = Excess Baggage - 10kg</td>
<td>- BGXS10 = Excess Baggage - 10kg</td>
</tr>
</tbody>
</table>
**Product Advisory**

**Travelport Merchandising Suite – New API Connected Carrier – IndiGo (6E)**

- **BGXS15** = Excess Baggage - 15kg
- **BGXS30** = Excess Baggage - 30kg

**For international bookings**
- **BGXS05** = Excess Baggage - 5kg
- **BGXS10** = Excess Baggage - 10kg

**For international connections bookings**
- **BG_IN08** = International Connections Excess Baggage – 8 KG
- **BG_IN15** = International Connections Excess Baggage – 15 KG
- **BG_IN30** = International Connections Excess Baggage – 30 KG

**Note:** Passengers connecting to/from any international non-IndiGo flight within 24 hours of their IndiGo domestic flight will be able to purchase cheaper international connections excess baggage options. This domestic IndiGo flight can be a direct, via or connecting flight, the traveler needs to prove at the airport that there is/was an international travel for him/her within 24 hours of their domestic journey, and that international journey shall not be on an IndiGo flight. If the traveler fails to show boarding pass or valid ticket of international travel than IndiGo is authorized to charge excess baggage as per applicable rates at the airport.

- Excess baggage option can be purchased by any passenger in the PNR (except INF).
- Each passenger can select a maximum of 1 excess baggage option per segment.
- Excess baggage is not allowed to be purchased within 6 hours prior to scheduled time of departure.

**International Connections Excess baggage is not allowed to be purchased within 24 hours prior to scheduled time of departure.**

**Meals**

- **For Retail fares:**
  - There are two types of meals available for selection:
    - Veg Meal (VGML)
    - Non-Veg Meal (NVML)
  - Meal cannot be booked within 24 hour prior to scheduled time of departure
- **For Corporate fares:**
  - Meal (CPML) is available free of charge
  - Meal will be auto-selected for traveller in POS
  - The meal type (Veg or Non-Veg) can be specified by the traveller on the plane
  - Meal cannot be booked within 1 hour prior to scheduled time of departure
- For connecting/via flights the Travelport platform will push the meal option only on first leg of the journey.
- Each passenger can specify only one meal option per segment.
- No meals will be available on short sector flights (availability managed by the carrier).
- Free complementary meal (CPML) available for SME Fare.

✓ Lounge
- IndiGo support access to Airport Lounge in specific airports. The full list of airports and terminals where IndiGo can provide this option is available on the carrier website.
- Airport Lounge (LNGE) option can be purchased by any passenger in the PNR (except INF) and for any segment of the itinerary.
- Lounge option will be displayed only if IndiGo provide this option in the departing airport.
- For connecting flights, this option need to be purchased for both the departing airports. For example: for a journey DEL-MCT via BOM, Airport Lounge will be charged/available for both DEL and BOM airports.

✓ Fast Forward
- IndiGo support Fast Forward in specific Indian airports. The full list of airports and terminals where IndiGo can provide this option is available on the carrier website.
- Fast-Forward (FFWD) have to be purchased by all passengers in the PNR (except INF) otherwise the following error will be returned: “TASERR068-SELECT TSPR FOR ALL PASSENGERS”.
- Fast-Forward (FFWD) can be purchased for any segment of the itinerary.
- Fast Forward will be displayed only if IndiGo provide this option in the departing airport.
- Fast Forward is supported for Via Flights but NOT for Connecting Flights.

✓ Seats
- Paid and free seats are available for purchase.
- All seats are presented as paid seats category. Free seats can be identified as seats with £0.00 price amount but the “Free seats” filter cannot be used in Travelport Smartpoint.
- Seat selection can be purchased by any passenger in the PNR (except INF) and for any sector of the itinerary.
- For connecting/roundtrip flights the agent needs to select seats for the individual segments in the journey.
- PNRs with Infant passenger(s) are not eligible for seat selection in the Travelport Merchandising Suite. Please contact the carrier customer support for this service.
- Children or adults passengers travelling with children are not allowed to select exit row seats (rows 12 and 13).
- Corporate fares comprise any type of seat selection free of charge.

