

# GUIDELINES FOR **TRAVEL PARTNERS**

Let's provide all SpiceJet  
passengers a safe and seamless  
travel experience.





## **NEW RULE FOR NEW BOOKINGS:**

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Dear Travel Agents,

Please note that complete passenger information including valid e-mails, mobile numbers and other details will be required with each booking. Inaccurate information may lead to the passengers being barred from travelling.

India is taking off once again. And SpiceJet is there to make sure that every person travels safe, reaches safe. A contactless travel experience has become the norm of the day and there have been some strict guidelines and safety measures that have been put in place so that people are most secured and least inconvenienced during the entire course of their journey. These are to be followed carefully so that every person reaches every destination safely.



**FOR A SAFER  
TRAVEL EXPERIENCE**



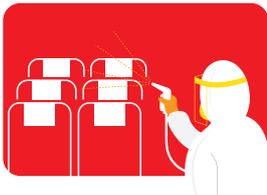
### **STATE-OF-THE-ART AIR CIRCULATION SYSTEM**

The cabin airflow in our aircraft rules out spread of airborne diseases. The cabin air does not circulate from front to back. It only flows from the ceiling to the floor and gets absorbed for filtration.



### **HEPA FILTERS**

All our aircraft use High-Efficiency Particulate Air (HEPA) filters (like those found in hospitals) that remove up to 99.9+% of airborne particles such as viruses and bacteria.



### **SANITISED CABINS**

Best-in-class cleaning procedures are followed on all our aircraft, in addition to disinfecting passenger touch points and surfaces before every flight.



### **SYNTHETIC LEATHER SEATS**

We are equipping our aircraft with synthetic Leather seats. These non-porous seats make it difficult for viruses and particles to penetrate inside them and can be easily wiped off compared to standard fabric seats.



### **SAFETY SHIELD KIT**

All passengers will be provided a special 'Safety Shield' pack – consisting of a face shield, mask and hand sanitiser – free of cost. It is mandatory to wear the protective gear therein, during the entire journey.



