

## Customer Registration Process & Guidelines

On line Booking (Internet Booking) will enable the tourist to book the services and cancel the services. The procedure and guidelines for Internet booking (called, On-line booking) are detailed as below:

1. Booking can be made by registered/Un-registered user through the Internet. Registered User will be given user name and password after filling an E-form on the Internet by giving his personal details.
2. Services can be booked during designated hours of the day. Payments for services booked will have to be made through Credit card / Debit Card/Internet Banking.
3. Tourist booking the services will have to login to TSTDC website and proceed through the link provided for **Booking**. The tourist will select the services of his choice based on the availability. For unregistered users can directly access the site and do the booking.
4. During the booking process, the tourist will have to select Identity Type and submit ID No. for confirming his identity during the journey/ availing services. He can select from any of the Photo Identity Cards i.e. Passport, Driving License, Voter ID Card, PAN Card, Ration Card (Tourist).
5. Before confirming the booking, the Tourist will have to provide payment details like 'Credit Card /Debit Card/Internet Banking' for accepting payment by the Payment gateway. The booking will be confirmed after the financial gateway approves the transaction. At this stage, a Ticket No. will be generated for that ticket and Tourist can print the e-Ticket. 'e- Ticket ' will be printed on plain paper (A4 size) for acknowledgement and it will be valid for utilization of service.
6. Alternatively, the Tourist will have the option of getting the “e-Ticket” printed at any other place where he has Internet connectivity and printing facility. He can print the “e-Ticket”, by logging on through his User ID from “View Booking History” of login page. This facility is not available to Un-registered users.
7. If the Tourist is utilizing service with "e-Ticket", he will have to possess the Original Identity Card mentioned in the "e-Ticket" during the journey.
8. The TSTDC staff on duty will verify the Identity Card of the Tourist as per the waybill and "e-Ticket" during the utilization of service. If the Tourist fails to produce the specified Identity Proof in original during the utilization of service, the ticket will be treated as INVALID and the

Tourist will be treated as "Travelling without Ticket". Photocopies of Identity proof are not allowed.

9. For registered users, cancellation is allowed on-line only if they login with the same user ID used for booking the ticket, which is to be cancelled. In respect of cancellations, refunds applicable will be made to the concerned Credit card / Debit Card/ Internet banking account only.
10. All transactions made by the user through on-line booking will be available in "View Booking History". This will be for the reference of the Tourist and subsequent verification of transactions made on the concerned Credit card /Debit Card/Internet banking account. This facility is available only for registered users.
11. All transactions on Internet are subject to the conditions stipulated by the Financial Gateway and subject to levy of charges, if any. The TSTDC may levy a service charge on the fare applicable for each service in addition to the fare payable.
12. Users are advised to print e-services immediately after booking so as to minimize inconvenience during instances of temporary withdrawal of e-booking due to high traffic on website.
13. Bookings for LTC facility to TSTDC employees, are not allowed on Internet.