



## Terms and Conditions for Cleartrip Flexmax on Axis Bank Credit Card Offer

### Frequently asked questions

#### 1. What is CT FlexMax?

- ❖ CT FlexMax offers free cancellation or rescheduling on all domestic flight bookings. This includes one-time cancellation or free date/airline change
- ❖ You can cancel or reschedule at least 24 hours before flight departure
- ❖ For cancellation - Get the entire refund amount For reschedule - Pay just the fare difference

**Note:** CT FlexMax benefits can be taken just once per pax per journey for either canceling or rescheduling the flight.

#### 2. How does CT FlexMax work?

Book a flight on Cleartrip and Use **CTVIP & CTLOUNGE** to get CTFlexMax at INR 1 at the time of booking. If your plans change, you can proceed with cancellation or reschedule your trip.

#### 3. Can I cancel a flight after rescheduling it and still get a full refund on cancellation?

CT FlexMax is applicable to one time rescheduling/cancellation requests only.

#### 4. How will CT FlexMax work if multiple passengers are traveling under the same Trip ID?

In this case, each traveler is individually eligible for a one-time free cancellation or rescheduling request for a date and airline change. The changes can be made for all travelers together, or each one individually

#### 5. If I have booked a round trip, can I cancel or reschedule both the onward and return flights?

Yes, CT FlexMax allows you to cancel or reschedule tickets for both your onward and return journey together in one request as well as separately.

#### 6. By how many days can I reschedule my flight?

You can postpone up to 90 days from the date of the amendment.

#### 7. Will I be required to pay an extra amount if I reschedule my trip?

With CT FlexMax, you will not be required to pay an extra amount for rescheduling. However, fare difference (if any) will apply.

#### 8. What happens if the airline cancels my flight?

In this case, you will be refunded premium and airline fare. After intimation from the airlines about the cancellation, you may initiate the ticket cancellation process on Cleartrip.



## Terms and conditions

1. In case of a cancellation option availed under CT FlexMax, the refund will include the base taxes and any additional amount paid for a seat, meal .
2. CT FlexMax cancellation refund benefit does not include the following amounts:
  - ❖ Premium paid at the time of booking the ticket
  - ❖ Any other additional ancillary travel product such as insurance, baggage loss insurance, etc.
3. CT FlexMax premium once paid is non-refundable apart from the cases where the flight is canceled by airline
4. Traveler needs to cancel or reschedule the flight on the Cleartrip platform directly to avail of the CT FlexMax benefits
5. Cleartrip & Axis Bank reserves the right at any time, without prior notice and liability and without assigning any reason whatsoever, to add/alter/modify/change or vary all of these terms and conditions or to replace, wholly or in part, and to withdraw CT FlexMax at any time in its sole discretion.
6. Cleartrip is the sole authority for the interpretation of these terms
7. Cleartrip shall not be liable for any loss or damage arising due to a force majeure event
8. In no event, the entire liability of Cleartrip under this offer shall exceed the booking amount
9. These terms and conditions are governed by the laws of India and the courts at Bangalore will have exclusive jurisdiction over any matters/disputes arising out of or in relation to CT FlexMax
10. Cleartrip or any of its affiliates will not be liable or responsible for any loss or damage whatsoever that a customer may suffer, directly or indirectly, in connection with CT FlexMax that arises from such customer's own act of omission or commission.
11. Any person availing CT FlexMax shall be deemed to have accepted these terms and conditions.