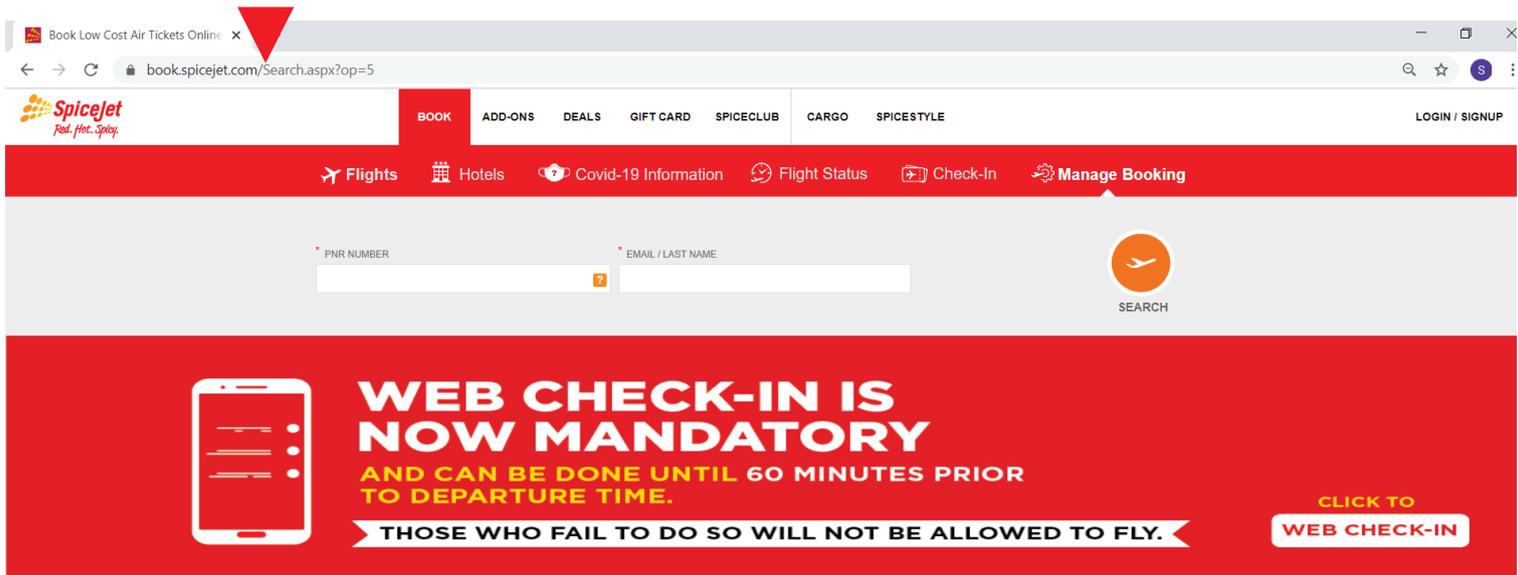
### **PROTECTIVE MEASURES**

Our crew and officials go through a detailed health check-up and will be wearing protective gear to deliver a safe travel experience.

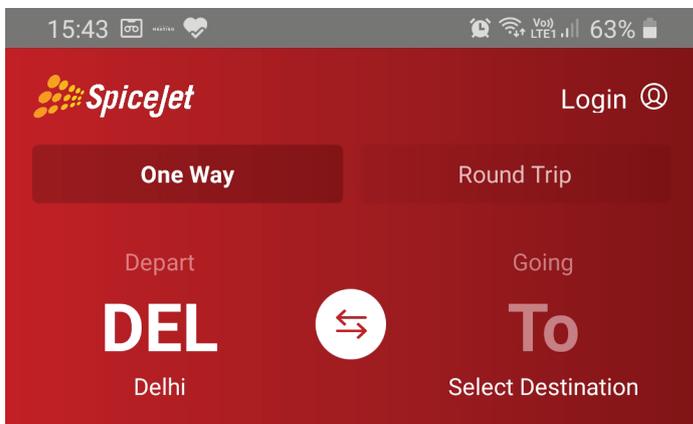
# WEB-CHECK-IN- A DETAILED GUIDE

Web check-in is now mandatory and will close 60 minutes prior to departure time. It can be done through the SpiceJet mobile app as well as through our website [www.spicejet.com](http://www.spicejet.com).

## WEBSITE INTERFACE:



The screenshot shows the SpiceJet website interface. At the top, there is a navigation bar with the SpiceJet logo and menu items: BOOK, ADD-ONS, DEALS, GIFT CARD, SPICECLUB, CARGO, and SPICESTYLE. Below this is a secondary navigation bar with icons for Flights, Hotels, Covid-19 Information, Flight Status, Check-In, and Manage Booking. The main content area features a search bar with fields for PNR NUMBER and EMAIL / LAST NAME, and a SEARCH button. A prominent red banner below the search bar reads: "WEB CHECK-IN IS NOW MANDATORY AND CAN BE DONE UNTIL 60 MINUTES PRIOR TO DEPARTURE TIME. THOSE WHO FAIL TO DO SO WILL NOT BE ALLOWED TO FLY." A button labeled "CLICK TO WEB CHECK-IN" is located in the bottom right corner of the banner.



The screenshot shows the SpiceJet mobile app interface. At the top, there is a status bar with the time 15:43, signal strength, VoLTE, LTE1, and 63% battery. Below this is the SpiceJet logo and a Login button. The main content area features a "One Way" button and a "Round Trip" button. Below these are "Depart" and "Going" labels. The "Depart" field shows "DEL" (Delhi) and the "Going" field shows "To" (Select Destination). A double-headed arrow icon is positioned between the two fields. At the bottom, there are three buttons: "Flight Status", "Web Check-in", and "Boarding Pass".