✓ 6E Plus
- Flexibility of changing your booking as many times as you want, without any charges.
- 6E Plus cannot be added on an existing reservation.
**Product Advisory**

**Travelport Merchandising Suite**

**– New API Connected Carrier – IndiGo (6E)**

- 6E Plus must be selected for all passengers (other than INFANT) in the PNR. (similar to priority boarding)
- 6E Plus is Non-Refundable.
- Allowed on Domestic routes only.
- Applied to the first segment of the connection.
- Applicability of 6E Plus is '1 Per Passenger O&D'.
- Applied to all O&Ps in the PNR.
- Not available for Corporate Fares.
- Not available for Flexi Fare.
- Not available for Lite Fare.
- Not available for SME Fare.
- Not available for Coupon Fare.
- Not available for international routes.
- To avoid cancellation fees, PNRs with 6E Plus have to be cancelled on the website only.

**PNR Cancel:**

Itinerary cancel is supported for both Retail and Corporate bookings.

Once the cancellation process is initiated, the agent will be displayed the amount that will be refunded, if any, and requested to continue with or decline the action. In case of refund, the carrier will manage the transaction and refund the agent according to the carrier rules. Please refer to IndiGo’s website for the latest status.

**Cancel Segment:**

The following restrictions are in place on Segment/O&D cancel:

- Cannot cancel part of a roundtrip journey with fare family 'Return Fare'.
- Cannot cancel segments in a PNR with 6E Plus.
- Cancellation/Changes cannot be done if the segment(s) being cancelled is (are) already checked in or have been flown.
- Cancellation/Changes cannot be done 2 hours prior to time of departure for retail and 1 hour for Corporate (for Domestic).
- Cancellation/Changes cannot be done 4 hours prior to time of departure for both Retail and Corporate (for International).
- Cannot make partial cancellation of connecting segments, instead the whole O&D must be cancelled.
- If the segments selected for cancellation leave no un-flown segments in the PNR, an error will be thrown in ACH saying to use the Itinerary Cancel Service.
- All optional services are refundable (if they are on the cancelled segment(s)) with the exception of 6E Plus.

There are cancel fees charged per segment. Cancel fees and Refund amount (if any) will be returned in the Re-Price Response.

**Seat Selection Post Booking**

It is possible to modify an IndiGo PNR adding or changing Seat selection for one or more segments with the following features and limitations:

- It is possible to:
  - add free or paid seats for any segment / passenger to a PNR which did not have seats.
  - have a mix of paid and free seats for different segments / passengers in the PNR.
  - upgrade (go to a higher paid or paid from free) seat assignment for any passenger / segment on a PNR.
<table>
<thead>
<tr>
<th>Ancillary Selection Post Booking</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Excess Baggage</strong></td>
</tr>
<tr>
<td><strong>It is possible to:</strong></td>
</tr>
<tr>
<td>o see excess baggage options available for each O&amp;D for the booked fare in an IndiGo PNR.</td>
</tr>
<tr>
<td>o add an available excess baggage for the fare on any O&amp;D for any passenger(s) on the PNR without existing bag selection.</td>
</tr>
<tr>
<td><strong>It is NOT possible to:</strong></td>
</tr>
<tr>
<td>o remove a booked excess baggage selection for any passenger/O&amp;D in the PNR.</td>
</tr>
<tr>
<td>o upgrade my baggage selection to a higher baggage allowance (available for that fare) for any passenger/O&amp;D in the PNR.</td>
</tr>
<tr>
<td>o downgrade my baggage selection to a lower baggage allowance (available for that fare) for any passenger/O&amp;D in the PNR.</td>
</tr>
<tr>
<td>o view available excess baggage selections or add excess bags on an O&amp;D within 6 hours of departure.</td>
</tr>
<tr>
<td>o view available international connections excess baggage selections or add international connections excess bags on an O&amp;D within 24 hours of departure.</td>
</tr>
<tr>
<td>o add a bag to a hold booking.</td>
</tr>
<tr>
<td>IndiGo does not currently charge change/payment fee when only adding / changing excess baggage.</td>
</tr>
<tr>
<td>All other business rules for excess baggage selections, as applicable at the time of initial booking, apply.</td>
</tr>
<tr>
<td><strong>Meals</strong></td>
</tr>
<tr>
<td><strong>It is possible to:</strong></td>
</tr>
<tr>
<td>o see meal selection available for each O&amp;D for the booked fare in an IndiGo PNR.</td>
</tr>
<tr>
<td>o add a meal selection for the fare on any O&amp;D for any passenger(s) on the PNR without existing meal selection.</td>
</tr>
</tbody>
</table>
It is **NOT** possible to:
- remove meal selection already confirmed in a booking.
- change an existing meal selection confirmed in a booking.
- view available meal selections or add meals on an O&D within 24 hours of departure.
- add a meal selection to a hold booking.

