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## Look before you book

Simple steps to making your flight bookings.  
Learn about our flight features. Frequently asked questions.

[Hundreds of airlines](#) | [Search by airlines](#) | [Choice of departure and return flight timings](#) | [All inclusive pricing](#)

Spend a few minutes, going through the section below and get the most out of your flight searches and bookings on Travelocity. We explain each step of the booking process, highlight key features you can use and also answers to frequently asked questions. In the new language of travel customers should make informed decisions.

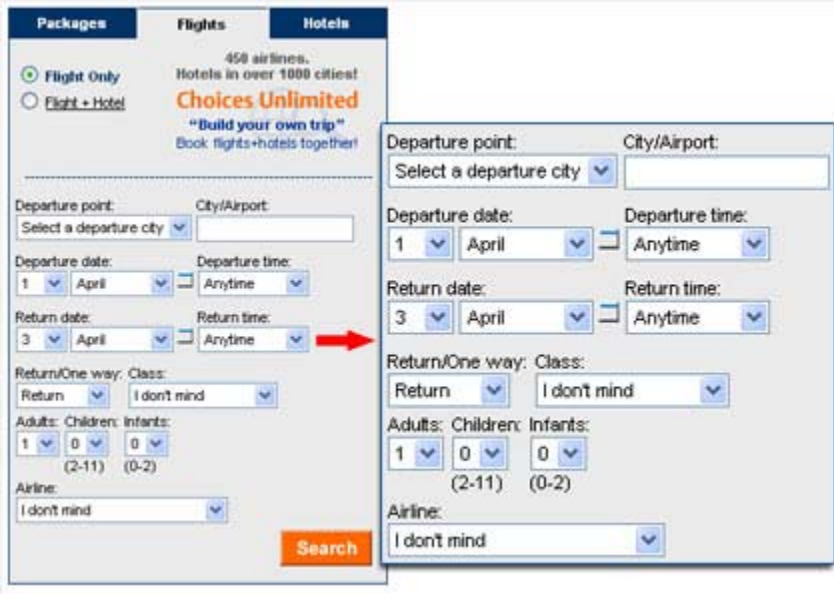
**Flights booking Process:** [Start your search](#) | [Choose your flight](#) | [Flight selection](#) | [Passenger details](#) | [Existing / New Member](#) | [Confirmation](#)

**Know our Flight features:** [Shopping by fare bucket](#) | [Seat Maps](#) | [Hold Flights](#) | [Widest Choice](#) | [lowest fares](#)

**Frequently asked questions:** [Get answers to all your questions before you start your flight bookings](#)

### Flight booking process on Travelocity

#### Step 1 - Start your search



**Departure & Destination point:** Simply select your Departure Point from the drop down list. Key in your destination city / airport in the adjacent box. Our predictive test would suggest cities once you start keying in the first few letter of the destination city.

**Note:** You can also book from departure points outside India (e.g. Dallas to London) or domestic flights within any country, select "non Indian departure cities (no 14 from top) in the dropdown and you would get a refreshed page with an empty box for departure point simply key in your departure city or airport.

**Travel dates:** key in your preferred travel dates.

**Note:** Our minimum purchase time for domestic and international flights is 24 & 48 hours. This is not a technical limitation, but a check put in place against online fraudsters, as this gives us our risk teams enough time to verify and validate bookings.

**One way or Return:** Select your preferred option.

**Class of Travel:** Travelocity allows you to search flights based on your choice of class, including premium economy, which is available now in select airlines

**Number of passengers:** You can book upto 6 adult, 5 children and 5 infants in one booking.

**Preferred airline:** if you want to search fares for only your preferred airline select it from the drop down. Clicking on the search button leads you to a waiting page and then the search results are displayed.

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#### Step 2 - Choose your flight



Our flight search display all possible flight options based on your search, sorted by the lowest price. You may sort the results by airlines or schedule should you please.

Our all inclusive fares display policy ensures all fares displayed

One stop	Rs 14,365	Rs 16,346	Rs 19,536	Rs 21,562
Two stops				Rs 27,880

Sort Results By: Airlines Price Schedule 1-10 11:20 21-30

Price per adult inclusive of Rs 1,474 taxes and fees: Rs 14,365

**Outbound** Mumbai (BOM) - Singapore (SIN) Select

**SRILANKAN AIRLINES** Departs: Tue 31 Mar 09 03:25  
 UL0142, UL0318 Arrives: Tue 31 Mar 09 13:50  
 Economy - 1 stop - Total travel time: 07 hrs 55 mins  
[Show full itinerary](#)

**Inbound** Singapore (SIN) - Mumbai (BOM) Select

**SRILANKAN AIRLINES** Departs: Thu 02 Apr 09 14:55  
 UL0318, UL0141 Arrives: Fri 03 Apr 09 02:25  
 Note arrival day  
 Economy - 2 stops - Total travel time: 14 hrs 00 mins  
[Show full itinerary](#)

include all applicable taxes and surcharges, What you see on this page is what you pay. There are no hidden costs on Travelocity.