## MOBILE APP INTERFACE:



The screenshot shows the SpiceJet mobile app interface. At the top, there is a status bar with the time 15:43, signal strength, VoLTE, LTE1, and 63% battery. Below this is the SpiceJet logo and a Login button. The main content area features a "One Way" button and a "Round Trip" button. Below these are "Depart" and "Going" labels. The "Depart" field shows "DEL" (Delhi) and the "Going" field shows "To" (Select Destination). A double-headed arrow icon is positioned between the two fields. At the bottom, there are three buttons: "Flight Status", "Web Check-in", and "Boarding Pass".

For reservations call us on:

+91-9871803333

+91-9654003333

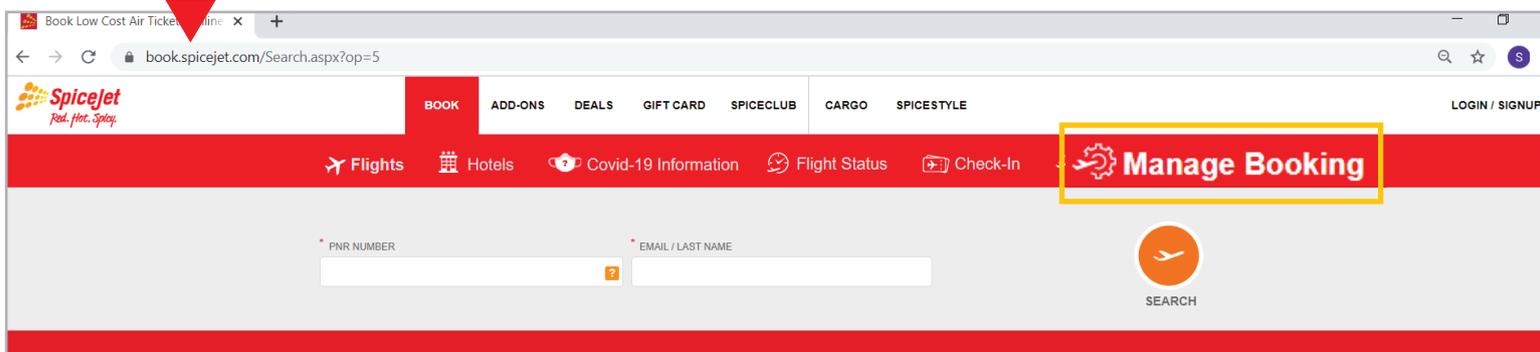


# HERE IS A DETAILED STEP-BY-STEP GUIDE TO WEB-CHECK-IN THROUGH THE WEBSITE:

## Step 1:

### BOOKING RETRIEVAL

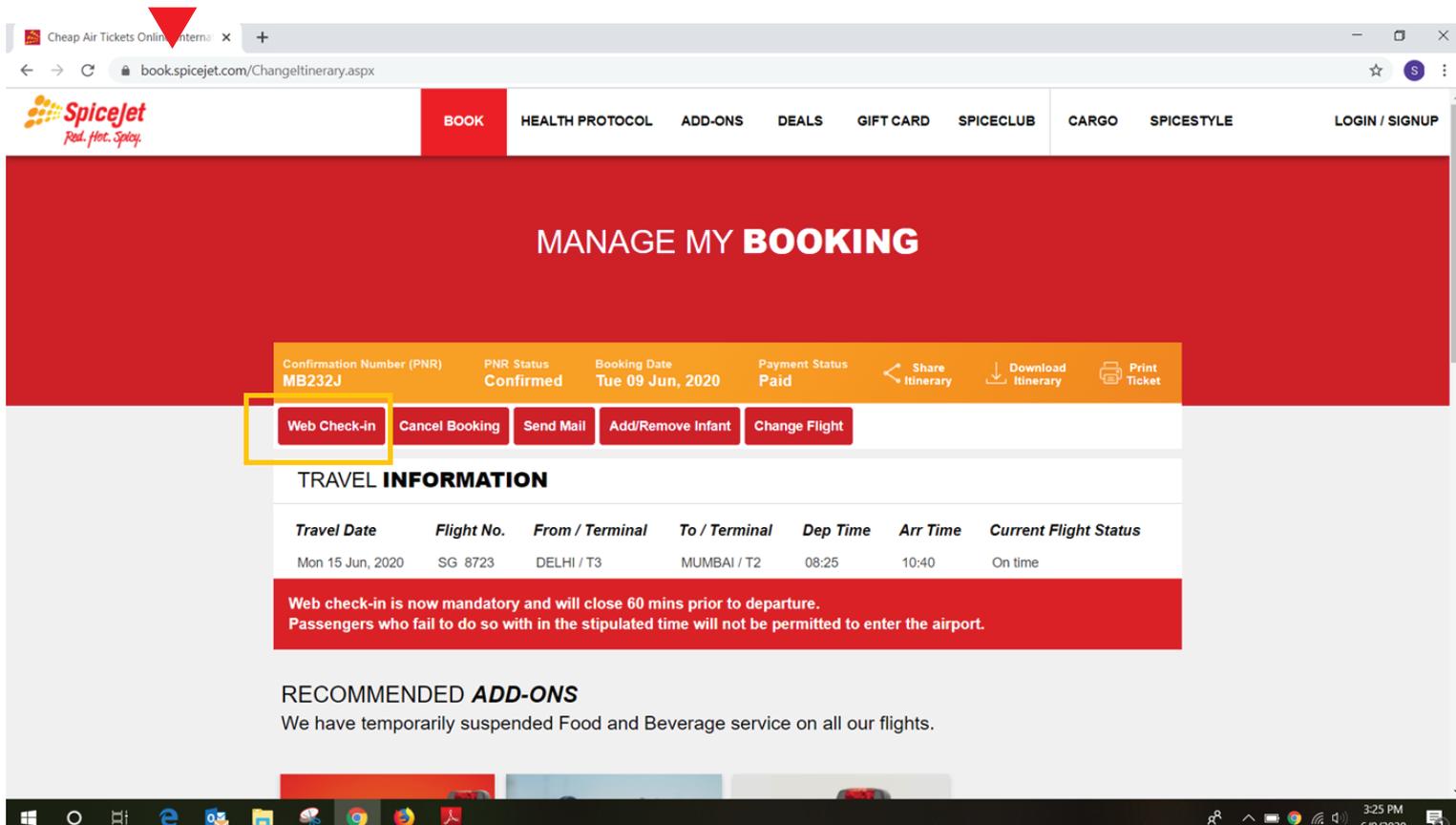
Retrieving booking through the Manage My Booking tab.



## Step 2:

### WEB CHECK-IN

Click on Web Check-in



## Step 3: HEALTH DECLARATION

**PASSENGER DECLARATION**

*It is mandatory, as per the Government of India guidelines, to give a declaration to the following effect:*

- I/we am/are not residing in any containment zone.
- I/we am/are not suffering from any fever/cough/respiratory distress.
- I/we am/are not under quarantine.
- If I/we develop any of the above-mentioned symptoms, I/we shall contact the concerned health authorities, immediately.
- I/we have not tested COVID-19 positive in the last two months.
