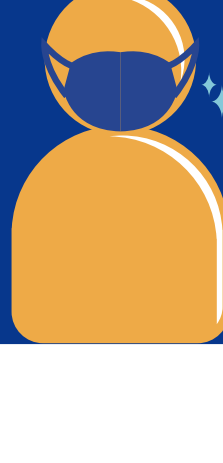


The new normal of travelling aboard our lean, clean flying machine.



Dear Travel Partner,

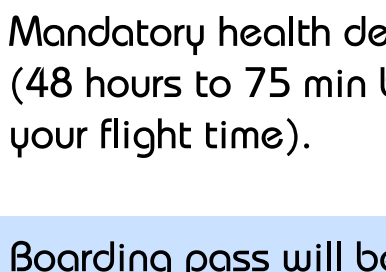
We are excited to share that we are back in the skies!

Considering the COVID-19 situation, as per government guidelines, we have revised some of our travel mandates while keeping our customer's well-being at the centre.

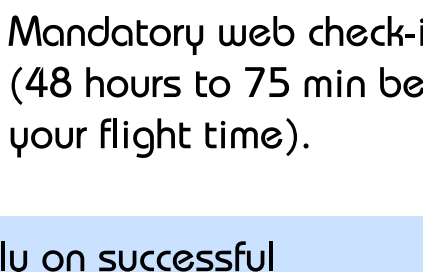
Here are some things which will help minimise contact throughout our customer's journey and enable a hassle-free experience for them.

Guidelines for customers:

Going online to minimise contact

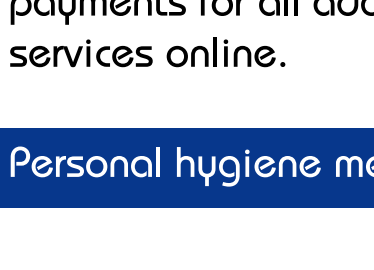


Mandatory health declaration (48 hours to 75 min before your flight time).

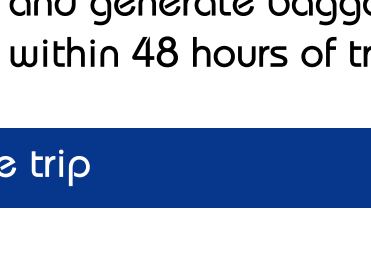


Mandatory web check-in (48 hours to 75 min before your flight time).

Boarding pass will be emailed only on successful health declaration.



It is advised to make payments for all add-on services online.



Add check-in baggage online and generate baggage tags within 48 hours of travel.

Personal hygiene measures for the trip

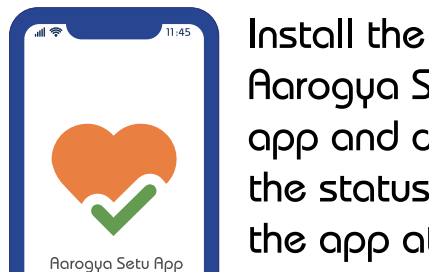


Wear mask and gloves at all times



Keep a sanitizer handy (<350 ml)

Before reaching the airport

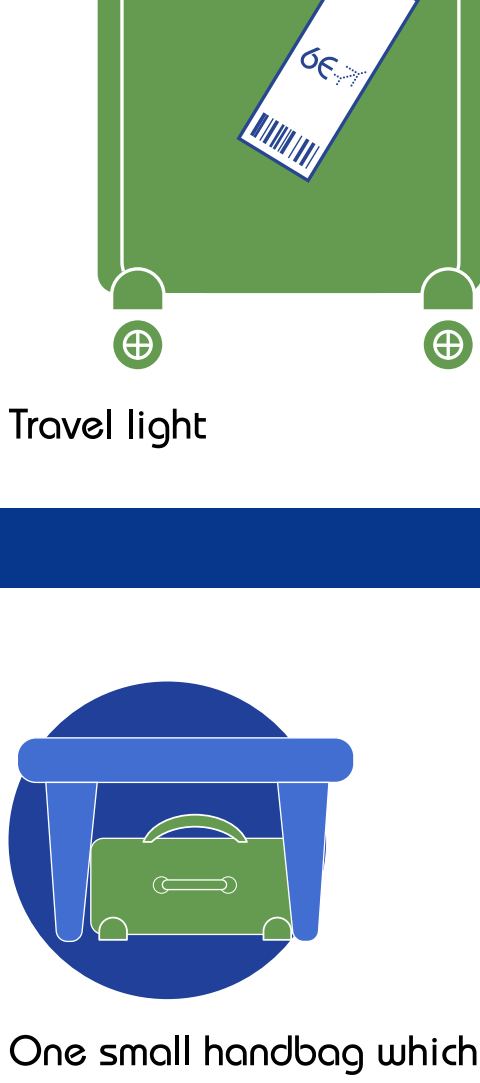


Reach the airport 2 hours before flight departure.

Airport counters close 60 min before flight time.

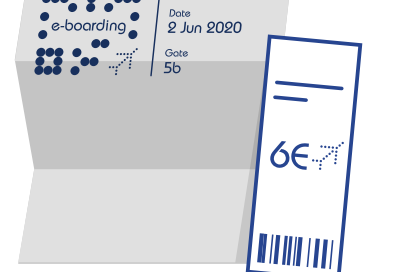


Install the Arogya Setu app and display the status on the app at the entry gate.

