

Mr WEE SHUO WOON

Booking reference: 5J7OZD

Dear Mr WOON

Thank you for using the Singapore Airlines Electronic Ticket service. This is your travel itinerary.  
We appreciate your patronage and look forward to serving you again in the near future.

Sincerely,  
Singapore Airlines

Electronic ticket: 618-2404145133  
Date of issue: 02 Oct 2013  
Place of issue: online booking  
IATA number: 32393340

## Flight Details

SQ5254	CODESHARE	ECONOMY
Departs: Singapore (SIN) Terminal 2	Tue, 08 Oct 2013 15:15	Status: CONFIRMED
Arrives: Hanoi (HAN)	Tue, 08 Oct 2013 17:35	Checked bags: 20KG
Not valid before: Tue, 08 Oct 2013	Not valid after: Tue, 08 Oct 2013	
SQ5253	CODESHARE	ECONOMY
Departs: Hanoi (HAN)	Thu, 10 Oct 2013 18:30	Status: CONFIRMED
Arrives: Singapore (SIN)	Thu, 10 Oct 2013 22:50	Checked bags: 20KG
Not valid before: Thu, 10 Oct 2013	Not valid after: Thu, 10 Oct 2013	

## Payment details

Ticket fare:	SGD	360.00	Form of payment:
Airline Fuel and Insurance Surcharge	SGD	92.60	Visa Card - XXXXXXXXXXXXX4192
Airline Fuel and Insurance Surcharge	SGD	13.00	
Passenger Service and Security Charge	SGD	19.90	Restrictions:
Aviation Levy	SGD	6.10	VLD SQ/MI GV2 CONDREISS USD20.NO FFP
Passenger Security Service Charge	SGD	8.00	UPG RFND
Passenger Service Charge (International)	SGD	20.60	
Ticket amount:	SGD	520.20	

## Fare Rules and Conditions

### Fare Basis Code

NGV2SG

### Booking Class

Economy-N

### Seasonality

NONE UNLESS OTHERWISE SPECIFIED

### Applicable Flight Numbers

BETWEEN SIN AND HAN FOR FARES WITH FOOTNOTE B NOTE - GENERAL RULE DOES NOT APPLY THE FARE COMPONENT MUST NOT BE ON ONE OR MORE OF THE FOLLOWING SQ FLIGHTS 1000 THROUGH 5000 SQ FLIGHTS 5489 THROUGH 9999 MI FLIGHTS 1000 THROUGH 5799 MI FLIGHTS 5900 THROUGH 9999. AND THE FARE COMPONENT MUST BE ON ONE OR MORE OF THE FOLLOWING ANY SQ FLIGHT ANY MI FLIGHT.

### Sales Restrictions

TICKETS MUST BE ISSUED ON/AFTER 01OCT 13 AND ON/BEFORE 31MAR 14. BETWEEN SIN AND HAN FOR FARES WITH FOOTNOTE B NOTE - GENERAL RULE DOES NOT APPLY TICKETS MUST BE ISSUED ON SQ OR MI AND MAY ONLY BE SOLD IN SINGAPORE TICKETS MUST BE ISSUED BY ELECTRONIC TICKETING. SITI TRANSACTIONS PERMITTED. SOTO/SITO/SOTI TRANSACTIONS NOT PERMITTED.

### Travel Restrictions

VALID FOR TRAVEL COMMENCING ON/AFTER 01OCT 13.

### Blackout Period

NONE UNLESS OTHERWISE SPECIFIED

### Maximum Stay

3 MONTHS

### Minimum Stay

2 DAYS

### Advance Purchase

RESERVATIONS ARE REQUIRED FOR ALL SECTORS. WAITLIST NOT PERMITTED. NOTE - TICKETS MUST SHOW CONFIRMED SEAT RESERVATIONS.

### Minimum Number of Passengers

2

### Penalties

FOR NGV2SG TYPE FARES CANCELLATIONS ANY TIME TICKET IS NON-REFUNDABLE IN CASE OF CANCEL. NOTE - BEFORE FIRST FLIGHT DEPARTURE - NOT ALLOWED ----- AFTER FIRST FLIGHT DEPARTURE - NOT ALLOWED ----- IN CASE OF TICKET UPGRADE THE ORIGINAL NON-REFUNDABLE AMOUNT REMAINS NON-REFUNDABLE. CHANGES ANY TIME CHARGE USD 20.00 FOR REISSUE/REVALIDATION. NOTE - BEFORE FIRST FLIGHT DEPARTURE - USD 20 OR HIGHEST FEE OF ANY CHANGED FARE COMPONENT WITHIN JOURNEY. ----- AFTER FIRST FLIGHT DEPARTURE - USD 20 OR HIGHEST FEE OF ANY CHANGED FARE COMPONENT WITHIN JOURNEY. - ----- IN CASE OF TICKET UPGRADE THE ORIGINAL NON- REFUNDABLE AMOUNT REMAINS NON-REFUNDABLE. ----- THE ABOVE CHARGE DOES NOT APPLY TO INFANT WITHOUT A SEAT. ----- AT ANY TIME FARE MAY BE USED AS CREDIT TOWARDS PAYMENT OF ANY SQ FARE OF EQUAL OR HIGHER VALUE REASSESSED FROM POINT OF ORIGIN PROVIDED THE CONDITIONS OF THE NEW FARES ARE MET. ----- NO SHOW - IN ALL CASES OF REISSUE/REROUTE AND REFUND PROOF OF CANCELLATION FOR THE RESERVATIONS ON ORIGINAL TICKET MUST BE SUBMITTED -THROUGH BSP- OTHERWISE A NOSHOW FEE OF USD100 WILL BE APPLICABLE PER SECTOR.