- I/we am/are eligible to travel as per the existent norms.
- I/we have provided my/our updated mobile number(s) and contact details to the airlines. I/We will provide further details as per the requirement.
- I/we understand that if I/we undertake the air journey without meeting the eligibility criteria, I/we would be liable for penal action.
- I/we undertake to adhere to the health protocol prescribed by the destination State/UT. To read the health protocols of the Government of India and State Government if any, please [click here](#).

I agree to all the above conditions.

**ACCEPT**

**About Us**  
Corporate Overview  
Fleet  
Charter Request  
Careers

**Contact us**  
Airports  
International Offices  
Corporate Head Office  
Advertise with Us

**Travel Info**  
Carriage of Live Animals  
Citizen's Charter  
FAQ  
Special Assistance

**Investors**  
Corporate Governance  
Financial Information  
Notices  
Corporate Announcements

**Spice Route Magazines**  
March 2020  
February 2020  
January 2020  
December 2019

## Step 4: PASSENGER SELECTION

**WEB CHECK-IN**

Travel Date	From	To	Flight No.	Status
19 JUN '20 FRI	Delhi 08:25	Mumbai 10:40	SG 8723	On time

Passengers to Check-In	Selected Seat
SG 8723 Delhi - Mumbai	
<input checked="" type="checkbox"/> Mr JOHN DOE	
<input checked="" type="checkbox"/> Ms JANE DOE	
<input checked="" type="checkbox"/> Mr JOSEPH DOE	

**Assign Seat to Begin Check-in**

# Step 5:

## SEAT SELECTION

Two available options. Self Selection and Auto Selection.

