

- Terms & Conditions

- CTU will not be responsible for any loss or damage to the accompanying luggage.
 - Passengers are allowed to carry 20kg as personal luggage. Any excess luggage will be charged as per CTU rules.
 - To ensure safety, secure and operational convenience, all passengers are requested to refrain from boarding/getting off at any unscheduled stopages.
 - The arrival and departure time mentioned on the ticket are only tentative timings. Buses may be delayed due to some unavoidable reasons like traffic jams etc; however the bus will not leave the starting station before the time that is mentioned on the ticket.
 - Passengers are requested to arrive at the boarding point at least 15 minutes before the scheduled time of departure.
 - Passengers are requested to frunish the following at the time of boarding the bus(falling to do so,they may not be allowed to board the bus).
 - Acopy of the ticket or SMS.
 - Identity proof. (Driving licence/Student ID Card/Passport/PAN Card/Voter ID Card etc.)
 - CTU shall not be responsible for any delay or inconvenience during the journey due to breakdown of the vehicle or other reasons beyond the control of CTU.
 - The trips are subject to cancellation or postponement due to breakdown of the vehicle of insufficient passengers for the trip. Under such circumstances, passengers will be intimated through email/phone as soon as possible and the ticket amount will be refuncded. No passenger will be taken on thewayside. Route diversion charges if necessary will be collected by the counductor at the time of journey. However in case of break down of the bus the fare for uncoverd portion of journey considering the nearest fare stage will be refundable.
 - Baggage and Luggage will be booked at owner's risk.

Cancellation/Refund/Rescheduling

- Ticket booked through Online, refund will be done to their respective Credit Cards/Debit Cards/Bank Accounts according to the Bank procedure. No refund will be done at CTU ticket booking counters.
Detailed Cancellation Policy is available under About Us>Policies of Home Page

- The cancellation slabs (excluding the reservation charges, transaction charges and service tax which are non-refundable) are as below:

S.No Advance Notice of Cancellation		Deduction to be made for new HVAC
1	Less than 3 hours before schedule departure of the bus.	No Refund
2	From 12 hours before and up to 2 hours before the schedule departure of the bus.	70% of the basic fare
3	From 24 hours before and up to 12 hours before the schedule departure of the bus.	50% of the basic fare
4	From 72 hours before and up to 24 hours before the schedule departure of the bus.	25% of the basic fare
5	More than 72 hours before the schedule departure of the bus.	10% of the basic fare

- In case of 100% cancellation of tickets, If the service is cancellation by CTU for operational or any other reasons.
- Transaction charges and service tax charged are non-refundable.
- No refund will be given to “No-SHOW” passengers who do not report at the boarding point time.
- In respect of e-tickets cancelled by the passengers, CTU will refund the amount applicable to the concerned. The refunded amount is transferred back to the passenger’s Credit/Debit card/Other payment options.
- No refund will be made after departure of the bus.
- Partial cancellations are allowed in respect of e-tickets.
- No Email request will entertained for cancellation of e-tickets.

Jurisdiction:

- All disputes are subjects to the jurisdiction of Chandigarh courts only.

Inquiry offices:

- For any queries regarding bus services please contact inquiry offices...