

FREQUENTLY ASKED QUESTIONS

What are the Cancellation Charges under Club Select Bookings (Domestic) ?

Airlines	Cancellation Window	Airline cancellation fee	Partner fee	Total
Vistara	3 hours	INR 500	INR 365	INR 865
Indigo	24 hours	INR 499	INR 365	INR 864
Air Asia	24 hours	INR 99	INR 365	INR 464
Air India	24 hours	INR 500	INR 365	INR 865
SpiceJet	24 hours	INR 99	INR 365	INR 464

Which airlines are eligible for Club Select fare benefits?

Airlines	Nil date change penalty	Reduced Cancellation charges	Free Seat Selection	Free Meals
Vistara	YES	YES	YES*	YES
Indigo	YES	YES	YES*	NO
Air Asia	YES	YES	YES*	YES
Air India	YES	YES	YES*	YES
SpiceJet	YES	YES	YES*	YES

*Which rows can we block free seats in Club Select fare?

Airlines	Free Seat Selection
Vistara	21 st Row onwards
Indigo	Seats in range of INR 99 to INR 150
Air Asia	From Row 3 excluding 1 st row and exit row
Air India	21 st Row onwards
SpiceJet	From 6 th Row excluding exit seat

Any other seats above will be chargeable at the time booking

How do I cancel a flight reservation?

Email the Cart Number/ Airline PNR/Flight ticket which needs to be cancelled. Along with the sectors and passenger names to clubselect@ebixcash.com. If the flight departure is within 48 hours please do call on our Helpline number +91 98408 97562.

For Vistara cancellations within 6 hours please contact the airline directly and email the Cart Number/ Airline PNR/Flight ticket which needs to be cancelled. Along with the sectors and passenger names to clubselect@ebixcash.com

How do I make changes to a flight reservation?

Email the Cart Number/ Airline PNR/Flight ticket which needs to be amended. Drop in an email clubselect@ebixcash.com along with the sectors and passenger names for whom the amendment is required. If the flight departure is within 48 hours, please call on our Helpline number +91 98408 97562.

When do I get my refund amount post cancellation?

Refunds are initiated immediately after the ticket is cancelled to the same mode of payment. Refunds might take upto 14 working days to reflect in your account due to inter-banking

transactions. In case you don't receive the refund within this period please send the cancellation details to clubselect@ebixcash.com. We shall revert with the required details.

What will happen if I have booked my ticket through Club M Select & cancelled the ticket directly with the airlines?

We strongly recommend that you cancel your reservation through our helpline or send us an email on clubselect@ebixcash.com.

If you cancel the ticket directly with the airline do let us know immediately by emailing us your Cart Number/ Airline PNR/Flight ticket. In case there is any waiver permitted for cancellation charges do get the same on mail from the airline. Depending on your bank, the refund generally takes upto 14 working days (from the day we find out about the cancellation). In case of flight cancellation or no-show, the refund may take more than three weeks.

How can I do my web-check in after booking the tickets?

Web-checkin is allowed 48 hrs to 60 mins before domestic flight departure, and 24 hrs to 75 mins before international flight departure directly on airline website.