

Contact Info:

In case of any problem while making transactions please do contact us @

TSTDC Helpdesk Please provide the following details to helpdesk@tstdc.in

For Package Tour or Hotel Bookings

1. To receive a ticket – Please email us the ticket number
2. In case of failure of transaction while making transactions – Please email us Track – ID and date of booking. Please note that Track – ID will be generated at e-Payment page.

In case Track ID is not available please email us the following details to confirm the transaction.

1. Name of the Tourist, Phone, Email ID, Transaction date and card number first 6 and last 4 digits (111111*****1111).
2. Name of the Package tour, date of journey, persons travelling in case of package tour along with their age, gender and seat numbers selected.
3. Name of the Hotel, Number of rooms, room types, check-in date & time, check-out date & time.

For Package Tour or Hotel Cancellations

1. For full cancellation please email us the ticket number
2. For partial cancellations, please email us the ticket number along with list of passengers to be cancelled or list of rooms to be cancelled. Cancellation rules apply.

Refunds due to ticket not booked but amount debited to Tourist's account

In respect of refunds due to ticket not booked but amount debited to Tourist's account, Tourist is required to send an e-mail to refunds@tstdc.in mentioning Track ID, date of booking, Tourist name as per credit / Debit card, and credit / debit card first 6 and last 4 digits (111111*****1111). Officials of TSTDC will verify the details and refund the amount to the concerned Credit card / Debit Card/Internet banking account. Please refer refund policy and terms & conditions in the website.