### Option 1: Self Selection

- Choice of seat may be opted for by paying a minimal fee.
- The Boarding Pass and Baggage Label, in this case, will be provided immediately.

**Delhi - Mumbai**

Passenger Name	Seat	Fare (INR)
JOHN DOE	7D	350
JANE DOE	8D	350
JOSEPH DOE	9D	350

**FARE DETAILS**  
[ Indian Rupee ( INR ) ]

FRI 19 JUN, 2020  
**DEL - BOM** 08:25  
Flight SG 8723  
**22,209** +  
3 Adult (SpiceSaver Fare) 19,899  
Special Services  
Seat Fees 1050  
Convenience fee may apply

**24,159**  
INCLUSIVE OF TAXES

**CONTINUE** →

### Option2: Auto assign seats.

- Passengers will be automatically assigned seats without any charges.
- There is no guarantee, in this case, that multiple passengers travelling together will be allotted adjacent seats though.

# Step 6:

## BAGGAGE DECLARATION

- Declare check-in and cabin baggage.
- Only one check-in bag of not more than 20 kg and one cabin baggage of not more than 7 kg is allowed.

**SpiceJet**  
Red. Hot. Spice.

BOOK HEALTH PROTOCOL ADD-ONS DEALS GIFT CARD SPICECLUB CARGO SPICESTYLE LOGIN / SIGNUP

**DECLARE BAGGAGE**

**Bag tag**  
 Do you have any baggage to check-in?

Please declare the number of Check-in Baggage you wish to carry.

Journey	Passenger Name	Baggage
Delhi - Mumbai	MR John Doe	SELECT BAG
Delhi - Mumbai	MS Jane Doe	SELECT BAG
Delhi - Mumbai	MR Joseph Doe	SELECT BAG

**FARE DETAILS**  
[ Indian Rupee ( INR ) ]

FRI 19 JUN, 2020  
**DEL - BOM** 08:25  
Flight SG 8723  
**22,209** +  
3 Adult (SpiceSaver Fare) 19,899  
Convenience fee may apply

**23,109**  
INCLUSIVE OF TAXES

**CONTINUE** →

**Note** : Only 1 bag is allowed per passenger and the dimension of the bag should not exceed 76 cm (height) and 48 cm (width). The weight of each bag should not exceed 20 kg. In case of excess weight please buy excess baggage from the Add-on page. For quick and easy Check-in process, you are suggested to print your own bag labels.

## Step 7:

### EXCESS BAGGAGE

- In case the baggage exceeds the prescribed limit, pre-book excess baggage.
- Additional weight can only be added to the one check-in bag that is allowed.

**WEB CHECKIN ADD ONS**

**PRE-BOOK EXCESS BAGGAGE**  
One checked-in baggage up to 20 kg is permitted per passenger. For baggage above 20 kg, please add excess baggage from the option below.

**₹1900 Onwards**

**FARE DETAILS**  
[ Indian Rupee ( INR ) ]

**FRI 19 JUN, 2020**  
**DEL - BOM** 08:25  
Flight SG 8723  
**22,209** +  
Adult (Spice Saver Fare) 19,899

Convenience fee may apply

**23,109**  
INCLUSIVE OF TAXES

**CONTINUE** →

## Step 8:

### CONTACT DETAILS

Fill contact details.

**CONTACT DETAILS**

If your flight is disrupted we will keep you up-to-date. Updates about significant changes to your booking will be sent via email and text message to the contact details below. These details will not be used for marketing and can be changed later in Manage My Booking.

