**Terms & Conditions:**

1. Ruralbus gives facility travelersto book bus tickets online for their comfort and to reserves their ticketseasily.
2. The arrival and departure times mentioned on the tickets are only tentative timings. It may have varied depending upon some unavoidable reasons like traffic jams etc.
3. The bus will not leave the boarding point before the time that is mentioned on the ticket. Travelers are advised to call the bus operator contact number mentioned in the ticket and reconfirm the boarding point location and departure time before the journey.

**Additional Information**

**By use of online booking facility on this site, customer grants his consent to site to allow contact him/her by SMS, email or phone. Customer’s contact details are not shared with anyone as per privacy policy.**

**Boarding of Passengers**

**Passengers shall report at the boarding point at least 15 minutes prior to the scheduled departure time. Passengers who do not report on time will be termed as NO-SHOW passenger (who do not report at the boarding point on time)and will be denied boarding and Not entitled for any refund of the ticket amount anyhow. Rural Busreserves the right to deny boarding to passengers who are under the influence of alcohol or owing to any misconduct of behavior/critically ill/stretcher borne which may not be deemed safe for travel by Rural Bus.**

**Photo Identification**

**Passenger shall present valid e-Ticket along with a valid photo identity card of at least one of the passengers of the group issued by one the government authority otherwise they will be denied boarding and not entitled for refund.**

**Baggage**

**Passengers should not carry any goods like weapons, inflammables, firearms, ammunition, drugs, liquor, smuggled goods etc and any other articles that are prohibited under law. Rural Busshall not take responsibility in the event of loss or damage to the passenger luggage.**

**Rural Busreserves the right to disallow any excess baggage carried by the passengers. Rural Bushighly recommends that you remove all valuables (cameras, jewelry, money, electronics, perishables etc) and medication from your luggage. In case, the passenger decides to carry any valuables against the above advice they will do this at their own risk and shall not hold Rural Busresponsible for any pilferage/ damage etc. to such valuables. Rural Busassumes no liability for wear and tear to luggage any guest with medical condition or history will travel at his / her own risk and consequences.**

**Delay of Service**

**RuralBusmay delay a bus without any prior notice in case of circumstances beyond its control. In such circumstances Rural Busdelays,a bus more than 2 hour. Rural Busmay reschedule the journey on the next Rural Busservice in the same sector subject to availability without any extra charge based on the passenger's conveyance or enable the full refund of the ticket as paid by the passengers. The passenger will have to cancel or reschedule the ticket before the departure of the delayed service else the ticket will become a NO-SHOW and will not be entitled to any refund or reschedule. Rural Busis not responsible for the delays caused en- route due to unavoidable circumstances like traffic jams etc.**

**INCASE OF FAILURE:**

Due to some technical issue, or accidentally transaction might fail and your account might be debited without generating a ticket. If the amount is deducted from your account, we request you to contact our customer care number to re-confirm the failed transaction before proceeding with a fresh transaction/ ticket booking.Transactions such as these are refunded back to customer. Please follow the refund policy below.

Cancellation Policy

|  |  |
| --- | --- |
| **Cancellation Cut off Time** | **Cancellation Return Amount** |
| 12 Hours To 24 Hours | 50% |
| More than 24 Hours | 0% |
| * Partial Cancellation Is Not Possible. * It Is Rights ofRural Busto Change Cancellation Policy Any Time Without Prior To Notice. * After cancellation refund amount will directly transferred to passenger’s account. * It may take some time depending upon the banks’ terms and conditions. * If the refund money is not credited into bank account within 15 days due to any problem, then kindly contact to customer Support. * Any transaction charges/Ticket Delivery charges collected shall not be refunded if the tickets are cancelled by the customer. | |

**No further arguments will be taken into consideration.**

**Rural Busmay cancel a service without any prior notice in case of circumstances beyond its control.   
In such circumstances Rural Busshall either reschedule the journey for travel on the next Rural Busservice in the same sector, Subject to availability without any extra charge based on the passenger's conveyance or enable a full refund of the ticket as paid by the passenger and shall be under no further liability to the passenger.**

**Breakdowns**

**In case of any breakdowns in route,Rural Buswill not make any alternate arrangements of travel for breakdowns en-route. Rural Busis not responsible for any breakdowns of audio, video and air conditioning equipment en- route or in the middle of the journey.**

**Pets**

**Rural Busdoes not allow any pets on board its service.**

**Contact Information**

**Rural BusHelpline (08:00 AM To 11:00 PM): 02816198015  
Rural BusCustomer Support Email (Response Time 3 Working Days).**