

## FAQ (Frequently Asked Questions)

### **Q1. What is the offer?**

**Ans:** SJIBL credit & debit cardholders will be able to get 10% discount on domestic routes on the base fare (Economy & Business) of the air ticket purchase.

### **Q2. What is the campaign period?**

**Ans:** The campaign period valid from 20<sup>th</sup> August 2021 to 30<sup>th</sup> November 2021.

### **Q3. Will this discount be applicable for international air ticket purchasing?**

**Ans:** No. The discount is applicable for domestic air ticket purchasing only.

### **Q4. Who is eligible for this campaign?**

**Ans:** SJIBL VISA credit & debit cardholders will be eligible under this offer.

### **Q5. Is there any capping in discount?**

**Ans:** There is no capping in the amount of discount one cardholder can avail.

### **Q6. Is there any limit to the number of times that the cardholder will be eligible for the offer?**

**Ans:** Cardholder can purchase maximum 04 tickets (Parents, Spouse & Children) in a single transaction. Cardholder has to be one of the traveling partners under this discount campaign. No discount would be provided if cardholder would like to buy tickets for others in case s/he is not traveling. Also no discount on Infant (0-2 years old), Air Fare.

### **Q7. How will the cardholder avail the discount?**

**Ans:** The cardholder will receive the discount instantly when purchasing the air tickets by using SJIBL card.

### **Q8. From where cardholder will avail this offer?**

**Ans:** The offer is available when the cardholder purchase the air ticket through nominated city sales offices only (except Airport sales offices).

### **Q9. Is this offer valid for online purchase?**

**Ans:** No. The offer is not valid for online purchase.

### **Q10. Is there any restriction?**

**Ans:** Above discount will not be provided to travel in blackout period. Blackout period is 14-24 October 2021.

### **Q11. Is the sold tickets are refundable?**

**Ans:** Sold tickets under this campaign are Non-Refundable.