



Staff Leisure Travel (SLT) Policy ("Policy") of InterGlobe Aviation Limited (Revised w.e.f. June 21, 2021)



Policy



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Eligibility & Scope

Travel Status

All travel under this Policy shall be on a space available (standby) basis only. Bookings may be done in advance. However, no booking confirmation shall be provided. Boarding will be done at the airport based on availability of seats, at the time of departure of the said flight.

Eligibility

IndiGo staff members (domestic and international), IndiGo call center employees, employees of the level of 'Officers' and above of Agile Airport Services Private Limited (a wholly owned subsidiary of IndiGo), employees of international ground handling agent (GHA) and general sales agent (GSA) who are 100% dedicated to IndiGo work ("Eligible Staff"), are eligible for space available travel under this Policy.

Seniority

No seniority applies under this Policy. Travelers eligible for travel under this Policy will be boarded based on the date and time of their booking for the flight. The first booking (determined by date/time of booking) shall receive priority.



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Nominations Under Staff Leisure Travel



1. The maximum number of nominations any Eligible Staff can have under the staff leisure travel is limited to **Six (6)** in number, including self. Subject to the terms of this Policy, these **Five (5)** nominated family members will be eligible for unlimited space available travel till such time the Eligible Staff (where such Eligible Staff is an employee of IndiGo) remains on the regular rolls of IndiGo.
2. The following family members from the list below, can form a part of the nominations by the Eligible Staff in staff leisure travel.
 - Self (mandatory)
 - Spouse
 - Children
 - Parents (either parents of self or parents of spouse or a combination thereof)
 - Grand-Parents of self (Paternal or Maternal)
 - Daughter-in-law and Son-in-law
 - Siblings of self (Brother & Sister)
 - Sibling's spouse of self and / or spouse's sibling (Brother-in-law and Sister-in-law)
 - Adoptive Family (Children/Parents)
 - Step Brother and Step Sister
 - Step Children
 - Step Father and Step Mother
3. Each Eligible Staff can select one set of parents only, i.e., from Mother / Adoptive mother/ Step Mother, and Father / Adoptive father / Step Father.
4. Change in Staff Leisure Travel nominations can be made by an Eligible Staff, 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 Six (6) months, it will be open for change.





5. In case of any life changing event, such as, **marriage/ re-marriage/ divorce, childbirth, or death of a nominated member**, the Eligible Staff, is required to submit a request along with the required legal documents to the Human Resources (HR) department of IndiGo, for any such change. Post approval by the HR department, such nomination of the Eligible Staff will be able to avail the benefits under the policy.
6. Eligible Staff shall update the nominations on the SLT website of IndiGo, once the nominations are open for change.
7. Only changed / updated nominations will be sent to the HR department for approval. The rest of the nominations will still be available for booking in the Eligible Staff's booking window. Eligible Staff should be able to provide valid proofs for the above nominations as and when required by the HR department.
8. In case of marriage, an Eligible Staff can get their spouse added post marriage by providing any legal document as proof for the same. In the absence of a marriage certificate or a legal document, wedding card **and** an affidavit for the purposes of inclusion of the spouse's name on the passport/ other legal document, shall also be among other acceptable documents in this case.
9. Infant(s) of Eligible Staff shall be allowed on SLT travel. Infant(s) of Eligible Staff 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, such child shall **not** be considered as an infant and shall be governed by the terms of this Policy for addition / change to the SLT nominations and accordingly fares shall be charged.
10. Notwithstanding anything to the contrary contained in this Policy, IndiGo shall have the right to modify the number and/or the list of the nominations applicable to all or any of the categories of Eligible Staff. The Eligible Staff will be informed regarding such changes by IndiGo from time to time.



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Nominations Approval



1. HR department shall take **Two (2) working days** for validation of documents / approval, post which the Eligible Staff can start availing the benefits under this Policy.
2. In the event there is any violation / misrepresentation of facts, the Eligible Staff (in case is an employee of IndiGo) shall be liable for termination of their employment with and also make good any losses incurred by IndiGo, or temporary or permanent revocation of the benefits under this Policy (as the case may be).



