

## **Flight + Hotel**

Flight + Hotel is a value added service provided by Lemon Tree Hotels to its guests. The package services, in partnership with IndiGo Airlines, are only extended in locations where Lemon Tree Hotels has a presence and is also catered to by IndiGo Airlines. This service is sold via a third party website i.e. <http://lemontreehotels.packageservice.in/> and Lemon Tree Hotels will not be responsible for any content, technical or payment related concerns etc. Lemon Tree Hotels will only be responsible for redirecting the guest to the platform where the packaged deals can be availed.

Below are the Frequently Asked Questions regarding the package service.

### **1. Which flight can I book from Lemon Tree Hotels website?**

Flights only from IndiGo Airlines can be booked through this website. The cheapest flight is included in the package as a default and in the customization page all other flights, both outbound and return, are offered for customer to select from.

### **2. Can I book hotels other than Lemon Tree Hotels?**

No, this is a Lemon Tree Hotel's exclusive product with IndiGo Airlines. Only Lemon Tree Hotels and the respective brands (Lemon Tree Premier, Lemon Tree Hotels and Red Fox Hotels) can only be booked through <http://lemontreehotels.packageservice.in/>.

### **3. Can the bookings be made on call?**

Since the payment option is limited to Credit Card only, this booking has to be done by the traveler on <http://lemontreehotels.packageservice.in/>.

### **4. Can I book now and pay later?**

No. Bookings are made and confirmed on the basis of 100% payment.

### **5. I want to travel to Mumbai, but there is no option on the website?**

Lemon Tree Hotels does not have a presence in Mumbai yet. Therefore the access to this service in the mentioned location is not available.

### **6. Is it necessary to book a return flight?**

Yes. The website only allows booking of Return Flights (both Onward & Return sector). However, return flight is not restricted to the originating destination and can be selected to any other city offered in the search panel.

### **7. Is the booking cancellable?**

Yes, the booking can only be cancelled through <http://lemontreehotels.packageservice.in/>. To cancel a reservation, click on "My bookings", put the Reservation Number and Access codes, verify details, click on "cancel" icon. Relevant Cancel charges will be displayed.

For hotel, reservations must be cancelled 72 hours prior to the planned date of arrival. Reservations cancelled within 72 hours of the arrival date will incur a cancellation fee equivalent to one night's accommodation charge.

**8. I have received my flight confirmation but not the hotel confirmation, is my booking confirmed?**

The Flight and Booking is confirmed together. The air system auto generates an air ticket and sends it to the traveler's email id used in the booking. The Lemon Tree Hotels reservations team will also generate a Booking Confirmation Voucher and send it the traveler's email id.

**9. Can I avail the Summer Package offer by Lemon Tree Hotels in this package?**

If Summer Package offers combined with airfares are on offer on this website, you can book them here as well.

**10. Can I book for more than 3 rooms?**

Maximum 3 Rooms and/or 9 persons can be booked in one transaction.

**11. Can I change/modify my itinerary after confirming the payment?**

Once a booking is confirmed, no changes can be made to the package reservation. You have to cancel the earlier booking, pay whatever cancel fee applies and process a new booking.

Note: Lemon Tree Hotels will not be responsible for any flight cancellations/amendments in flight schedules. Any refund on flight charges will only be handled by IndiGo.

**12. Can I change my flight details once booked?**

If you are looking to change only the flights without changing the hotel stay dates, then you can change the flights after making the booking by contacting the Airlines directly. Cancellation/Amendment charges would be applicable as per the airline policies.

Note: Lemon Tree Hotels will not be responsible for any flight cancellations/amendments in flight schedules. Any refund on flight charges will only be handled by IndiGo.

**13. I want to add pick up and drop facility to my package, how do I do that?**

There is a tab for Optional Services in every hotel package. You can select Pick Up/Drop service to add them in your booking.