The box on the top shows the top 5 lowest fare options, for ready reference. Travelocity displays results for return flights by "FARE BUCKET".

Shopping by fare bucket, shows you all possible combinations including interline (clubbing multiple carriers) in a particular fare bucket, Our advanced flights engine looks through hundreds of possible combinations to bring this advanced shopping feature for you.

If the airline offers seat maps, (e.g. Jet Airways international flights) you would see that link along side the flight details and can block your seat while making the booking.

You need to select which flight options you prefer on this page and click on the continue tab below it.

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**Step 3 - Select your flight**

**Flight Details**

**Outbound** Mumbai (BOM) - Singapore (SIN) Select

**SRILANKAN AIRLINES** Departs: Tue 31 Mar 09 03:25  
 UL0142, UL0318 Arrives: Tue 31 Mar 09 13:50  
 Economy - 1 stop - Depart Terminal 2 - Arrive Terminal 1 - Total travel time: 07 hrs 55 mins  
[Show full itinerary](#)

**Inbound** Singapore (SIN) - Mumbai (BOM) Select

**SRILANKAN AIRLINES** Departs: Thu 09 Apr 09 14:55  
 UL0318, UL0141 Arrives: Fri 10 Apr 09 02:25  
 Note arrival day  
 Economy - 2 stops - Depart Terminal 1 - Arrive Terminal 2 - Total travel time: 14 hrs 00 mins  
[Show full itinerary](#)

1 x adult fare @ Rs 15,870 (inclusive of Rs 1,479 tax) **Rs 15,870**  
 1 x Average Booking Fee per pax @ Rs -1,500 **Rs -1,500**

[Change Flight](#) | supplied as an [e-ticket](#) **Flight price: Rs 14,370**

**Add a hotel to your trip**

**Ascott Singapore Raffles Place**  
 Price based on 1 x Studio Premier for 9 nights + flight (Other rooms may be available) **Rs 102,234 per person**  
[Map](#) [Hotel details](#)

**Royal Plaza on Scotts**  
 Price based on 1 x Superior Room - Free Internet (Non-refundable) for 9 nights + flight (Other rooms may be available) **Rs 69,858 per person**  
[Map](#) [Hotel details](#)

**Furama RiverFront Singapore**  
 Price based on 1 x Superior for 9 nights + flight (Other rooms may be available) **Rs 75,695 per person**  
[Map](#) [Hotel details](#)

No thanks, I don't need a hotel

**Continue >**

Once you have selected the flight/s you would come to this page, which shows you the details of your flight selected. In the pricing box, you may see a negative booking fee, which is the exclusive Travelocity discount applicable for that flight.

Travelocity leverages its global scale and partnerships to ensure it brings you the lowest fares always.

If you have shopped for a return flight, on this page you would be show three hand picked hotels, along with special package prices for flights+hotels. If you donot want to add a hotel to your trip, by clicking on the continue tab you move to the next booking step.

**Why add a hotel to your trip?**

Travelocity has sourced special package rates from hotels and airlines, which cannot be sold independently, these offer great savings, compared to bookings flights and hotels independently.

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**Step 4 - Reservation / Passenger details**

**Passenger Details** Fields marked \* are mandatory.

**Lead passenger:**

Title\*  First Name\* e.g. AMIT  Last Name\* e.g. KUMAR

Please ensure all passenger names exactly match those on their passports (for international travel) or government issued identification (for domestic India travel)(Full first & last name).

Post confirming your flight, you now need to key I your details, and mention your preferences if any in terms of choice of meals and seats. We offer the ability to enter your Frequent Flyer details so you don't loose your miles.

This page outlines all terms conditions, restrictions (if any) and fare rules. Donot forget to click on the fare conditions link to get comprehensive details, including charges applicable for cancelations, amendments, etc. These are pulled directly from

If the passenger names entered here do not match the passport exactly the airline may require you to purchase a new ticket.

