

Credit/ Debit Card Policy

- Credit/ Debit Cards used for the purchase of air tickets must be presented, in original, at the check-in counter along with the card holder's photo identification.
- However, if a traveling passenger is not a cardholder and he/ she has purchased ticket/s on somebody else's Credit/ Debit card from AIR SIAL's sales outlet or website, that situation passenger should possess the following documents for presenting at the check-in counter. A photocopy of a Credit/ Debit Card used for the purchase of the ticket, duly self-attested, through signature, by the owner of the card.
- Copy of the photo identity of the Credit/ Debit Card holder signed and verified by the cardholder him/ herself.
- Passengers shall also present his/her photo identification at the check-in counter.
- Only one card can be used for one transaction at a time.
- Online tickets issued on Credit/ Debit Cards, through AIR SIAL's website, shall be modified and refunded only at AIR SIAL's City Ticketing Offices & Airport Ticketing Offices.
- Ticket issued on Credit/ Debit Card shall be modified or refunded on production of Original Credit/ Debit Card.
- if the ticket was purchased on a card, then the same card shall be used for the modification of that ticket. Tickets purchased with a credit card cannot be exchanged for cash.
- The ticket cannot be refunded or changed 03 hours before or 06 hours after the departure of the flight.
- Only valid tickets can be changed, modified, or refunded with the applicable charges.
- Verification of the Credit/ Debit card shall be required at the time of check-in, in case of failure, the boarding of passengers shall be denied by the airline.