

Important Terms & Conditions

TJ Flex Fare Category

This TJ Flex **fare category** offered by Trip Jack Private Limited (“TripJack”) enables customers to receive benefit amount towards air travel cancellation charges incurred due to cancellation of Flight booked along with other services.

Part I: Ticket Cancellation

Definitions

- **Cancellation Charges:** Cancellation Charges are the charges incurred by the customers for cancelling the Original Booking(s) for air tickets made through their travel agent on Trip Jack’s portal.
- **No Show:** No Show results when a customer neither cancels the booking(s) before the Scheduled Date and Time of the booked flight nor avails the intended services offered against the booking(s).
- **Original Booking:** Original Booking means the booking for air ticket confirmed by TripJack.
- **Original Booking Cost:** Original Booking Cost means the Cost incurred by the customer for booking Travel Tickets through their travel agent on TripJack portal. This includes the Taxes and Surcharge, however, excludes any Cashback or Discount availed at the time of Original Booking.
- **Plan Period:** This benefit begins from the date the customer books an air ticket with TJ Flex fare category, or the Date of Original Booking (whichever is later). It ends when the customer starts utilization of the ticket for its intended purpose.
- **Time Excess:** Time Excess refers to the period before or after (as applicable) when our liability for claims does not apply. This is the specified time that must pass before or after (depending on the case) for us to be liable for benefit payments under the TJ Flex Fare.
- **Plan Summary:** This benefit is limited to the maximum cancellation charge levied by the airline from the time of booking to 24 hours before the departure.
The benefit will cover the actual cancellation amount charged by the airline at time of cancellation.

Scope of Cover

If you cancel your Original Booking confirmed by TripJack under TJ Flex fare due to any unexpected, unforeseen cause beyond control other than those specifically excluded under this Plan, you will get the minimum of the following:

Cancellation Charges incurred by you less any TripJack cancellation charges applicable while cancellation of the ticket; OR

Amount mentioned in the Plan Summary subject to Limits specified therein less Tripjack cancellation charges; in simple terms,

Refund amount = Airline refund amount + Cancellation charge - Other Charges (TJ Flex Fee)

The liability of TripJack in any one Plan Period shall in no case exceeds the Limit as mentioned in Your Plan Summary for any one loss.

Conditions applicable to this Fare Category

- Plan period shall begin from the date of issuance of ticket with TJ Flex or the date of booking of ticket (whichever is later) and shall end when you start utilization of the ticket for its intended purpose.
- You need to cancel the ticket as soon as you become aware that you cannot avail the intended services provided by the ticket.
- Any part of the ticket cost being sponsored by any party other than the customer without implied or explicit consent of the customer will not be compensated for.
- Maximum amount of reimbursement will be subject to the limits mentioned in Plan Summary.
- The booking can be cancelled for any reason and the maximum Number of cancellations allowed is 1 per flight per passenger.
- For any change of plans which can lead to cancellation, communication to TripJack needs to be sent 24 hrs before departure.
- This ticket category covers Partial Passenger Cancellation. For instance, if you and your spouse are travelling, and because of an important meeting only you have to cancel, we will refund the fare of your ticket. Furthermore, in the future, if your spouse also decides to cancel their flight, he/she can do so 24 hours before scheduled departure.
- This fare category is applicable for Economy and Premium Economy class fare only.
- This fare category is for Domestic flights only.
- The charges for purchasing TJ Flex is non-refundable.
- This is valid for passengers aged 2-70 years
- This product is only applicable for flights booked under SME fares.
- Fares per pax under 3000 would be declined (Fare = Base Fare + Fees Surcharge)
- For any changes in dates, this coverage would not be valid.
- Cancellation covers to be offered at the time of purchase of flight tickets by the customer and cannot be offered afterwards.
- Premium charges are non-refundable
- Fare Types both refundable and non-refundable to be allowed
- Multi-pax issuance is allowed
- Please note that other charges will not be refunded in any case including airline cancellations
- It is recommended that you cancel ticket on TripJack portal to ensure instant refund
- By reissuing this ticket, you will not be eligible for a refund
- Plan period shall begin from the date of booking of ticket
- Max refund upto cancellation charge as per airline policy
- The TJ flex benefit for the user is valid only once. Customer will not be eligible to cancel again for free, if he has availed the benefit for some/all of the passengers in a booking

- The booking can be canceled for any reason and the maximum number of cancellations allowed is 1 per flight per passenger.
- Complete penalty of the partial leg which is being canceled will be refunded in case of partial cancellation
- In the event of any misuse or abuse of the offer by the customer or Travel Agent, TripJack reserves the right to deny the offer. TripJack shall not refund the booking amount in such cases.

Special Exclusions applicable to the TJ Flex Fare Category

- Fares per pax (Base Fare + Taxes) under Rs 3,000 would not be eligible to purchase the TJ Flex Fare Category and the same will be declined.
- The TJ Flex Fare Category doesn't cover multi-city trips or stop over flights.
- The TJ Flex Fare Category does not cover voluntary or involuntary flight rescheduling.
- No Show and cancellation within 24 hours of scheduled flight date and time is not covered.
- TripJack cancellation charges are not covered.
- Any claim falling within time excess. Time excess shall apply individually and independently of each other for each, and every loss intimated.
- Any prepaid ticket costs that can be claimed back from your service provider.
- Any contractual breach by Customer including but not limited to non-adherence to the terms and conditions of the ticket service provider.
- Circumstances leading to ticket cancellation of which Customer were aware or ought objectively to have been aware before the period of insurance.
- Cancellation of the tickets either wholly or in part done at the instance of the common carrier or air transport authority or any government body or government.
- Any ticket cancellation where you don't affect the cancellation before "the original scheduled timing of the services" less time excess.

Other T&Cs

- TripJack will verify the admissibility of the claims post cancelation and pay refund post verification of the merits of each case.
- TripJack reserves the right, at any time, without prior notice and liability and without assigning any reason whatsoever, to add/alter/modify/change or vary all of these terms and conditions or to replace, wholly or in part, this offer by another offer, whether similar to this Offer or not, or to extend or withdraw it altogether.
- TripJack does not accept responsibility for losses and additional expenses, due to delays or changes in air, missed connections, sicknesses, weather, strikes, quarantine, change in government rules and regulations or other causes, howsoever caused, and all such losses and expenses caused must be borne by the passenger.

- Disputes, if any, arising out of or in connection with this offer shall be subject to the exclusive jurisdiction of the competent courts.
- The maximum liability of TripJack for any dispute arising out of this offer shall be limited to the extent of the cancellation charges levied by the airline or Rs. 4000, whichever is lower.