Passenger preferences (Optional)

Assistance:  Meal:  Seating:

Frequent flyer type:  Frequent flyer no.:

Conditions, Rules and Restrictions

- Prices are not guaranteed until payment in full is received and your ticket(s) is issued.
- Taxes and surcharges are generally included in the ticket price. There may be exceptions where tax must be paid locally upon check-in.
- Ticket refunds, re-issues, and changes (where permitted by the airline) may incur airline penalties and Travelocity co. in fees, please refer to our FAQs for fee structure. Not applicable for Package bookings.
- Ticket validity depends on the conditions of the fare. Please contact our Sales and Customer Care Team to determine the validity of the fare you are purchasing.
- Booking fees, where applicable, are non-refundable.

calculations, arrangements, etc. These are pulled directly from the airline systems realtime. If you require any clarifications our flights experts are available 24X7 on toll free number: **1800 180 1222** or Tel: **0124 239 8222**.

You would need to click on the check box, and the continue button to get to the payment stage.

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**Step 5 - Check Pre-sale details**

Product Details	Price
- MUMBAI (BOM) - SINGAPORE (SIN) - SINGAPORE (SIN) - MUMBAI (BOM) Depart : Tue, 31 Mar 2009 - Return : Thu, 2 Apr 2009 Passengers: Travelocity Flights	Rs.14,365 <a href="#">remove</a> <a href="#">full details</a>
Total (includes cheapest delivery fee and booking fee where applicable) <b>Total Price: Rs.14,365</b>	

[Continue](#)

To ensure all your details are in order, this page summarizes your trip, if all details are in order click on the continue link.

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**Step 6 - Existing user / New user verification**

**I'm an existing member**  
Please use this option to log in to your account.

**I want to sign up as a new member**  
Why register? You can securely save your payment and delivery details for future purchases, making it easier for your next visit.

**Continue without login**  
No registration required. Just provide your email so that we know where to send your confirmation email to. However, if you want access anywhere and anytime to your online booking, may I suggest you select login as existing or new member instead.

[Back](#) [Sign in](#)

If you are a first time user, we offer you the option to register at this stage OR you could continue without login as a guest.

We would encourage you to register with us, to benefit from our exclusive member only offers and free Evouchers.

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**Step 7 - Booking confirmation & Payment**

Please review your trip and click 'Buy Now' to complete your purchase.

- MUMBAI (BOM) - SINGAPORE (SIN) - SINGAPORE (SIN) - MUMBAI (BOM) Depart : Tue, 31 Mar 2009 - Return : Thu, 2 Apr 2009 Passengers: Travelocity Flights	Rs.14,365 <a href="#">remove</a> <a href="#">full details</a>
Delivery Electronic Ticket	Rs.0
Total (Price inclusive of taxes and fees): <b>Rs.14,365</b>	

**Your Trip**

Card security code:   
[What is this?](#)  
[Use a different card](#)  
[Redeem an e-voucher](#)  
 Subtotal = Rs.14,365  
 Service fees = Rs.0  
 e-voucher = Rs.0  
 You pay: **Rs.14,365**

**MasterCard SecureCode**

You will not be charged for your booking until you click the 'BUY NOW' button.

**PREFERRED CARD**

**VISA**

I confirm that I have accepted the User Agreement.

[BUY NOW](#)





You now need to enter your credit/debit card details to complete the transaction.

At travelocity you can pay for your booking using any **VISA, MASTER** or **AMERICAN EXPRESS** Credit Card. Additionally you can pay using VISA debit cards of the following banks: HDFC Bank, ICICI bank, Axis Bank, State Bank of India, Standard Chartered Bank, Indian Overseas Bank, City Union Bank, Karur Vysya Bank, Kotak Mahindra Bank, Deutsche Bank Visa card.

Incase you have an eVoucher (**we issues these for special promotions**) you could click on the redeem the eVoucher link and use that. To know more about how to use eVoucher [click here](#).

Travelocity offers Verified by **VISA** and **Master Secure** services so you can book with confidence. By clicking on the buy now button, you confirm the transaction, You would see a waiting screen for a few seconds while we confirm your booking.

## Step 8 - Booking confirmation

Flight reference Number: YG8LYM		You pay : Rs.14,365
Passenger: Travelocity Flights		  <p>You will not be charged for your booking until you click the 'BUY NOW' button.</p>
Outbound: MUMBAI to COLOMBO		
Airline:	SRI LANKAN AIRLINES	
Flight No:	0142	
Departure Terminal:	2	
Class:	Economy	
Departing:	0325 Tue, 31 Mar 2009	
Arriving:	0545 Tue, 31 Mar 2009	
Outbound: COLOMBO to SINGAPORE		
Airline:	SRI LANKAN AIRLINES	
Flight No:	0318	
Departure Terminal:	2	
Class:	Economy	
Departing:	0725 Tue, 31 Mar 2009	
Arriving:	1350 Tue, 31 Mar 2009	
Inbound: SINGAPORE to COLOMBO		
Airline:	SRI LANKAN AIRLINES	
Flight No:	0318	
Departure Terminal:	1	
Class:	Economy	
Departing:	1455 Thu, 2 Apr 2009	
Arriving:	1745 Thu, 2 Apr 2009	
Inbound: COLOMBO to MUMBAI		
Airline:	SRI LANKAN AIRLINES	

