



# IndiGo Staff Leisure Travel Policy

(Revised w.e.f. January 10, 2020)



Policy



IndiGo





# Eligibility & Scope

## Travel Status

All travel is on a space available (standby) basis only. Booking may be done in advance. However, no booking confirmation is provided. Check-in and boarding will be done at the airport based on seats available at the time of departure.

## Eligibility

IndiGo staff members (Domestic & International), IndiGo call center employees, InterGlobe business heads ("Eligible IndiGo Staff"), International GHA that are 100% dedicated to IndiGo work, are eligible for space available travel.

## Seniority

No seniority applies; IndiGo travelers will be boarded based on their date and time of booking for the flight. The first booking (determined by date/time of booking) shall receive priority.



Policy



IndiGo



# Nominations Under Staff Leisure Travel



1. The maximum number of nominations any employee can have in the staff leisure travel is limited to **SIX (6)** in number, including self. These **five (5)** nominated family members will be eligible for unlimited space available travel while the employee remains on the regular rolls of IndiGo.
2. The following family members from, listed below, can form a part of the nominations by the employee in Staff Leisure Travel.
  - Self (mandatory)
  - Spouse
  - Children
  - Parents (either self or spouse or combination)
  - Self-Grand-Parents (Paternal or Maternal)
  - Daughter-in-law/Son-in-law
  - Your Siblings (Brother & Sister)
  - Your Sibling's Spouse (Brother in law/ Sister in Law)
  - Adoptive Family (Children/Parents)
  - Step Brother/Sister
  - Step Children
  - Step Father/Mother
3. Each employee can select one set of parents only, i.e, from Mother / Adoptive mother/ Step Mother & Father / Adoptive father / Step Father.
4. Change in Staff Leisure Travel nominations shall be on the basis of last travel date OR change in the financial year. In case a nomination (barring self) has not travelled in the past 6 months, it will be open for change.




Policy



IndiGo



- 
5. In case of any life changing event, such as, **marriage/ re-marriage/ divorce, childbirth, or death of a nominated member**, the employee has to submit a request along with the required legal documents to HR for any such change. Post approval, the employee will be able to avail the benefits under the policy.
  6. Employee shall update the nominations on the SLT site once the nominations are open for change.
  7. Only changed / updated nominations will be sent to HR for approval. The rest of the nominations will still be available for booking in the employee's booking window. Employee should be able to provide valid proofs for the above nominations as and when required by HR.
  8. In case of marriage, an employee can get his / her spouse added post marriage by providing any legal document as proof for the same. In absence of a marriage certificate or a legal document, wedding card **and** an affidavit for inclusion of spouse name on the passport/ other legal document, shall also be among other acceptable documents in this case.
  9. Infant(s) of IndiGo employees only, shall be allowed on SLT travel. Infant(s) of IndiGo employees may be nominated on the SLT Portal, however, it is **not** mandatory. A valid date of birth proof of the infant shall be required at the airport for availing the benefit of SLT infant fares. Post attainment of two (2) years of age, s/he shall **not** be considered as an infant and shall be governed by the existing policy for addition / change to the SLT nominations & accordingly fares shall be charged.

## Nominations Approval

- i. HR shall take **2 working days** for validation of documents / approval, post which the employee can start availing the benefits.
- ii. In the event there is any violation / misrepresentation of facts, the employee shall be liable for termination of the Agreement and also make good the losses so incurred by IndiGo.



# Conduct During SLT

- i. Eligible IndiGo Staff must present a valid company photo ID at check-in. IndiGo travelers who are not IndiGo employees may travel without the IndiGo employee; however, they need to show their own photo ID at the time of check - in.
- ii. IndiGo travelers must not misbehave, cause a flight delay or be disruptive. Any behavior deemed by the company to be disruptive will result in the eligible IndiGo Staff's travel privileges being revoked, and possible termination of employment.
- iii. IndiGo SLT travelers must only be seated on the seats allocated to them at the time of check – in / boarding. They shall not request other passengers to change seats with them, as this might cause inconvenience to the other travelling passengers. This would be applicable even when the SLT passenger is travelling with family and is allocated seats separately.
- iv. Eligible IndiGo Staff are expected to tidy the row of seats before leaving the aircraft.
- v. IndiGo travelers should never draw attention to themselves, discuss their benefits with paying customers, or demand any kind of service, whether at the airport or on the aircraft, that takes away from service provided to paying customers. This means that IndiGo travelers should allow paying passengers to go first in line and to get first choice of any onboard service.
- vi. Dress Code while on flight during SLT shall be smart casuals. Please refer to the next page for the Do's & Don'ts on Dress Code.
- vii. It is the responsibility of eligible IndiGo employees to inform their family members about the rules.
- viii. In case any IndiGo SLT traveler has any feedback on the SLT policy and process, the same may be shared through the IndiGo employee using internal feedback channels, like 6EVoice, instead of using Social media for this purpose.



