

## FREQUENTLY ASKED QUESTIONS

### FAQs

#### Domestic Flights

- **Q. What are the various payment options?**

You can choose from any of these payment options: Credit card / Debit card / Net Banking for certain banks.

- **Q. What payment options do I have if I wish to reschedule my booking?**

We request you to contact our customer care at +91-8727969696. The payment for the difference in fare and reschedule charges can be paid by calling us at +91 -8727969696.

- **Q. Where can I check my refund amount, if I wish to cancel my reservation?**

We request you to contact our customer care at +91-8727969696.

- **Q. Can I know the size of check-in baggage?**

The dimension of the allowed baggage varies across airlines, to know the exact size of the baggage, please contact airline.

- **Q. I have contacted the airline directly to cancel my booking. How will I receive my refund?**

In case you have cancelled the reservation directly from the airline, please call us back and inform so that refund can be expedited as per standard process. No guarantee of refund is there due to any circumstances arising because of the airline or our booking partners.

- **Q. What is the 100 Percent Travels Service Fee levied on amendment or cancellation of flight bookings?**

In case, of online amendment and cancellation, the 100 Percent Travels service fee is Rs.300 per person for online cancellations and Rs.1000 per person for cancellations done through our call centre. The convenience fees is also non-refundable. If the flight is cancelled from the airline end, 100 Percent Travels does not charge any 100 Percent Travels Service Fee from the customer.

#### Domestic Hotels

- **Q. How will I receive my hotel voucher?**

On completion of your booking online, you'll receive the hotel voucher on the email ID provided. In case you don't receive it within an hour of booking, please call our call centre (+8727969696) and quote your booking reference number.

- **Q. How can I cancel my hotel booking?**

We request you to contact our customer care at +91-8727969696.

- **Q. Will I be charged if I wish to cancel my hotel booking?**

100 Percent Travels might charge (for few hotels) a nominal 100 Percent Travels fee of Rs 250 for hotel cancellation. The hotel concerned might charge a fee for cancellation in addition to that. You can either check on your hotel voucher or check the hotel details at My Bookings.

- **Q. Do I need to carry a photo Identification card for the checking in to the hotel?**

Yes, all the guests need to carry a valid government photo ID proof. The hotel is well within their right to deny check in if you are not carrying a valid photo ID proof.

#### International Flights

- **Q. Do I require reconfirming my booking 72- 48 hours before departure?**

Reconfirmation is not required for any booking now.

- **Q. What are the modes of payment available on the website?**

Customers can pay through Credit card, Debit card and Net Banking.

- **Q. After making the payment, how do I confirm if the payment has been received by 100 Percent Travels?**

After each successful payment, you receive a confirmation SMS on the registered mobile number and the receipt of that amount.

- **Q. How do I make the balance payment of my booking?**

We request you to contact our customer care at +91-8727969696.

- **Q. How can I print my e-tickets?**

We request you to contact our customer care at +91-8727969696 and we shall send you the tickets.

- **Q. How do I get my e-ticket/ payment receipt/ invoice on the 100 Percent Travels website?**

You can get your e-ticket/invoice through My Bookings section on 100 Percent Travels.com or through our automated IVR system.

- **Q. Is there a cancellation policy for international flights booked on 100 Percent Travels?**

Each airline has a different cancellation charge. We request you to contact our customer care at +91-8727969696. Apart from the airline cancellation charge, 100 Percent Travels charges Rs.1000 per person as standard cancellation charges for bookings cancelled through online or via our call centre, and the convenience fee is also non-refundable.

- **Q. How do I cancel my booking?**

We request you to contact our customer care at +91-8727969696.

- **Q. How can I cancel my flight booking online?**

We request you to contact our customer care at +91-8727969696.

- **Q. I don't understand the various classes in an airline. How can I select which one to book?**

There are four broad classes in an airline.

**Economy Class** - This class offers the best value for money and often includes benefits such as complimentary meals and beverages.

**Premium Economy Class** - This class bridges the gap between Economy Class and Business Class comforts, with premium seating and various other benefits.

**Business Class** - Space and convenience are the key features of Business Class cabins, enabling passengers to continue working while being on board.

**First Class** - This class travel offers more space, premium menus and large seats that generally convert to flat beds for optimal comfort.

- **Q. What passport details are required to issue international tickets?**

Passport Number

Issuing Country

Date of Birth {DD/MM/YY}

Gender

Expiry date of Passport {DD/MM/YY}

Last Name / Surname

First Name

Middle Name (if any)

**Note:** Customers traveling to destinations in Europe, USA and Canada, or on airlines such as KLM Airlines/ Kuwait Airways /British Airways /Air France /Saudi Arabian Airlines /American Airlines / Continental Airlines / Delta Airlines / United Airlines / Kenya Airways / China Southern Airlines / China Eastern Airlines / Aeroflot / Egypt Air / Biman Bangladesh Airlines/

Uzbekistan Airways will have to provide the additional details mentioned above to complete their booking. Details have to be provided on the same day as that of booking.