**NOTE:** Passengers/Children below 14 years can add their parent's mobile number

**Add Contact For : Mumbai**

Name: **MR JOHN DOE**

Same as Passenger 1

MOBILE PHONE\* ADDRESS\* PIN CODE\* EMAIL ADDRESS

+91 9711207426

Name: **MS JANE DOE**

Same as Passenger 1

MOBILE PHONE\* ADDRESS\* PIN CODE\* EMAIL ADDRESS

+91

Name: **MR JOSEPH DOE**

Same as Passenger 1

MOBILE PHONE\* ADDRESS\* PIN CODE\* EMAIL ADDRESS

+91

These contact details are correct

**Save & Continue** **Cancel**

## Step 9:

# ADD-ON PAYMENTS

Only if additional services are selected.

The screenshot shows the 'PAYMENT DETAILS' page on the SpiceJet website. The page is divided into several sections:

- Apply Discount:** A section with input fields for 'PROMO CODE' and 'CARD NUMBER:(OPTIONAL)', and an 'APPLY' button.
- Confirmation Number (PNR) MB232J:** A table showing payment details for a credit card.
- Total Amount:** A summary of the total amount due.
- Credit Shell:** A section for providing card details, highlighted with a yellow border. It includes a list of payment methods and a form for card details.
- FARE DETAILS:** A sidebar on the right showing flight information and a total amount of 5,292 INR.

Payment Method	Account Number	Amount	Status
Credit card	II XXXXXXXXXXXX1009	4,293 INR	(Confirmed)

**Total Amount**  
**999 INR**

**Credit Shell**  
Master/Visa/Diners - Credit & Debit Cards  
Net Banking  
Spice Cash  
SpiceJet Gift Cards  
AMEX  
Maestro / RuPay / ATM-Debit  
Wallet  
Book Now Pay Later (EMI)

**Provide your card details to confirm the booking**

\*CARD NUMBER:

\*VALID UPTO:

\*CARDHOLDER:

\*CVV:

**FARE DETAILS**  
[ Indian Rupee ( INR ) ]

MON 15 JUN, 2020  
**DEL - BOM** 08:25  
Flight: SG 8723  
**3,993** +  
1 Adult (SpiceSaver Fare) 3,385  
Special Services  
Seat Fees 999

Convenience fee may apply

**5,292**  
INCLUSIVE OF TAXES

**CONTINUE** →

## Step 10:

### WEB CHECK-IN COMPLETED

For passengers with pre-selected seats, the Boarding Card along with a baggage label will be generated & will also be sent to the registered e-mail ID.

**BOARDING PASS**

**RY6PJP**

<b>PASSENGER NAME:</b> MR JOHN DOE	<b>FLIGHT:</b> SG8723 DELHI (T3) TO MUMBAI (T2)	<b>DEPART:</b> 08:25, 19 JUN 2020	<b>ARRIVAL:</b> 10:40, 19 JUN 2020
<b>GATE:</b> VERIFY AT AIRPORT	<b>SEAT:</b> 6B	<b>SEQ:</b> 1	<b>SPECIAL SERVICES:</b> BAG1

Passenger Name:  
MR JOHN DOE

Flight:  
SG8723 DEL (T3) - BOM (T2)  
08:25, 19 JUN 2020

Confirmation Number (PNR):  
RY6PJP

Seat: 6B    SEQ: 1    Gate: VERIFY

Special Services:  
BAG1

The boarding gate closes 20 and 25 mins prior to departure for domestic and international flights respectively. Boarding gate numbers are subject to change. Please check the flight information screen for latest updates. Frisking of passengers and checking of photo ID & hand baggage is mandatory. Passengers are requested to co-operate with SpiceJet and the relevant authorities. Customer Care No.: +91 98718 03333, +91 98540 03333 | Web: www.spicejet.com