Policy



IndiGo



# Dress Code during Staff Travel



Don'ts for Men	Don'ts for Women
<ul style="list-style-type: none"> <li>Clothes bearing language / signs / images with offensive terminology or graphics</li> </ul>	<ul style="list-style-type: none"> <li>Clothes bearing language / signs / images with offensive terminology or graphics</li> </ul>
<ul style="list-style-type: none"> <li>Clothing with holes / ragged or cutoff edges (for eg Torn Denims)</li> </ul>	<ul style="list-style-type: none"> <li>Clothing with holes / ragged or cutoff edges ( for eg Torn Denims)</li> </ul>
<ul style="list-style-type: none"> <li>Trousers or sorts hanging on the Hips that expose underpants etc</li> </ul>	<ul style="list-style-type: none"> <li>Trousers or sorts hanging on the Hips that expose underpants etc</li> </ul>
<ul style="list-style-type: none"> <li>Shorts (Other than Cargo shorts or Knee Length shorts)</li> </ul>	<ul style="list-style-type: none"> <li>Shorts / Hot pants / Micro-mini Skirts</li> </ul>
<ul style="list-style-type: none"> <li>Sleeveless Vests / T-shirts</li> </ul>	<ul style="list-style-type: none"> <li>Strapless tops &amp; dresses / Singlets/ Crop Tops</li> </ul>
<ul style="list-style-type: none"> <li>See-through clothing</li> </ul>	<ul style="list-style-type: none"> <li>See through clothing or provocative (including deep necks) or revealing (including deep necks) or Bare midriffs (Sarees being part of national dress is acceptable)</li> </ul>
<ul style="list-style-type: none"> <li>Beach clothing or footwear, flip flops, bathroom slippers</li> </ul>	<ul style="list-style-type: none"> <li>Beach clothing or footwear, flip flops, bathroom slippers.</li> </ul>

- Attire must be well groomed, clean, neat and conservative appearance at all times.
- Tidy denim jeans, around knee length dress / shorts, including denim are acceptable.
- Employee is not expected to change into clothing that does not meet the appropriate dress code once an employee has been accommodated on a flight.



Policy

# Approach incase of Dress Code violation



- Employees at counters to only ascertain if the IndiGo Traveler is as per the expected Dress Code.
- If Dress Code is acceptable, the boarding pass may be issued (basis availability of seat). If No, then the employee at the counter is required to inform his/her duty manager/APM.
- Feedback to the IndiGo Staff Travel passenger regarding a Dress Code violation will only be given by a Duty Manager level person or above, along with a female (if the duty manager is not a female). Feedback to the passenger will not be given at the counter but somewhere at the side or an isolated area at the terminal
- The Duty manager/APM may request the IndiGo traveler politely to wear something more appropriate as per the expected Dress Code.
- If the IndiGo traveler does not have extra clothes or there is no way of changing, then the duty manager/APM may have to deny issuing the boarding pass to the IndiGo traveler. The duty manager/APM to use his judgment as an experienced employee whether the attire worn by the IndiGo traveler warrants such a strict action.
- A passenger can be denied a boarding pass ONLY by a Duty Manager or an APM or Regional Manager, as denial of boarding pass is a sensitive issue.
- The duty manager/APM to MUST inform the Regional Director of the decision of denying the boarding pass to the IndiGo traveler.



Policy



IndiGo



# Booking & Travel Process



- **Booking Process:** All bookings are to be made through the IndiGo Staff Leisure Travel Website. Any exceptions to the above shall send a mail to HR, upon approval the same will be booked by the commercial team.
- **Rebooking:** No rebooking / cancellation fee shall be applicable. Any balance remaining shall be transferred to a credit account to be used within 12 months. If you are unable to travel within twelve months, simply rebook again before the time elapses, and the time period will be extended an additional 12 months from the time of rebooking.
- **SLT Travel on IndiGo via sector flights:** During travel on IndiGo SLT via sector flights, incase an SLT passenger has been accepted from the origin destination, he/ she shall get preference over any other SLT passenger looking to board the flight from the second sector (including scenarios where the Pilot in Command has approved Jump seat in the transit sector) and hence, priority to the origin sector SLT traveler shall be given. However, incase there is another revenue passenger on the second sector, he/ she shall be given preference.
- In case of **load restriction on a flight**, the revenue passenger along with their baggage and revenue cargo shall take priority over SLT passengers & their baggage. This might also mean that there might be seats available on the flight, however, SLT passengers might not be accepted, on account of load restriction on a flight / sector.
- On all Qatar- IndiGo code-share flights, 20 seats are blocked for Qatar Airways passengers, on which SLT passengers shall not be accepted, irrespective of these being occupied or not by any passengers.
- SLT to be used for Leisure Travel ONLY and not Business Travel.



Policy



IndiGo







# Thank You



Policy



IndiGo

