



Krishula Sinha <krishula.sinha@gmail.com>

RE: Issue from Krishula Sinha: Regarding delayed flight and refund from Spicejet**SpiceJet Customer Relations** <custrelations@spicejet.com>

31 May 2022 at 05:49

To: "krishula.sinha@gmail.com" <krishula.sinha@gmail.com>

Dear Mr. Sinha,

PNR No. : ABE7QZ

Greetings from SpiceJet!

This is with reference to your trailing mail.

We apologize for the inconvenience caused due to the cancellation of flight SG 723, dated 23rd May 2022.

Please note that flights are rescheduled, canceled, and delayed in the air transport sector due to operational reasons and regulatory directions. They accordingly form a part of its terms of carriage. On this particular day, the flight is canceled due to bad weather in Delhi.

However, we would like to inform you that we have initiated the full refund of INR 16702 at our end towards the mode of payment (Travel Agency's account) and would request you to contact your travel agency within 2 weeks for refund claims. The refund amount will be as per their terms of the contract.

In case you need further assistance, please feel free to mail us.

Thanks & Regards,

Sumit Rathore**Customer Experience, SpiceJet Ltd**

321| Udyog Vihar | Phase IV | Gurgaon-122016| India

E-mail: custrelations@spicejet.comW: www.spicejet.com [facebook.com/flyspicejet](https://www.facebook.com/flyspicejet)FC: <https://changes.spicejet.com/index.html#/>

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----- Original Message -----

From: Pissed Consumer [katequeen@pissedconsumer.com]**Sent:** 25/5/2022 8:00 pm**To:** custrelations@spicejet.com**Subject:** Issue from Krishula Sinha: Regarding delayed flight and refund from Spicejet

Hello SpiceJet Customer Care,

One of your customers, Krishula Sinha, decided to contact you through reviews and complaints platform PissedConsumer.com.

Message sent by Krishula Sinha (krishula.sinha@gmail.com):

Phone:

"+16504847607"

Order or Contract ID:

"PNR: ABE7QZ"

Message Subject:

"Regarding delayed flight and refund from Spicejet"

Message Body:

"I'm writing in regards to my PNR: ABE7QZ for May 23, 2022. The flight was awfully delayed and I couldn't make it because of that. I had to go with another carrier since I had to make an international connection at Delhi. The Spicejet representative at the Patna airport had assured me that I will get a full refund in this case since the flight was awfully delayed. Can you please help me with this? I haven't seen a refund in my account yet. Just a status and ETA would be great!"

Please take a few minutes to answer Krishula Sinha directly.

Regards,

PissedConsumer.com Team

P.S. Please consider joining our [Free Program](#) to monitor and address consumer reviews, questions and calls received for SpiceJet.

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Las Vegas, NV 89134*



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