- **Q. What are the rules for baggage, rebooking and cancellation on Air Arabia?**

**Baggage** - You can carry one cabin baggage up to 10 kg on Air Arabia. However, as per your requirement you can carry extra baggage by paying an additional amount.

**Rebooking** - You can call Air Arabia or 100 Percent Travels to make the date change at least 24 hours prior to departure. Prevalent conditions and fare rules will apply.

**Cancellation** - All Air Arabia tickets are non-refundable. However, you can call the airline directly to cancel the ticket, and the airline will issue a credit note which can be used for future travel (within specified validity).

- **Q. What is the standard check-in time for international flights?**

You need to report at the airline counter at least 120 minutes prior to the schedule departure time.

- **Q. Do you provide travel insurance?**

Yes, we do provide travel insurance. You can call up our call centre number +91-8727969696 - to purchase the insurance.

- **Q. What is a reservation number/PNR/record locator?**

Your reservation number is a 6 digit alphanumeric code, which contains letters and numbers. You only need to enter these 6 digits.

- **Q. Do you provide any visa assistance?**

Yes, we do provide visa assistance for reservations made through 100 Percent Travels.com.

- **Q. I am travelling to the USA. What is my baggage allowance?**

The baggage allowance for travel to USA is based on the piece concept. Following are the guidelines for baggage allowance for travel to the USA:

**First Class and Executive Class**

Free Baggage Allowance: 2 pieces.

The sum of the 3 dimensions (length + breadth + height) must not exceed 62 inches or 158 centimeters for each piece.

The maximum weight permissible for a single piece of baggage is 32 kilograms or 70 pounds.

**Economy Class**

Free Baggage Allowance: 2 pieces

The sum of the 3 dimensions (length + breadth + height) must not exceed

45 inches or 115 centimeters

In addition they are entitled to 1 collapsible stroller/carrycot/infant car seat subject to availability of space

However, it is recommended that you reconfirm the allowance prior to your travel.

- **Q. I am travelling to Europe. What is my baggage allowance?**

The baggage allowance for travel to any country other than USA is based on the weight concept. The guidelines for baggage allowance for travel to countries other than USA are:

<b>Passenger type</b>	<b>Weight / Dimensions allowance</b>
Adults/Children	<b>Maximum combined weight:</b> First: 40kg (88lbs) Business: 30kg (66lbs) Premium Economy: 25kg (55lbs) Economy: 20kg (44lbs)
Infants	<b>Maximum combined weight:</b> First/Business/Premium Economy/Economy: 10kg (22lbs)

However, it is recommended that you reconfirm the allowance prior to your travel.

- **Q. I am travelling within Asia. What is my baggage allowance?**

The baggage allowance for travel to any country other than USA is based on the weight concept. The guidelines for baggage allowance for travel to countries other than USA are:

<b>Passenger type</b>	<b>Weight / Dimensions allowance</b>
Adults/Children	<b>Maximum combined weight:</b> First: 40kg (88lbs) Business: 30kg (66lbs) Premium Economy: 25kg (55lbs) Economy: 20kg (44lbs)
Infants	<b>Maximum combined weight:</b> First/Business/Premium Economy/Economy: 10kg (22lbs)

However, it is recommended that you reconfirm the allowance prior to your travel.

**Additional Questions:**

- **Q. What is a 100 Percent Travels Reference Number?**

A 100 Percent Travels Reference Number is a unique number that is generated when your booking is done. This number is generated for all bookings whether they are done online or office. All your bookings can be tracked by this unique identifier.

- **Q. My name includes a space between the first and middle names. How do I enter the same while making my bookings?**

It is not possible to enter a space in the name field. You can enter the middle name along with the first name without any space between the two.

- **Q. How can I find the best deals/promotions offered by 100 Percent Travels.com?**

You can get the best deals on flights and holidays on our website. All promotions are shared with customers through banners on the website. You could also register for promotional emails from 100 Percent Travels.com while creating your bookings with us.

- **Q. I have some suggestions/feedback on the services received by me. Where can I share the same with 100 Percent Travels.com?**

You could share the same through the Contact us/Customer Support page on our website. You can contact us through other social media channels and we shall respond to your requests.

- **Q. What is a processing fee or convenience fee?**

It is a payment gateway charge, and is levied on all flight bookings.

Domestic flights

One way per passenger: Rs 200 Round trip per passenger: Rs 350  
Multicity :Rs 150 per sector per passenger

International flights

One way per passenger: Rs 499 Round trip per passenger: Rs 499