

Terms and Conditions

Payment Options

1. Online Card Payments

Visa, Master and American Express Card payments are processed through an online payment gateway system. You need not worry about your card information falling into the wrong hands because your bank will authorize the card transaction directly without any information passing through us. In approximately 25-30 seconds (depending on your internet connection) your bank will issue, using the online payment gateway, an authorization code and confirmation of completion of transaction.

100 Percent Travels, as a Verisign Certified Site, uses the latest 128 bit encryption technology and other sophisticated methods to protect your credit card information. You can book your product using SSL encryption (the internet standard for secure transactions). In fact, transacting online with a credit card at the website is even safer than using a credit card at a restaurant because we do not retain your credit card information. You can be assured that 100 Percent Travels offers you the highest standards of security currently available on the internet so as to ensure that your shopping experience is private, safe and secure.

If the payment on the credit card is declined for some reason, alternate payment instructions must be received by 100 Percent travels 72 hours prior to the time of departure; else, the order is liable to be cancelled.

100 Percent travels charges a service fee on all domestic airline bookings. In case of cancellation of booking, this fee is non-refundable.

2. Internet Banking

If you have an account with any of the mentioned banks, then you can pay for your order through the respective bank's net banking options and the amount will be automatically debited from your account. 100 Percent Travels.com processes payments through an online gateway system which enables safe and secure transactions.

3. Pay at Hotel (Post Pay)

With some of our partner hotels 100 Percent Travels has negotiated a special facility where 100 Percent Travels customers can pay the hotel directly at the reception at the time of check-in at the hotel.

Transaction Confirmation

You should not take any action based on information on the Website until you have received a confirmation of your transaction. In case of confirmations to be received by email, if you do not receive a confirmation of your purchase/transaction within the stipulated time period, first look into your "spam" or "junk" folder to verify that it has not been misdirected, and if still not found, please contact our call centre.

Delivery of Products/Services

What is an e-ticket?

An e-ticket (electronic ticket) is a paperless electronic document with a unique confirmation number given to passengers in place of a paper ticket. Passengers are required to produce the unique confirmation number at the airport airline counter to claim the e-ticket.

How will I get my e-ticket details?

Your e-ticket details will be sent to the email address provided by you at the time of booking. If you do not receive your e-ticket within 8 hours of making your booking with 100 Percent Travels.com, please call our Customer Care Representative on +91-8727969696.

100 Percent Travels shall not be liable if customers do not comply with this requirement.

Is it necessary to carry my e-ticket with me?

Yes, it is mandatory for you to carry a copy of your e-ticket as sent by 100 Percent Travels.com. In the event that you fail to present a copy of your e-ticket, 100 Percent Travels will not be held responsible if the Airline does not issue a boarding pass/ disallows you from travelling.

How will I get my boarding pass for an e-Ticket?

You need to show your e-ticket confirmation email and e-ticket along with a photo identity proof (passport, driver's license etc.) at the airline check-in counter. Thereafter the airline representative will issue your boarding pass.

Prepaid Ticket Advice ("PTA")

A PTA is a Prepaid Ticket Advice. We will give you a PTA number that you need to present at the airport check-in counter of the airline. The airline representative will print and give you your ticket at that time.

Amendment and Cancellation policy

You can cancel your domestic flight bookings by calling us. 100 Percent Travels will charge Rs. 300 per person per sector as standard cancellation charges.

To amend/cancel your ticket offline, call 100 Percent Travels Customer Care on +91-8727969696. For all offline cancellation of domestic flights a standard charge of Rs. 1000 per person per sector, over and above the airline's own cancellation charge will apply. For international flight bookings a standard fee of Rs 1000 per person would be charged for online cancellation and 2000 for any offline cancellation, over and above the airline's own cancellation charge.

For rescheduling of domestic flights, 100 Percent Travels will charge Rs. 300 per person per sector as standard rescheduling charges.

For no-show on domestic flights, 100 Percent Travels will charge Rs. 100 per person per sector as standard no-show charges.

Please refer to airline specific amendment and cancellation policy while using 100 Percent Travels Services. You may be required to directly contact the nearest airline office (of the concerned airline) to get your reservation cancelled.

How do I get a refund after cancelling my ticket or reservation?

In case of no-show or unutilized bookings, you shall be required to make requests for any valid and applicable refunds, as per the defined policies, within 30 days from the travel date in case of air/ rail/ cab/ bus tickets and/or the date of check-in for hotel bookings. No refund would be payable for any requests made after the expiry of 30 days of travel date/ check-in as aforementioned and all unclaimed amounts for such no-show or unutilized bookings shall accordingly be deemed to have been forfeited.

The refund shall be processed within 15 working days from the date of the cancellation request. If we have received the payment through a valid credit card, then the same will be refunded to your credit card. Payments made using any other form of payment will be refunded by cheque within a maximum of 60 days from date of receipt of ticket. All refunds shall be processed subject to processing of refunds by the respective airline/service provider.

Please note convenience fee charged at the time of booking will not be refundable.

Promotion Codes

100 Percent Travels.com generates promotion codes from time to time which may be availed on the site as a discount coupon.

100 Percent Travels.com reserves the right to add, alter, modify, withdraw all or any of the Terms and Conditions or replace, wholly or in part, the program by any other program, whether similar to this program or not or withdraw it altogether without any prior notice.

In case of dispute with any party, 100 Percent Travels.com's decision will be binding and final.

When you register with 100 Percent Travels.com, we or any of our partners/affiliate/group companies may contact you from time to time to provide the offers/information of such products/services that we believe may benefit you.

Passport information:

Passport details are mandatory for e - ticket issuance to Europe, USA and Canada. A few airlines flying to these countries also require passport details for issuing the e-ticket. Refer below to check the list of such airlines:

KLM

Kuwait 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 requires both passport details and visa copies for issuing an e-ticket.

In case you are flying to Europe, USA and Canada or with any of the above mentioned airlines, a 100 Percent Travels representative will contact you for your passport details. Please keep the following details handy:

Passport Details:

Passport Number

Issuing Country

Date of Birth (DD/MMM/YY)

Gender

Expiry date of Passport (DD/MMM/YY)

Last name/ Surname of traveller

First name/ Given name of traveller

Middle name of traveller (if any)

Visa guidelines

Please carry a valid visa for the country you will be visiting or transiting through.

Please check with the concerned airline or embassy for all visa requirements.