IndiGo does not currently charge change/payment fee when only adding meal selection.

All other business rules for meal selections, as applicable at the time of initial booking, apply.

**☑️** Lounge (available only in TAS)

It is possible to:
- see available lounge access option for each O&D for the booked fare in an Indigo PNR.
- add available lounge access option for the fare on any O&D for any passenger(s) on the PNR without existing meal selection.

It is **NOT** possible to:
- remove lounge access option already confirmed in a booking.
- view available lounge access option or add lounge access on an O&D within 1 hour of departure.
- add lounge access to a hold booking.

IndiGo does not currently charge change/payment fee when only adding lounge access.

All other business rules for lounge access, as applicable at the time of initial booking, apply.

**☑️** Fast Forward

It is possible to:
- see available fast forward boarding selection for each O&D for the booked fare in an Indigo PNR.
- add available fast forward option for the fare on any O&D for any passenger(s) on the PNR without existing fast forward selection.

It is **NOT** possible to:
- remove fast forward option already confirmed in a booking.
- view available fast forward option or add fast forward option on an O&D within 1 hour of departure.
- add fast forward option to a hold booking.

IndiGo does not currently charge change/payment fee when only adding fast forward option.

All other business rules for fast forward option, as applicable at the time of initial booking, apply.
6E Plus

It is **NOT** possible to:
- select 6E Plus option post booking.

### Change Segment (date/time)

It is possible to modify an IndiGo PNR changing one or more segments with the following features and limitations:

**It is possible to:**
- change the date/time of any segment not flown yet.
- downgrade/upgrade/select the same fare family for the new segment.

**It is **NOT** possible to:**
- add an O&D to the PNR.
- change the O&D of any sector.
- For Retail fares: change any segment 2H before segment scheduled departure time.
- For Corporate fares: change any segment 1 hour (1H) before segment scheduled departure time.
- change a segment if 6E Plus is present in the PNR.
- change a segment if the PNR is On Hold or Checked-in.

**For Changed segments:**
- Meals/Lounge/Fast Forward/Excess Baggage are carried forward.
- Original Seat selection are not carried forward: the agent has to manually reselect the seat, but the price is retained.

**Refund/Additional collection:**
- If a cheaper flight is selected and a refund is due, the rebate is returned to the original form of payment.
- If the change requires additional collection a form of payment needs to be specified.

**Applicable Fees:**
- The carrier can charge a *Change fee* per segment, depending on the fare family booked.
- The carrier currently charges a *Payment fee* in the scenario where Agency Payment is used for the original booking and Credit Card is used for the modification.

**Glossary**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADT</td>
<td>Adult</td>
</tr>
<tr>
<td>API</td>
<td>Application Programming Interface</td>
</tr>
<tr>
<td>CHD</td>
<td>Child</td>
</tr>
<tr>
<td>INF</td>
<td>Infant</td>
</tr>
<tr>
<td>O&amp;D</td>
<td>Origin&amp;Destination. An O&amp;D can be composed of one or more segments.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>---------</td>
<td>----------------------------------------------------</td>
</tr>
<tr>
<td>PCC</td>
<td>Pseudo City Code</td>
</tr>
<tr>
<td>PNR</td>
<td>Passenger Name Record</td>
</tr>
<tr>
<td>RBD</td>
<td>Reservation Booking Designator</td>
</tr>
<tr>
<td>RCB</td>
<td>Rich Content &amp; Branding</td>
</tr>
<tr>
<td>TAS</td>
<td>Travelport Aggregated Shopping</td>
</tr>
<tr>
<td>UI</td>
<td>User Interface</td>
</tr>
<tr>
<td>Via flights</td>
<td>Connecting flights with stops but same flight number</td>
</tr>
</tbody>
</table>

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