

## Kedarnath Yatra

- **All passengers must carry Valid Photo ID proof and Credit/Debit card in original for verification at the time of boarding.**
- **For extra passenger weight (beyond 80 kg), passenger is liable to pay applicable amount @Rs.150/-per kg. In case of non-payment of the same, ticket will be treated as cancelled with no refund permissible.**
- **Effort will be made to accommodate passengers in their own group. However it may NOT be always possible to accommodate the group / family in the same flight, as we need weight adjustment and preparing of passenger load or to accommodate priority seats.**
- **Passengers are required to do biometrics registration for Kedarnath ji Yatra. It is issued at all important places like Haridwar, Dehradun, Rishikesh, Guptkashi, Phata and bus stand of char dham route in Uttarakhand by the state government.**
- **Booking of ticket and schedule is subject to permission of DGCA/ Government of Uttarakhand. In case permission is deferred, Pawan Hans liability would be limited to refund of ticket amount only. Reporting time is not to be confused with boarding time; boarding time may be between 1-2 hours after the reporting time.**
- In case of cancellation of flights due to Bad Weather or Technical fault please get your ticket endorsed only from Pawan Hans official at helipads at Phata or Kedarnath for Refund.
- The Company reserves to itself the right, without assigning any reason, to cancel or delay the commencement or continuance of the flight or to alter the route or to deviate from the route of the journey or to change the type of aircraft in use without thereby incurring any liability in damages or otherwise to the passengers or any other person on any ground whatsoever. The Company also reserves to itself the right to refuse to carry any person whom it considers unfit to travel or who in the opinion of the Company may constitute a risk to the aircraft or to the person on board.
- In the event of death of a passenger, or any bodily or wound suffered by a passenger which results in permanent disablement incapacitating him from engaging in or being occupied with his usual duties or business occupation, the liability of the carrier for each passenger shall be INR RS. 10,00,000/- (Ten Lakh only).
- Check-in baggage allowance for helicopter travel for Adult is 5 kg. per person, cabin baggage and excess baggage is not allowed in helicopter flights.
- Advance booking passengers will have priority over spot booked passengers. Time mentioned on the ticket is tentative depending on weather conditions. Backlog passengers would be given preference over current passengers in case of bad weather on same day. Decision of company's local officials at Phata would be final in this regard.

- This travel document issued by the Company shall be subject to the rules of cancellation as follows:

1.	0 to 239 minutes before departure of flight	No refund
2.	240 minutes to 11:59 Hours before departure of flight	50% Refund, Refund, after deducting Credit Card Transaction Fee as actually charged by the Bank
3.	12 Hours to 23:59 Hours before departure of flight	75% Refund, Refund, after deducting Credit Card Transaction Fee as actually charged by the Bank
4.	24 Hours or more before departure of flight	95% Refund, Refund, after deducting Credit Card Transaction Fee as actually charged by the Bank
5.	Flight cancellation by Pawan Hans Helicopters	100% Refund, Refund, after deducting Credit Card Transaction Fee as actually charged by the Bank
6.	No show by passenger	No refund

- Pawan Hans reserves the right to cancel or delay its flight under any circumstances beyond its control such as **bad weather conditions, technical defects and government regulations/orders/requirements/ Time slots etc.** The liability of Pawan Hans in such event shall be limited to full refund of the fare amount only. **No accommodation, meals or cost of surface transport would be paid neither any such cost would be reimbursed or compensated.**
- Infant /child will be allowed to travel only with an Adult Passenger. For infant below 2 years 10% of adult fare shall be charged and above 2 years the full fare is applicable. In case of dispute regarding age of Infants, valid proof of age shall be the only deciding factor.
- The Company is not liable for any loss or damage occasioned by delay in the carriage by air or passengers or baggage. Receipt without complaint of registered baggage on the termination of the journey shall be prima facie evidence that the baggage has been delivered correctly and in good condition.

**NOTE:**

1. Please follow the safety instructions given at the helipad.
2. For safe helicopter flying, it is imperative that weight restriction parameters are followed and adhered to.
3. Passengers are requested to cooperate with the staff at the helipad and in this regard decision of Pawan Hans official on duty at site shall be final.

**Pawan Hans Limited GSTIN: 05AAACP1561A2Z4**