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Conduct During SLT

1. Eligible Staff must present a valid applicable company photo ID at the time of check-in. IndiGo travelers who are not Eligible Staff, may travel without the Eligible Staff, however, they need to show their own government photo ID at the time of check - in.
2. IndiGo travelers under this Policy, must not misbehave, cause a flight delay or be disruptive. Any behavior deemed by IndiGo, to be disruptive will result in the Eligible Staff 's travel privileges being revoked temporarily or permanently, under this Policy, and/or possible termination of employment (wherever applicable).
3. IndiGo SLT travelers under this Policy, 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 an SLT passenger is travelling with family and is allocated seats separately.
4. Eligible Staff are expected to tidy the row of seats before leaving the aircraft.
5. IndiGo travelers under this Policy, 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 the 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.
6. Dress code while on flight during SLT shall be smart casuals. Please refer to the Section on Do's & Don'ts on dress code for more information regarding dress code to be followed while traveling as an SLT traveler under this Policy.
7. It is the responsibility of Eligible Staff to inform their family members about the terms of this Policy.
8. In case any IndiGo SLT traveler has any feedback on the SLT policy and process, the same may be shared by such IndiGo SLT traveler only through the Eligible Staff, using internal feedback channels, like 6Voice, instead of using social media platforms or any other external channels, for this purpose.



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HR

Dress Code during Staff Travel



Don'ts for Men	Don'ts for Women
<ul style="list-style-type: none"> • Clothes bearing language / signs / images with offensive terminology or graphics. 	<ul style="list-style-type: none"> • Clothes bearing language / signs / images with offensive terminology or graphics.
<ul style="list-style-type: none"> • Clothing with holes / ragged or cutoff edges (for example torn denims). 	<ul style="list-style-type: none"> • Clothing with holes / ragged or cutoff edges (for example torn denims).
<ul style="list-style-type: none"> • Trousers or shorts hanging on the hips that expose underpants etc. 	<ul style="list-style-type: none"> • Trousers or shorts hanging on the hips that expose underpants etc.
<ul style="list-style-type: none"> • Shorts (other than cargo shorts or knee length shorts). 	<ul style="list-style-type: none"> • Shorts (other than cargo shorts or knee length shorts) / hot pants / Micro-mini skirts.
<ul style="list-style-type: none"> • Sleeveless vests / T-shirts 	<ul style="list-style-type: none"> • Strapless tops and dresses / Singlets/ Crop tops.
<ul style="list-style-type: none"> • See-through clothing. 	<ul style="list-style-type: none"> • See through clothing.
<ul style="list-style-type: none"> • Beach clothing or footwear, flip flops, bathroom slippers 	<ul style="list-style-type: none"> • Beach clothing or footwear, flip flops, bathroom slippers.



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

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Approach in case of Dress Code violation



1. Employees at counters shall ascertain if the IndiGo traveler under this Policy is dressed as per the expected dress code of this Policy.
2. If the dress code is acceptable, the boarding pass may be issued (basis availability of seat). If not, then the employee at the counter is required to inform their duty manager/airport manager (APM).
3. Feedback to the IndiGo SLT passenger regarding a dress code violation will only be given by an official of the level of Duty Manager or above, along with a female airport official of the IndiGo (if the duty manager is not a female). Feedback to the SLT passenger will not be given at the counter but somewhere at the side or an isolated area at the terminal.
4. The duty manager/APM may request the IndiGo SLT traveler politely, to dress as per the expected dress code as per the Policy.
5. If the IndiGo SLT 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 SLT traveler. The duty manager/APM shall exercise their judgment as an experienced employee whether the attire worn by the IndiGo SLT traveler warrants such a strict action.
6. An IndiGo SLT 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.
7. The duty manager/APM to **MUST** inform the Regional Director of the decision of denying the boarding pass to the IndiGo SLT traveler.



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Booking & Travel Process

8. **Booking Process:** All bookings are to be made through the IndiGo Staff Leisure Travel website or the staff travel application.
9. **Rebooking:** No rebooking / cancellation fee shall be applicable. Any balance remaining shall be transferred to a credit account to be used within **Twelve** (12) months. If the Eligible Staff is unable to travel within **Twelve** (twelve) months, such Eligible Staff may simply rebook again before the time elapses, and the time period will be extended for an additional **Twelve** (12) months from the time of such rebooking.
10. **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, the passenger 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, in case there is another revenue passenger on the second sector, they shall be given preference.
11. 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.
12. On all Qatar- IndiGo code-share flights, **Twenty** (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.
13. SLT to be used under this Policy shall be for leisure travel **ONLY** and not for business travel.



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14. Any violation of the terms of this Policy by an Eligible Staff shall lead to strict action against such Eligible Staff (*wherever applicable*) including the termination of employment of such Eligible Staff (*where such Eligible Staff is an employee of IndiGo*). Such violation may also lead to temporary or permanent revocation of the benefits made available to the Eligible Staff, under this Policy.

Notes:

1. IndiGo reserves the right to modify or revoke this Policy without any prior notice to the Eligible Staff.
2. In case of any deviation from the terms of this Policy, an approval from Head of Human Resources, shall be sought.



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Thank You