

Reservation – Terms and Conditions

1. The KSRTC provides only the facility for transacting with KSRTC's Passenger Reservation System through the Internet. KSRTC's rules for reservation and booking apply to all such transactions along with special conditions imposed for Internet based booking. The special conditions and the terms of service applicable to Internet booking are detailed in this document.
2. The following terms and conditions will apply if you wish to use the KSRTC's online ticket booking service offered through the KSRTC website. Please go through the conditions carefully and if you accept them, you may register and transact on the site. No user can register more than once on the site. Please note that once you register yourself on the KSRTC site, you are deemed to have agreed to the terms and conditions set forth below. If you do not agree with these terms and conditions, you must not transact on this Website. Once you have clicked the 'I Agree' button at the bottom of Terms and Conditions at login page, you have entered into a formal agreement with KSRTC for the purpose of transactions on this website.
3. If a user violates the terms and conditions of use by registering more than one userId and/or booking tickets on such multiple userIds, KSRTC reserves the right to deactivate all such user registration and cancel any or all tickets booked using these registrations without any notice.
4. KSRTC's performance of this agreement is subject to existing laws and legal processes of Government of India, and nothing contained in this agreement is in derogation of KSRTC's right to comply with law enforcement requests or requirements relating to your use of this Web Site or information provided to or gathered by KSRTC with respect to such use. You agree that KSRTC may provide details of your use of the Web Site to regulators or police or to any other third party, or in order to resolve disputes or complaints which relate to the Web Site, at KSRTC's complete discretion.
5. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth herein, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect.

6. This agreement constitutes the entire agreement between the customer and KSRTC with respect to this Web Site and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between the customer and KSRTC with respect to this Web Site. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.

Procedure for booking e-tickets:

On-line Booking (Internet Booking) will enable the passenger to book the seats and conduct other related transactions even from remote places where KSRTC counters or franchisees are not available. The procedure and guidelines for Internet booking (called, On-line booking) are detailed as below:

1. Booking can be made by registered user through the Internet. Registered User will be given username and password after filling an E-form on the Internet by giving his personal details.
2. Tickets can be booked throughout 24 hrs in a day. Payments for tickets booked will have to be made through Credit card / Internet Banking.
3. Passenger booking the ticket will have to login to KSRTC website and proceed through the link provided for Advance Booking. The passenger will select the seats in a service of his choice based on the availability.
4. During the booking process, the passenger will have to select Identity Type and submit ID No. for confirming his identity during the journey. He can select from any of the Photo Identity Cards i.e. Passport, Driving License, Voter ID Card, PAN Card, Ration Card (passenger's), original ID card issued by private company's and also by Educational Institutions, Xerox copy of the senior citizen ID card issued by KSRTC or Government Departments and also ID card issued by Government Departments.
5. Before confirming the booking, the passenger will have to provide payment details like 'Credit Card / Internet Banking' for accepting payment by the Payment gateway. The booking will be confirmed after the financial gateway approves the transaction. At this stage, a PNR No. will be generated for that ticket and passenger can print the e-Ticket.

'e-tickets' will be printed on plain paper (A4 size) for acknowledgement and it will be valid for journey.

6. Alternatively, the passenger will have the option of getting the e-Ticket printed at any other place where he has Internet connectivity and printing facility or getting the Reservation Ticket printed at any of the counters of KSRTC by quoting the PNR No. He can print the e-Ticket, by logging on through his UserID from View Booking History of login page.
7. If the ticket is to be printed at KSRTC counters, the passenger will have to provide the Original Identity proof for validation by the booking personnel. Validation will be done based on the Travel summary for that PNR No. Passenger is not required to carry Identity Proof during the journey, if he has obtained the regular "Reservation Ticket" at any of the KSRTC counters. Passenger will not be charged for printing of "Reservation Ticket".
8. If the passenger is travelling with "e-Ticket", he will have to possess the Original Identity Card mentioned in the "e-Ticket" during the journey.
9. "e-Ticket" becomes INVALID after the printing of "Reservation Ticket".
10. The on-duty Conductor (or Driver-cum-Conductor) will verify the Identity Card of the passenger as per the tripsheet and "e-Ticket" during the journey. If the passenger fails to produce the specified Identity Proof in original during the journey, the ticket will be treated as INVALID and the passenger will be treated as "Travelling without Ticket". Photocopies of Identity proof are not allowed.
11. Partial cancellations are not allowed in respect of e-tickets.
12. Tickets booked on Internet with or without "e-Ticket or Reservation Ticket" will be allowed for cancellation on Internet only till advance booking for that service is allowed. For registered users, cancellation is allowed on-line only if they login with the same USERID used for booking the ticket, which is to be cancelled. In respect of cancellations, refunds applicable will be made to the concerned Credit card / Internet banking account only.
13. Cancellation of e-tickets after stopping of advance booking for a service is not allowed. No refunds are applicable in such cases.
14. If the service is cancelled by KSRTC (or other STUs) for operational reasons, refund applicable will be made to the concerned Credit card/Internet banking account only.