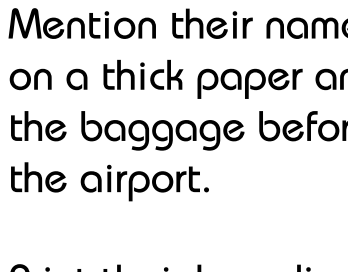


Travel light

What customers can carry



One check-in baggage per person under 20 kg



One small handbag which can fit under the seat in front

How to minimise contact at the airport

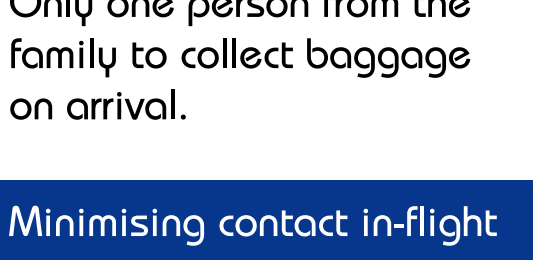


Carry a printed copy of the boarding pass & baggage tag

Alternatively they can:

Mention their name and PNR on a thick paper and tag it to the baggage before entering the airport.

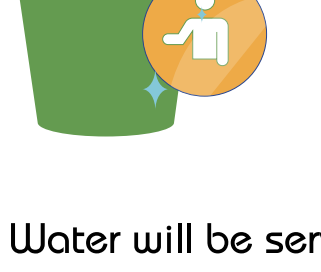
Print their boarding pass and baggage tag from the airport kiosk



Practice social distancing at all times.

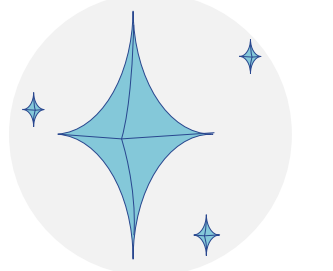


Only one person from the family to collect baggage on arrival.

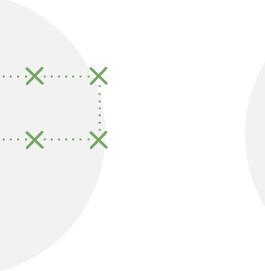


Scan their boarding pass at the gate.

Minimising contact in-flight



Food and beverage will not be available and served on board to minimise contact.



Water will be served on request.

For a safer and hassle-free travel experience, we are doing the following:

A-Z disinfection

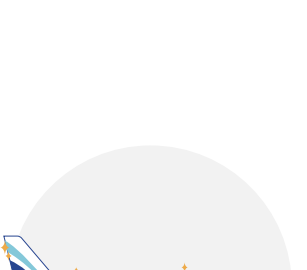
We are sanitising and disinfecting all IndiGo surface touchpoints. This includes baggage drop counters, boarding gates, wheelchairs, coaches, aircraft, crew vehicles, ramps - everything.

Social distancing

From the baggage screening and check-in counter, to the boarding gates and baggage claim, everywhere you'll find markers and reminders to maintain a six feet distance from those around you.

Check-in counter

In addition to disinfecting the counters, we are enabling social distancing here. By opening alternate check-in counters, and by encouraging passengers to stand six feet apart in the queue.



Crew and staff

All our airport staff and crew members are geared with Personal Protective Equipment, appropriate for their role. They are all encouraged to periodically sanitise their hands for your safety and well-being.



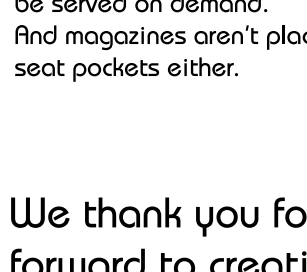
Buses and crew vehicles

All our airport staff and crew members are geared with Personal Protective Equipment, appropriate for their role. They are all encouraged to periodically sanitise their hands for your safety and well-being.



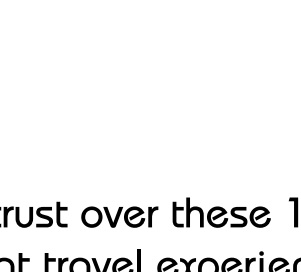
Ground support equipment

Coaches, ramps, crew vehicles, cargo vehicles, everything is being sanitised and disinfected.



Inside the aircraft

The cabin air is HEPA-filtered. The aircraft is disinfected before every flight and fumigated at regular intervals. The tray tables, armrests, overhead nozzles, lavatories, and galleys will receive special attention - given the frequency of contact. We aren't serving food and beverages on board to minimise contact for your safety. Water will be served on demand. And magazines aren't placed in the seat pockets either.



Our disinfectants

We use an array of disinfectants approved for the sanitation of our aircraft, ground equipment, and common surfaces at the airport. Among these are disinfectants that are also used in hospitals and are, therefore, very strong and effective.

We thank you for your trust over these 13 years and look forward to creating great travel experiences together.

For queries, please connect with the IndiGo sales team.

Regards,
Team IndiGo

Your lean, clean flying machine is ready.