

- As per the DGCA directives, SpiceJet has suspended all its Domestic and International operations till 23:59 hrs of 17th May, 2020
- Passengers who had booked themselves for travel from 25th March, 2020 till 17th May, 2020 your bookings will be automatically cancelled with zero cancellation fee and a credit shell will be created for the same
- As per the recent DGCA guidelines for refunds, all new bookings made between 25th March, 2020 and 14th April, 2020 for travel date between 25th March, 2020 and 3rd May, 2020 are eligible for a full refund. Passengers may request refunds by quoting their PNR via the 24/7 Live Chat option available on www.spicejet.com or by writing to us at api.request@spicejet.com.
- Credit shell balance can be checked via **Manage Booking** on our website www.spicejet.com.
- For bookings cancelled between 25th March to 3rd May credit shell can be used for travel on or before 28th February, 2021 and for bookings cancelled between 4th May to 17th May credit shell can be used for travel on or before 31st March, 2021 to make another booking as well as to book ancillary products for the same passenger(s) on our website www.spicejet.com
- To make fresh bookings as well as to book ancillary products you are requested to visit our website www.spicejet.com and at the end of the booking process, you can make payment using the CREDIT SHELL option.
- For all New and existing bookings for travel till 31st May, 2020. You may reschedule your booking one time for travel till 30th September, 2020, without paying any change fees however fare difference if any will be applicable on rescheduled bookings.
- Our call centre is operational with limited resources until the nation-wide lockdown is called off.
- You may use the 24*7 Live Chat option on our website www.spicejet.com

Or write to us at api.request@spicejet.com.

Our team will respond to you at the earliest.