**PASSENGER RECEIPT**  
**RECEIPT #164139756**

**CONFIRMATION NUMBER (PNR): RY6PJP**

**FLIGHT # SG8723**

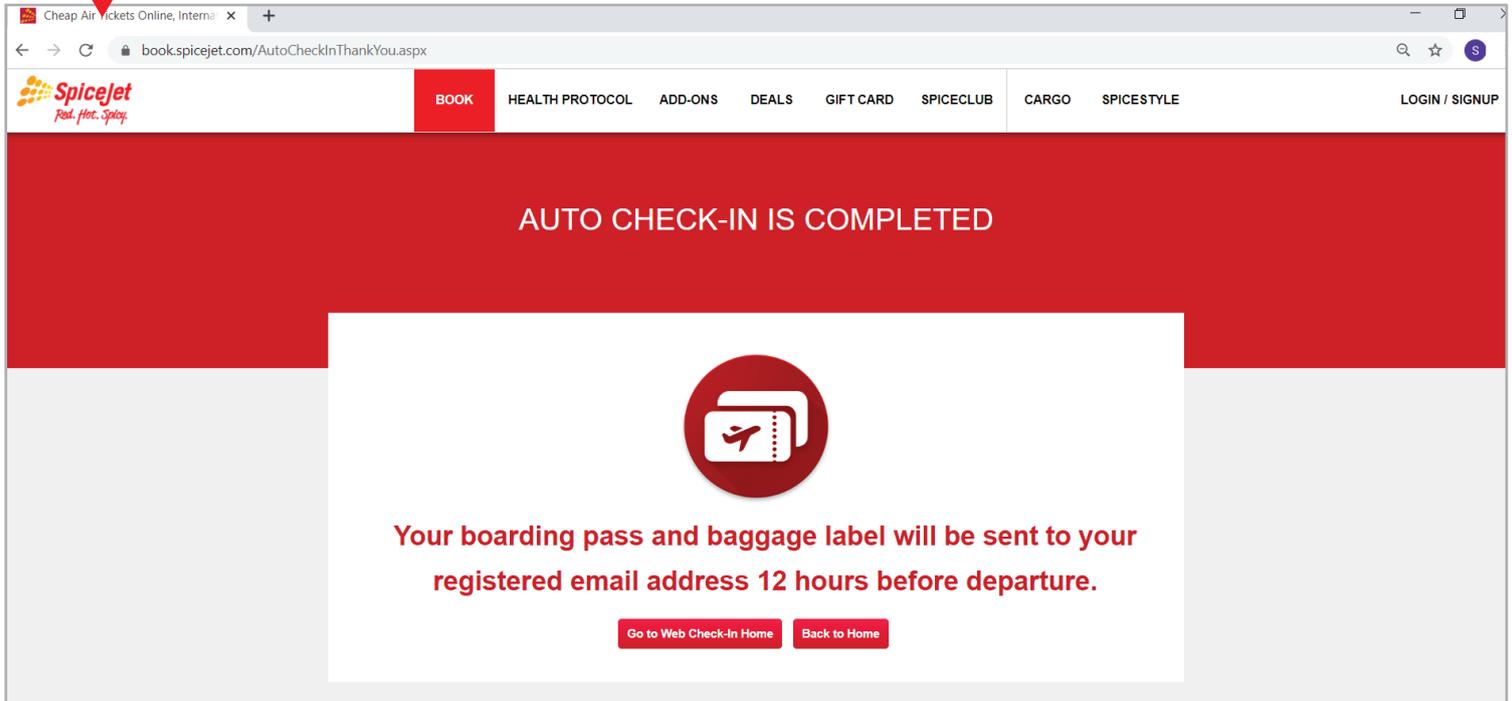
Passenger Name #	JOHN DOE
Passport No #	
Gate #	Please verify gate at airport
Seat #	6B
SEQ #	1
Departure Station #	Delhi (DEL)
Departure Time #	08:25, Fri 19 Jun, 2020
Arrival Station #	Mumbai (BOM)
Arrival Time #	10:40, Fri 19 Jun, 2020

**Baggage Label**

<b>Name:</b>	JOHN DOE		
<b>PNR:</b>	RY6PJP		
<b>Flight Number:</b>	SG 8723	<b>Date of Travel:</b>	19 Jun, 2020
<b>Origin:</b>	Delhi (DEL)		
<b>Destination:</b>	Mumbai (BOM)		

**Note:** It is mandatory to attach this label on your baggage before dropping it off at the SpiceJet counter. If you are unable to print this, please note down all these details on an A4-size paper and paste it on your baggage. Articles like power banks, cash, jewellery and restricted items are not permitted in check-in baggage.