15. If a passenger has lost the "e-Ticket", copy of the same can be printed by logging on to "View Booking History" module through his UserID. No charges will be applicable.
16. All transactions made by the user through on-line booking will be available in "View Booking History". This will be for the reference of the passenger and subsequent verification of transactions made on the concerned Credit card / Internet banking account.
17. All transactions on Internet are subject to the conditions stipulated by the Financial Gateway and subject to levy of charges, if any. The KSRTC will levy a service charge of 2.5% on the fare applicable for each seat in addition to the fare payable.
18. Discounts applicable are allowed for all tickets booked on Internet.
19. Users are advised to print e-tickets immediately after booking so as to minimize inconvenience during instances of withdrawal of e-booking due to high traffic on website.
20. Bookings for concessional pass holders like Blind Persons, Physically Handicapped Persons, Senior Citizens, Police Motor Warrants, Family Pass to KSRTC employees, Duty Passes to KSRTC employees, Freedom Tickets etc. are not allowed on Internet.

Refund Procedure:

1. In respect of tickets cancelled by the passenger, Accounts Department of KSRTC will refund the amount applicable to the concerned Credit card/Debit Card/ Internet banking account by KSRTC.
2. In respect of refunds due to ticket not booked but amount debited to passenger's account, passenger is required to send e-mail to **onlinerefund@ksrtc.org** mentioning USERID and OB reference no. of the transaction. Officials at Accounts Department will verify the details and refund the amount to the concerned Credit card/Internet banking account.
3. In respect of refunds due to cancellation of service by KSRTC, passenger is required to send e-mail to **awatar@ksrtc.org** mentioning USERID of the passenger, OB reference no. of the transaction and PNR No. of the ticket. Officials at Traffic-AWATAR Administration will verify the details and recommend refund of fare to Accounts Department, who in turn will refund the amount to the concerned Credit card/Internet banking account.

4. In respect of refunds for any other reasons, passenger is required to send e-mail to **awatar@ksrtc.org** furnishing USERID of the passenger, OB reference no. of the transaction and PNR No. of the ticket mentioning reasons for such refund. Such requests will be considered only if received before the departure time of the service. Officials at Traffic-AWATAR Administration will examine the details and take appropriate action under intimation to the passenger.
5. Refunds to passengers will be given normally in seven working days, after the cancellation of ticket or receipt of e-mail. If refunds are delayed, passengers may contact KSRTC officials at telephone nos. given below;

Accounts Department	080-22221321 Ext.283, 280
Traffic - AWATAR Administration	080-22221321 Ext. 278, 9480815076, 9480815077

Information related to advance booking at KSRTC / Franchisee counters

Advance Booking:

1. Advance booking can be made for all long distance services covered under KSRTC reservation system at a single counter irrespective of the place of origin and destination of the service and journey starting place and journey ending place of the passenger.
2. Passengers can board the services at passenger pick up points at the Start Place and/or enroute bus stands at their convenience.
3. Simultaneous Booking of Onward and Return Journey Tickets are allowed.
4. Passenger details (or group leader in case of a group) such as name, age, gender, address, phone no., e-mail ID (optional) will be collected for creating passenger database and communication in case of emergencies.
5. Provision is made to book tickets with concessions to various categories of commuters like Family Passes to employees, Duty Passes to employees, Blind, Freedom Fighters, Police Motor Warrants, etc. However, bookings for these categories will be allowed at KSRTC counters only to ensure validation and verification of the concessions.

Reservation Fee:

1. Advance reservation fee of Rs. 5/- per seat for passenger fare upto and including Rs. 200/- and Rs. 10/- per seat for fare exceeding Rs. 200/- is charged for passengers booking seats in advance.
2. Reservation Fee is non-refundable except in case of 100% cancellation of tickets,
 1. If the service is cancelled by KSRTC for operational or any other reasons.
 2. If the ticket printed does not conform to the passenger requirements and is cancelled within 10 minutes of booking.
3. Reservation Fee is exempted in respect of bookings made by KSRTC employees with Duty passes, Family Passes issued to the employees/officers and their family members and Honourable MLAs/MLCs/Ex-MLAs/Ex-MLCs of Karnataka.

