

Terms and Conditions of SurajTransport.com

Welcome to Suraj Transport's online booking website. By using our website to book bus tickets for services between Port Blair and Diglipur, you agree to comply with the following Terms and Conditions. Please read them carefully.

1. Booking and Payment

- All bookings must be made online through our official website.
- Payments must be completed at the time of booking. We accept UPI, Card, Netbanking, etc.
- Booking confirmations will be sent via email or SMS upon successful payment.

2. Cancellations and Refunds

- Cancellations can be made up to 15 days before the scheduled departure time.
- Refunds, if applicable, will be processed according to our refund policy. Please allow 7 for the refund to reflect in your account.
- No refunds will be provided for cancellations made within 2 days of the departure time or for no-shows.

3. Ticket Amendments

- Ticket amendments, including changes in travel date or passenger details, are subject to availability and may incur additional charges.
- Requests for amendments must be made at least 2 days before the scheduled departure time.

4. Bus Schedule and Delays

- While we strive to adhere to the published schedule, we reserve the right to alter or cancel services due to unforeseen circumstances, including weather conditions, technical issues, or other operational reasons.
- In the event of a delay or cancellation, we will notify passengers as soon as possible and provide alternatives or refunds as applicable.

5. Boarding and Identification

- Passengers must present a valid ticket and government-issued identification at the time of boarding.
- Boarding begins 15 min before the scheduled departure time. Passengers are advised to arrive early to avoid delays.
- We reserve the right to refuse boarding to passengers who do not have valid tickets or identification.

6. Baggage Allowance

- Each passenger is allowed 1 bag/luggage of baggage. Additional baggage may be subject to extra charges.
- We are not responsible for any loss, theft, or damage to baggage or personal belongings during transit.

7. Passenger Conduct

- Passengers are expected to behave in a respectful manner towards fellow passengers and staff.
- Smoking, alcohol consumption, and the use of illegal substances are strictly prohibited on board.
- Any disruptive behavior may result in removal from the bus without a refund.

8. Liability

- We are not liable for any direct or indirect losses, damages, or delays resulting from the use of our services, except in cases of gross negligence or willful misconduct.
- Our liability is limited to the value of the ticket purchased.

9. Privacy Policy

- Your personal information will be handled in accordance with our Privacy Policy, which outlines how we collect, use, and protect your data.

10. Governing Law

- These Terms and Conditions are governed by the laws of the Union Territory of Andaman and Nicobar Islands, and any disputes will be subject to the exclusive jurisdiction of the courts in Andaman and Nicobar Islands.

11. Amendments

- We reserve the right to amend these Terms and Conditions at any time. Any changes will be posted on our website, and continued use of our services constitutes acceptance of the revised terms.

By booking a ticket with Suraj transport, you acknowledge that you have read, understood, and agree to these Terms and Conditions.