

Terms and Conditions

1. FlySafe Service ("**FlySafe**") can be availed by passengers departing on Domestic Flights from Terminal 3 of Indira Gandhi International Airport, New Delhi ("**IGIA**").
2. FlySafe can be booked online on newdelhairport.in ("**DIAL Website**").
3. Upon successful completion of booking process including payment of applicable service charge online, Customer(s) will receive a confirmation on the email id provided at the time of booking.
4. Customer(s)/Passenger(s) details including but not limited to name, passport/Aadhar card details and travel arrangement details etc. ("**Information**") will be taken at the time of booking will be stored for future reference. Customer(s)/Passenger(s) by making a booking consents to the use of such Information by Delhi International Airport Limited ("**DIAL**") and Premium Port Lounge Management Company Private Limited ("**the Company**") to provide the services.
5. Children aged two (2) and above will be charged at full rate.
6. Customer(s)/Passenger(s) can book FlySafe service at least six (6) hours prior to the departure time (STD/Standard Time of Departure) of their flight.
7. If any information supplied by Customer(s)/Passenger(s) at the time of booking is found to be incorrect by DIAL or by the Company, the Company, at its sole discretion, shall reserves the right to deny the delivery of services. The Company holds no responsibility for incomplete service fulfillment due to reason that the any part of the Information provided at the time of booking is incorrect.
8. Further, The Company holds no responsibility for non-fulfillment of services due to reason that the given contact number of the Customer(s)/Passenger(s) as provided during booking, cannot be reached.
9. If the Customer/Passenger does not report at the meeting point within twenty (20) minutes from the Service Time as provided in the service confirmation, the Company shall reserve the right to declare such Customer/Passenger as "**No show**" and services will be cancelled. No show shall not be eligible for any refund.
10. Customer(s)/Passenger(s) can cancel or amend the services online on DIAL Website, subject to charge as provided below:

Time	Cancellation	Amendment
24 hours in advance	10%	Nil
Between 6 and 24 hours	25%	Nil
Within 6 hours	100%	50%

11. Buggy or electronic vehicle transport (EVT) service is subject to availability, safety guidelines applicable at the airport and location of boarding gate.
12. FlySafe Service is not transferable.