

It's My Journey

(Harshita and Reju plan to visit Ajanta and Ellora caves and some historical places at Aurangabad. They ask their parents if they can book their own tickets, online. So they go to their friend David, who is able to book tickets online. He helps them to book the tickets.)

(1) Work in groups. Discuss steps of online booking.

Step - I

Online Bus Ticket Booking

From:

Onward Date:

To:

Return Date: (optional)

Select your Boarding/ Dropping Point

Boarding:

Dropping:

Step - III

Passenger Details

Name:

Male Female

Age:

E-mail:

Mobile:

Total Amount:

Step - I

Login

User ID

Password

Login

[Forgot Password](#) [Sign up](#)

Step - II

Book Train Tickets Online

Book Train PNR Status

From:

Choose Date:

To:

Class:

Step - III

Train Details

Train No:

Date of Journey:

From:

Boarding at:

Train Name:

To:

Upto:

1.	2.	3.	4.	5.	6.
Name	Age	M/F	Concession (if any)		

Return/ Onward Journey

Contact No:

Type in the box below:

Frequently Asked Questions. (FAQ)

(2) Work in pair and write down the answers of the following questions. Share them with the class.

❖ General

- What type of buses can I book a ticket for?
- What are the specifications of a Volvo, Sleeper and Semi Sleeper buses?

❖ Registration Information

- Do I need to register before booking a bus ticket?
- What are the benefits of registering on journey.com?

❖ Booking Information

- How can I book a bus ticket?
- Can I book a return bus ticket?
- I don't have internet access. Can I still book a bus ticket?
- How will I receive my bus ticket?
- Can I reserve my seat on the bus when booking my bus ticket?
- How do I know the seating plan in a bus?

❖ Ticket Information

- Can I board the bus without a printout of my e-ticket?
- Do I need to present any identification while boarding the bus?

❖ Payment Information

- How can I pay for my bus ticket?
- Can I pay for someone else's bus ticket?

❖ Boarding Information

- Where do I board my bus from?

❖ Cancellation Information

- Can I cancel my bus ticket?
- Is there a cancellation fee?
- I have purchased 6 bus tickets but would like to cancel 2 bus tickets. Can I do that?

❖ Refund Information

- How and when will my refund be processed on a cancelled bus ticket?
- If I miss my bus, am I eligible for a refund?
- What are the other cases when I am eligible for a refund?

❖ Travel Information

- Can I modify my bus ticket booking?
- Can someone else travel on my bus ticket?
- How much luggage can I take on the bus?