

Terms and Conditions

Payment Options

1. Online Card Payments

Visa, Master, RuPay, Diner, JCB and American Express Card payments are processed through an online payment gateway system. You need not worry about your card information falling into the wrong hands because your bank will authorize the card transaction directly without any information passing through us. In approximately 25-30 seconds (depending on your internet connection) your bank will issue, using the online payment gateway, an authorization code and confirmation of completion of transaction.

Forbtours.com, as a Verisign Certified Site, uses the latest 128 bit encryption technology and other sophisticated methods to protect your credit/debit card information. You can book your product using SSL encryption (the internet standard for secure transactions). In fact, transacting online with a credit/debit card at the website is even safer than using a credit/debit card at a restaurant because we do not retain your credit/debit card information. You can be assured that FORB offers you the highest standards of security currently available on the internet so as to ensure that your shopping experience is private, safe and secure.

If the payment on the credit/debit card is declined for some reason, alternate payment instructions must be received by FORB 72 hours prior to the time of departure; else, the order is liable to be cancelled.

FORB charges a service fee on all domestic airline bookings. In case of cancellation of booking, this fee is non-refundable.

2. Internet Banking

If you have an account with bank, then you can pay for your order through the respective bank's net banking options and the amount will be automatically debited from your account. Forbtours.com processes payments through an online gateway system which enables safe and secure transactions.

3. Cash Card and Wallets

Transaction Confirmation

You should not take any action based on information on the Website until you have received a confirmation of your transaction. In case of confirmations to be received by email, if you do not receive a confirmation of your purchase/transaction within the stipulated time period, first look into your "spam" or "junk" folder to verify that it has not been misdirected, and if still not found, please contact our call centre.

Delivery of Products/Services

What is an e-ticket?

An e-ticket (electronic ticket) is a paperless electronic document with a unique confirmation number given to passengers in place of a paper ticket. Passengers are required to produce the unique confirmation number at the airport airline counter to claim the e-ticket.

How will I get my e-ticket details?

Your e-ticket details will be sent to the email address provided by you at the time of booking. If you do not receive your e-ticket within 8 hours of making your booking with Forbtours.com, please call our Customer Care Representative on 18001370122.

Forbcorp Pvt. Ltd. shall not be liable if customers do not comply with this requirement.

Is it necessary to carry my e-ticket with me?

Yes, it is mandatory for you to carry a copy of your e-ticket as sent by Forbtours.com. In the event that you fail to present a copy of your e-ticket, Forbcorp Pvt. Ltd. will not be held responsible if the Airline does not issue a boarding pass/ disallows you from travelling.

How will I get my boarding pass for an e-Ticket?

You need to show your e-ticket confirmation email and e-ticket along with a photo identity proof (passport, driver's license etc.) at the airline check-in counter. Thereafter the airline representative will issue your boarding pass.

Prepaid Ticket Advice ("PTA")

A PTA is a Prepaid Ticket Advice. We will give you a PTA number that you need to present at the airport check-in counter of the airline. The airline representative will print and give you your ticket at that time.

Amendment and Cancellation Policy

You can cancel your domestic flight bookings online. For online cancellation, Forb will charge Rs. 400/- per person per sector as standard cancellation charges.

To amend/cancel your ticket offline, call Forb Customer Care on 18001370122. For all offline cancellation of domestic flights a standard charge of Rs. 1250/- per person per sector, over and above the airline's own cancellation charge will apply. For international flight bookings a standard fee of Rs. 1250/- per person would be charged for online cancellation and Rs. 2250/- for any offline cancellation, over and above the airline's own cancellation charge.

For rescheduling of domestic flights, Forb will charge Rs. 400/- per person per sector as standard rescheduling charges.

For no-show on domestic flights, Forb will charge Rs. 100/- per person per sector as standard no-show charges.

Please refer to airline specific amendment and cancellation policy while using Forb Services. You may be required to directly contact the nearest airline office (of the concerned airline) to get your reservation cancelled.

How do I get refund after cancelling my ticket or reservation?

In case of no-show or unutilized bookings, You shall be required to make requests for any valid and applicable refunds, as per the defined policies, within 90 days from the travel date in case of air/ rail/ cab/ bus tickets and/or the date of check-in for hotel bookings. No refund would be payable for any requests made after the expiry of 90 days of travel date/ check-in as aforementioned and all unclaimed amounts for such no-show or unutilized bookings shall accordingly be deemed to have been forfeited.

The refund shall be processed within 15-20 working days from the date of the cancellation request. If we have received the payment through a valid credit card, then the same will be refunded to your credit card. Payments made using any other form of payment will be refunded by cheque within a maximum of 30 days from date of receipt of ticket. All refunds shall be processed subject to processing of refunds by the respective airline/service provider.

Please note convenience fee charged at the time of booking will not be refundable.

Promotion Codes

Forbtours.com generates promotion codes from time to time which may be availed on the site as a discount coupon.

Forbtours.com reserves the right to add, alter, modify, withdraw all or any of the Terms and Conditions or replace, wholly or in part, the program by any other program, whether similar to this program or not or withdraw it altogether without any prior notice.

In case of dispute with any party, Forbtours.com's decision will be binding and final.

When you register with Forbtours.com, we or any of our partners/affiliate/group companies may contact you from time to time to provide the offers/information of such products/services that we believe may benefit you.

Passport Information

Passport details are mandatory for e - ticket issuance to Europe, USA and Canada. A few airlines flying to these countries also require passport details for issuing the e-ticket. Refer below to check the list of such airlines:

- KLM
- Kuwait Airways
- Air France
- Saudi Arabian Airlines
- American Airlines
- Continental Airlines
- Delta Airlines
- United Airlines
- Kenya Airways
- China Southern Airlines
- China Eastern Airlines
- Aeroflot
- Egypt Air

- Biman Bangladesh Airlines
Uzbekistan Airways requires both passport details and visa copies for issuing an e-ticket.

In case you are flying to Europe, USA and Canada or with any of the above mentioned airlines, a FORB representative will contact you for your passport details. Please keep the following details handy:

Passport Details:

- Passport Number
- Issuing Country
- Date of Birth (DD/MMM/YY)
- Gender
- Expiry date of Passport (DD/MMM/YY)
- Last name/ Surname of traveller
- First name/ Given name of traveller
- Middle name of traveller (if any)

Visa Guidelines

Please carry a valid visa for the country you will be visiting or transiting through. Please check with the concerned airline or embassy for all visa requirements.