



## IndiGo upgrades plan B options, allows passengers to rebook flights partially from/to transit station

**National, Dec 22, 2020:** In line with the vision to provide hassle-free services to its customers, IndiGo, India's leading carrier, has upgraded its Plan B options on the website and mobile app. The new additional option will allow a customer whose connecting flight has been cancelled, to either rebook partially - i.e., from origin till transit station or from transit station to destination - or take refund for the unused sector. This enhancement will provide greater flexibility to customers in case of limited options, delays or cancellations, especially owing to fog or other adverse weather conditions.

**Mr. William Boulter, Chief Commercial Officer, IndiGo** said, "We are pleased to update our Plan B options for connecting flights. This additional alternative will allow customers to rebook or refund a part of their journey as per availability, offering more flexibility and choice. It will certainly help customers in situations of extreme weather conditions, wherein the chances of flights getting delayed or cancelled increase. We strive to keep adding new ways to offer hassle-free travel experience to our customers, on-board our lean clean flying machines."

The option will be live in case of flight cancellation and visible as shown below.

The screenshot shows the IndiGo flight booking interface for a route from Delhi (DEL) to Bengaluru (BLR) on Friday, 04 DEC. The flight is booked for 1 adult passenger. The interface displays a list of flight options with columns for departure, arrival, and duration. A 'Book partial journey' button is highlighted with a red circle, and a callout box points to it with the text 'Option to select partial rebook'.

NON-STOP	DEPARTURE	ARRIVAL	DURATION	
ONE WAY TRIP				
00:05 - 02:55 Non-stop	6E 2376	2h 50m		<input type="radio"/>
02:00 - 04:50 Non-stop	6E 2624	2h 50m		<input type="radio"/>
03:05 - 05:55 Non-stop	6E 2134	2h 50m		<input type="radio"/>
05:05 - 07:55 Non-stop	6E 5031	2h 50m		<input type="radio"/>
06:10 - 09:10 Non-stop	6E 2458	3h 0m		<input type="radio"/>
06:55 - 09:50 Non-stop	6E 2031	2h 55m		<input type="radio"/>

### About IndiGo

IndiGo is amongst the fastest growing low-cost carriers in the world. IndiGo has a simple philosophy: offer fares that are low, flights that are on time, and a courteous, hassle-free travel experience. With its fleet of 262 aircraft as of 31st March 2020, the airline offered 1,674 peak daily flights during the quarter and connected 62 domestic destinations and 24 international destinations. For more information, please visit [www.goIndiGo.in](http://www.goIndiGo.in). You can also connect with us on [Facebook](https://www.facebook.com/IndiGo), [Twitter](https://twitter.com/IndiGo) and [Instagram](https://www.instagram.com/IndiGo).