

Cancellation Policy of Reservation Tickets

1. E-tickets can be cancelled through our reservation portal and counter tickets can be cancelled at any of our reservation counters. Tickets purchased from private franchisee counters can be cancelled only at the respective counter. Reservation charges/ Bank charges / Payment Gateway charges are not subject to refund.

2. Service Cancellation

If any service having advance reservation facility is cancelled, the same will be intimated to all reserved passengers from the concerned unit from where the bus operates. In case of service cancellation, alternate traveling facility will be arranged by KSRTC. Under any circumstance, if alternate arrangements cannot be made, the same will be intimated to all reserved passengers. In such case, passenger is eligible for hundred percent refund of ticket fare (Excluding reservation / payment gateway charges).

After cancellation, amount will be credited back only to the bank account from which payment was made. Change of account number is not possible while effecting refund.

3. Online Cancellation

For e-tickets, cancellation is possible through Internet. Passenger will get a cancellation ticket/receipt and KSRTC will credit the amount of refund due, to the customer's account. No cash refund will be allowed. The amount paid by the customer will be refunded electronically after deducting cancellation charges. The cancellation charge is determined by the KSRTC's rules for cancellation based on the time of cancellation and the status of the ticket.

The service charge is not refunded.

4. Cancellation through Reservation Counters

Cancellation of counter tickets can be done through any of the KSRTC Online Reservation counters during the working hours of each counter. To cancel a ticket, the customer will have to submit a requisition with the ticket at a KSRTC Reservation counter. Reservation counter will refund the allowable cancellation amount along with a cancellation ticket/receipt.

5. General Conditions for Cancellation

Cancellation of tickets can be done up to Two Hours before the scheduled departure time from the starting place or before the charting time whichever is earlier.

a.) Refund in failed transactions will be made with in one to seven banking days

b.) If any service having advance reservation facility is cancelled, the same will be intimated to

all reserved passengers from the concerned unit from where the bus operates. In case of service cancellation, alternate traveling facility will be arranged by KSRTC. Under any circumstance, if alternate arrangements cannot be made, the same will be intimated to all reserved passengers. In such case, passenger is eligible for hundred percent refund of ticket fare (Excluding reservation / payment gateway charges). For effecting refund, passenger shall cancel the ticket in reservation portal with in 30 days from date of travel. After cancellation, amount will be credited back only to the bank account from which payment was made. Change of account number is not possible while effecting refund.

6. Cancellation Fees: The cancellation slabs (excluding the reservation fee, which is not refundable) are as shown below.

1. Full amount is refunded Before 72 Hrs
2. 90% of the basic fare is refunded Between 72 hours and 48 hours before the departure time.
3. 75% of the basic fare is refunded Between 48 hours and 24 hours before the departure time.
4. 60% of the basic fare is refunded Between 24 hours and 12hour before the departure time.
5. 50% of the basic fare is refunded Between 12 hours and 2 hours before the departure time.
6. No refund Less than two hours before the departure time and at/after the departure time.