For those who opted for Auto-assign seat, the Boarding Pass and Baggage Label will only be sent to the registered email address 12 hours before departure.



The printed luggage label sent or a hand-written luggage label as per the provided format should be properly displayed on the checked-in luggage.



**THE WEB CHECK-IN PROCESS IS NOW COMPLETE.  
HERE'S HOW THE JOURNEY CAN BE SAFE AND  
SMOOTH TOO.**

## **BEFORE YOU STEP OUT**



Passengers need to ensure that they have multiple digital payment apps on their phone so that they can avoid cash transactions at the airport.



Before travelling, passengers need to check state-wise health regulation guidelines.



# ENTRY TO AIRPORT



Passengers should always wear a mask and maintain social distancing during the course of their journey.

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Passengers need to arrive at the airport at least 2 hours prior to departure.

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A green status on the Aarogya Setu app is mandatory to be able to enter the airport. Only children below 14 years of age will be exempted.

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Passengers have to show their identity card and a printout of their boarding pass or mobile boarding pass to the CISF staff at the airport's entry.

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A temperature check will be done before passengers can access the terminal building.

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Use of trolleys should be avoided.

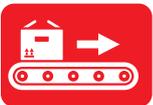
Baggage  
drop-off



## BAGGAGE DROP:



Baggage drop closes 60 minutes prior to departure.



Place your bag on the conveyor belt with a properly filled baggage label stuck to it.



Instead of a paper receipt, you will now receive an SMS for your checked-in bag.

# INSIDE THE AIRPORT



Passengers should avoid touching surfaces as much as possible

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Passengers should try to use airport restrooms instead of the ones inside the aircraft since those onboard are very compact.

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Social distancing should be maintained within the airport premises and hands should be frequently sanitized.

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Chairs marked 'Not for Use' are not to be used.

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Due attention should be paid to airport advisories and communications and they should be strictly adhered to.



## BOARDING



Boarding gates will close 20 minutes prior to departure.

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Safety kits kept near the boarding gate should be collected. For added protection, middle seat passengers will additionally be provided with a coverall gown. Safety Kit must be put on before proceeding for boarding.

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Passengers are encouraged to self-scan boarding passes and display their identity card to the airlines official.

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To avoid physical contact, we will reduce the number of people in our coaches by 50%.

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Passengers are requested to please follow boarding instructions as we are boarding fewer customers at a time to comply with social distancing norms for safety.

## IN-FLIGHT



We have temporarily suspended food and beverage services on all our flights. Except for health purposes, F & B consumption is not permitted on-board the flight.

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Our in-flight magazine and any other reading material will also not be available during this period.

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Passengers are requested to limit movement in the aircraft cabin. Unless absolutely necessary, they should avoid getting up and visiting the lavatories.



## **DISSEMBARKATION**

Passengers will now exit the plane from front-to-back. While disembarking, passengers should strictly adhere to social distancing norms.



## **BAGGAGE COLLECTION AND EXIT**

Preferably only one person from the family should go to collect the bags. Passengers should dispose used masks and gloves in the biohazard waste bins only. These can be found at the terminal exit. Upon arrival, passengers should comply with the health protocols of the respective state/union territory.



## **DON'T FLY IF YOU ARE UNWELL**

The health and safety of our customers and crew members is our top priority. In case passengers do not feel well or concerned that they may have coronavirus, they are requested to not fly until cleared to travel by a doctor. We, at SpiceJet are completely ready to fly everyone and are putting all measures together to deliver industry- leading cleanliness, prioritise well-being and innovate for a healthier tomorrow.