Cancellation Rules:

1. Tickets can be cancelled at any of the counter irrespective of the place of booking including franchisees subject to following conditions:
 1. Cancellation at Franchisee counters is provided till the advance booking for that service is allowed. Normally, this time will be 30-60 minutes prior to the departure time of the service at the Originating place.
 2. In case of late night/early morning departures and/or services originating from remote places, bookings may be stopped much earlier. For example, if a service is departing at 0500 hours, the booking may be stopped at 2200 hours previous day.
 3. Cancellations beyond this period (after stopping advance booking) and upto 1 hr after the departure time is allowed at KSRTC counters only (at the START PLACE of the journey) subject to their working hours.
 4. Cancellation slabs (% of refund) is based on the time of cancellation and departure time of the service at the originating place. For a service, its originating place, time of departure and destination place will be notified on all tickets.

5. In respect of journeys commencing at enroute places (Start Place is different from the Originating Place of the service), cancellations in 50% refund slab is allowed till the departure time of the service at KSRTC counters at the respective 'START PLACE' subject to their working hours.
2. Above conditions apply for partial cancellations also.
3. For cancellation of tickets, cancellation fee is calculated on the journey fare applicable.
4. Cancellation of tickets with discounts will be as per the above procedure. However, cancellation charges will be worked out on the full fare of the ticket (not discounted fare) and refund amount will be fare collected less cancellation fee. Further, Cancellation charges are applicable on actual fare only.
5. Reservation fee is non-refundable. Bridge fee, User Fee, Toll Fee, Entry Fee & Accident relief Fund etc. will be completely refunded.
6. The cancellation slabs (excluding the reservation fee, which is non refundable) are as below:

Cancellation Fee	Duration
Fee at 10% of the basic fare	Upto 72 hours before the departure time.
Fee at 25% of the basic fare	Between 72 hours and 2 hours before the departure time.
Fee at 50% of the basic fare	<ol style="list-style-type: none"> 1. Between two hours before and upto one hour after the departure time at the service originating place only. 2. Upto the departure time of the service at enroute places (Start Place in the ticket).
No refund	<ol style="list-style-type: none"> 1. Beyond one hour after the departure time at the service originating place. 2. After the departure time at enroute places.

Issue of Duplicate Ticket:

1. Duplicate Ticket will be issued at any of the KSRTC / Franchisee counters
2. Charges at 25% of the journey fare plus reservation fee will be collected for issuing the duplicate ticket.
3. Duplicate Ticket will be issued to the passenger in case of lost ticket if the passenger quotes his ticket details like PNR No., Date of journey, departure time, class of service, no. of seats, Tripcode, start place and end place of journey, place where the ticket was booked, date and time of booking, passenger name, age and gender. The passenger will have to provide identity and address proof.
4. A preprinted proforma is provided to all the KSRTC/Franchisee counters, wherein the passenger is required to fill in the details, provide his identity and address proof. These details will be verified by the counter In-charge/Operator/Franchisee and recorded in the same form. If the details given by the passenger match (at least 50% of the fields) with the details of lost ticket, duplicate ticket will be issued by the Counter In-charge.
5. After issue of duplicate ticket, original ticket will become INVALID and is not allowed for any transactions.
6. Duplicate ticket will be issued only once till the booking for that service is allowed.

Group booking discount:

1. Passengers travelling in a group of 4 (four) or more passengers is identified as a Group. Discount of 5% is given to tickets booked in a group.
2. This discount will be given on the journey fare applicable for that service. Reservation Fees and other levies (Accident Relief Fund, Bridge Fee, Toll Fee, User Fee, and Entry Fee etc.) will be applicable as per the rules.
3. In case of partial cancellations in a group and if the no. of passengers travelling comes down below the specified numbers for that group, the discount given will be withdrawn or reduced at the time of cancellations.

Return Journey Discount:

1. Return Journey Discount of 10% is given only if the passenger books both onward and return journeys simultaneously (in a single transaction).
2. This discount is allowed only if the date of return journey is higher than the date of onward journey by minimum one day.
3. If onward and Return Journey Tickets are booked on different dates for want of seat availability or non-availability of advance booking facility, this discount is not allowed.
4. If the Onward Journey Ticket is cancelled (including part cancellations), the discount given on Return Journey Ticket will be withdrawn at the time of cancellations. In part cancellations, discount will be withdrawn to the extent of no. of seats cancelled.
5. Cancellation of Return Journey Tickets will be as per the existing rules.

Related issues:

- To maintain uniformity in working of KSRTC and Franchisee counters, the booking is allowed between 0700 hours and 2300 hours at Franchisee and KSRTC counters. Timings of counters may vary based on the importance of the location and booking pattern. KSRTC counters at major bus stands may work beyond 2300 hours based on traffic need, weekends, holiday season etc.
- Seat Nos. 11 and 12 will be earmarked for Lady Passenger's travelling single in all Semi Deluxe and higher class of services having advance reservation facility.
- Maximum of six passengers can book seats in a single ticket.