**14. The flight got delayed and I have to cancel the booking, how will I get the refund?**

Flight Delay, Reschedule or Cancellation:

IndiGo reserves the right to cancel, reschedule or delay the commencement or continuance of a flight or to alter the stopping place or to deviate from the route of the journey or to change the type of aircraft in use without incurring any liability in damages or otherwise to the customers or any other person whatsoever. Sometimes circumstances beyond IndiGo's control result in flight delays, reschedule or cancellations. In such circumstances, IndiGo reserves the right to cancel, reschedule or delay a flight without prior notice. Circumstances beyond IndiGo's control can include, without limitation, weather; air traffic control; mechanical failures; acts of terrorism; acts of nature; force majeure; strikes; riots; wars; hostilities; disturbances; governmental regulations, orders, demands or requirements; shortages of critical manpower, parts or materials; labour unrest; etc. IndiGo does not connect to other airlines and is not responsible for any losses incurred by Customers while trying to connect to or from other airlines. If an IndiGo flight is cancelled, rescheduled or delayed for more than three hours, a Customer shall have the right to choose: a refund; or a credit for future travel on IndiGo; or re-booking onto an alternative IndiGo flight at no additional cost subject to availability.

Please note that in the event of flight delay, reschedule or cancellation, IndiGo does not provide compensation for travel on other airlines, meals, lodging or ground transportation. Additionally, if an IndiGo flight is cancelled, rescheduled or delayed for more than three hours at point of origin, all efforts will be made by the airline to accommodate passengers on an alternate flight, however a Customer shall have the right to choose:

- a. Complete refund for the package Rebooking onto an alternative IndiGo flight which may alter the no. of nights at the hotel. If the number of nights at the hotel is reduced the balance amount payable only on the hotel and ancillary ground service component will be refunded on pro-rata basis.
- b. Save and except the above, IndiGo disclaims any liability in respect of any such flight cancellation, rescheduling or delay.

In the special case in which a subsequent portion of an IndiGo flight is cancelled while a Customer is already in transit, a Customer shall have the right to choose:

- c. To remain at the transit station and to be re-booked onto an alternative IndiGo flight to the final destination at no additional cost subject to availability. IndiGo then at its discretion, provide lodging for overnight stay to the passenger at the point of transit, ground transportation to and from the airport and hotel and dinner.
- d. Rebooking onto an alternative IndiGo flight may alter theno. of nights at the hotel. If the number of nights are reduced the balance amount payable only on the hotel and ancillary ground service component will be refunded on pro rata basis. IndiGo shall not be liable nor shall it compensate the passenger, in any manner, in the event that the no. of nights increases.
- e. To return to the point of origin and receive a complete refund for the Package.
- f. If the return IndiGo flight is cancelled, rescheduled or delayed for more than three hours, all efforts will be made to accommodate on alternate flight. However, if due to unavoidable circumstances, no flight is available same day, IndiGo may at its sole discretion, provide lodging for overnight stay to the passenger at the departure station, ground transportation to and from the airport and hotel and dinner as it deems appropriate.

Note: Lemon Tree Hotels will not be responsible for any flight cancellations/amendments in flight schedules. Any refund on flight charges will only be handled by IndiGo.

**15. Can I book for more than one night?**

Yes, you can book for more than one night. Click on "Extend Stay" option on the last night of the default booking and select the additional nights you want to stay for.

**16. Can I change my name after naming the booking?**

No, IndiGo does not allow name changes on a confirmed reservation. You will need to cancel your ticket and book a new ticket with the new passenger's name. Cancellation charges, if any, will be applicable accordingly.

**17. What amount is refunded if I miss my Flight?**

All statutory taxes and User Development Fee (UDF)/Airport Development Fee (ADF)/Passenger Service Fee (PSF) is refunded in case of cancellation/non-utilisation of tickets/no show. For hotel, in case of no show -no refund is applicable.

**18. I was unable to travel, will I still get a refund?**

Only taxes are refundable for unutilised tickets or No Shows. For hotel, in case of no show, no refund is applicable.