## Your flight booking is confirmed.

Your confirmation details now appear on the screen and a unique **Travelocity TRIP ID** is generated, along with the **Flight Reference Number** or the **GDS PNR**. You could print this for your reference. We also would mail you your ticket on your email id mentioned within 24 hours.

For any clarifications, amendments or cancellation please contact our Flight Experts 24X7 on Toll freenumber: **1800 180 1222** or **0124 239 8222**. Have your **Travelocity Trip ID** handy when calling the call centre so they can pull up your details. Majority of your questions can be answered using our interactive [FAQ's](#) module.

You could view all your trips anytime, resend / print confirmations, by logging into [MY STUFF](#) at the top left hand corner of the site, anytime.

## Our New Flight Features

**Widest Choice:** Travelocity leverages its global supplier partnerships, to bring you over 450 airlines including low cost carriers. Travelocity allows you to book flights from anywhere to anywhere in the world. You can book flights with departures outside India or book domestic flights in any country. (e.g. Dallas to Seattle).

**Lowest fares, All inclusive pricing, No hidden costs :** Travelocity leverages its global scale to bring you the best fares across International and domestic sectors. We display return flight results by "**FARE BUCKETS**" ensuring we do the leg work using our cutting edge flights engine for finding the best itinerary for you. Our all inclusive fares display policy ensures all fares displayed include all applicable taxes and surcharges, What you see on this page is what you pay. There are no hidden costs on Travelocity.

**Book flights from anywhere to anywhere in the world:** You can also book from departure points outside India (e.g. Dallas to London) or domestic flights within any country, select "non Indian departure cities (no 14 from top) in the dropdown and you would get a refreshed page with an empty box for departure point simply key in your departure city or airport.

**Seat Maps:** In the flights search results page, Travelocity offers you the functionality to view available seats and block while you proceed with your bookings. This ensure you get your preferred seat right at the time of the booking and donot have to wait for an online checkin or arrive at the checkin counter to be told, sorry only middle seats are available. This functionality is currently available for the following airlines, ..... We would soon be expanding this list.

**Hold flights: Available for International flights.** Travelocity offers you the unique functionality to hold a flight, which you confirm and pay for later through **MY STUFF**, within 24 hours. This functionality may not be available for all flights, as it is governed by airline fare rules, and some low fares are instant purchase fares.

**Search and book all classes including Premium Economy:** Travelocity allows you to search flights based on your choice of class, including premium economy, which is available now in select airlines. You can book upto 6 adult, 5 children and 5 infants in one booking.

**No fee for same day cancellations:** we understand you could have change in plans or could have made errors while booking, We will not hold you to it, and charge you no Travelocity flight cancellation fee. Airlines cancellation charges would be as applicable, based on fare rules.

**Proactive customer care to help you 24X7:** Our flight experts are available 24X7 to update you of any schedule changes, or making efforts to update you on all events that may impact your trip. You can call then around the call for cancellations, amendments or any other issues.

**Your preferences:** During the booking path we capture and pass on to the airlines all your preferences like need for special assistance (e.g.wheelchair required), preferences for seating and meals and also your frequent flyer details so you donot loose the precious miles.

**Multiple payment options, safe and secure bookings:** You can book with confidence with travelocity knowing that you are using a globally tried and tested platform used by millions of travelers the world over. You can pay for your bookings using any VISA, Master, OR American Express credit card. In addition you can use VISA debit cards of the following banks: HDFC Bank, ICICI bank, Axis Bank, State Bank of India, Standard Chartered Bank, Indian Overseas Bank, City Union Bank, Karur Vysya Bank, Kotak Mahindra Bank, Deutsche Bank Visa card.

**Refunds processed in 5 days:** In case you have to cancel your booking, we ensure your refunds are processed by us in 5 working days. It may take 2-5 days for the money to reflect in your account, which is based on the processing time of your credit / debit card issuing bank and not in our control.

**Interactive FAQ module:** Our interactive FAQ module helps answer almost all your questions online about flight bookings. [Click here](#) to ask a question.

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 Hotel Only

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