### Stopover

NO STOPOVERS PERMITTED.

### Ticket Endorsement

BETWEEN SIN AND HAN FOR FARES WITH FOOTNOTE B NOTE - GENERAL RULE DOES NOT APPLY THE ORIGINAL AND THE REISSUED TICKET MUST BE ANNOTATED - VLD SQ/MI GV2 COND - AND - REISS USD20.NO FFP UPG - AND - RFND - IN THE ENDORSEMENT BOX.

### Additional Conditions

Singapore Company Registration No. 197200078R

Airline House  
25 Airline Road  
Singapore 819829

FOR FARES WITH FOOTNOTE B NOTE - GENERAL RULE DOES NOT APPLY THIS FARE MUST NOT BE USED FOR ADD-ON CONSTRUCTION. THIS FARE MUST NOT BE USED AS THE HIGH OR THE LOW FARE WHEN CALCULATING A DIFFERENTIAL. THIS FARE MUST NOT BE USED AS THE THROUGH FARE WHEN PRICING A FARE COMPONENT WITH A DIFFERENTIAL. NOTE - DOCUMENTATION FEE IS NOT APPLICABLE. -----  
----- UNACCOMPANIED CHILD/MINOR 5YEARS TO UNDER 18YEARS/INFANT NOT OCCUPYING A SEAT GV FARES ARE NOT PERMITTED. ----- CUSTOMERS REQUIRING ADDITIONAL SEATS FOR PERSONAL COMFORT/ BULKY OR FRAGILE ITEMS ETC ARE NOT PERMITTED TO PURCHASE GV FARE FOR BOTH HIS/HER SEAT AND THE EXTRA SEAT REQUIRED. -----  
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For tickets paid for with KrisFlyer miles, miles earned are proportionate to the amount paid using credit/debit card. Commercial fare and KrisFlyer terms and conditions apply.

## Important Notices

Please bring along this receipt during your travel (in case any third party requires proof of purchase), and have all valid travel documents (e.g. visa and passport) with you.

If payment is made via credit and/or debit card(s), you may be required to present the credit and/or debit card(s) used for verification prior to your departure. Flight departure and arrival timings, including information regarding the airport terminal is available via the Flight Status page on our website. SIA flights departing from Singapore will depart from either Terminal 2 or Terminal 3, as indicated on your E-ticket receipt. For SIA flights arriving into Singapore, the arrival terminal will be confirmed approximately 2 hours before the actual time of arrival. The arrival terminal information is available at [www.singaporeair.com](http://www.singaporeair.com) and the flight enquiry hotline at 1800-542-4422 (within Singapore).

For changes to your travel plans, please contact the Singapore Airlines office nearest to you. Service fees for bookings, ticketing and ticket changes may apply. Contact details and service fees details are available on our website [www.singaporeair.com](http://www.singaporeair.com). For tickets sold in USA and only for flights departing from and arriving in USA, fees for cancellations made within 24 hours of initial ticket issuance may be waived.

Your airline ticket is electronically stored in our system and is subject to the Conditions of Contract and General Conditions of Carriage, both of which can be found on [www.singaporeair.com](http://www.singaporeair.com). We have a privacy policy for passenger/customer data. However, please note that government regulations may require that we provide information on or permit access to passenger/customer data.

SIA Baggage Policy Checked Baggage: i. For flights to and from USA and Canada, the free checked baggage allowance per passenger is 2 pieces\*, each weighing no more than 23kg.

ii. For flights to and from Brazil, the free checked baggage allowance per passenger is 2 pieces\*, each weighing no more than 32kg.

iii. For all other flights, the free checked baggage allowance is 20kg, 30kg or 40kg per passenger for Economy, Business or First/Suites class cabin respectively.

iv. PPS Club members travelling on SQ/MI flights are allowed additional 100% baggage allowance above the allowance for their class of travel.

v. PPS club members travelling on other Star Alliance carriers are allowed additional checked baggage allowance of:

(a) 20kg; or

(b) For flights to and from USA and Canada - 1 piece\* (weighing no more than 23kg); or

(c) For flights to and from Brazil - 1 piece\* (weighing no more than 32kg).

vi. KrisFlyer Elite Gold and Star Gold members are allowed an additional checked baggage allowance of:

(a) 20kg; or

(b) For flights to and from USA and Canada - 1 piece\* (weighing no more than 23kg); or

(c) For flights to and from Brazil - 1 piece\* (weighing no more than 32kg).

vii. Infants are allowed free checked baggage allowance of:

(a) 10kg; or

(b) For flights to and from USA and Canada - 1 piece\* (weighing no more than 23kg); or

(c) For flights to and from Brazil - 1 piece\* (weighing no more than 32kg).

In addition, a fully collapsible stroller or pushchair, carrycot or car seat, and infant food items may be checked-in without charge.

vii. For interline and codeshare flights, the free checked baggage allowance and excess baggage charges of the other airlines operating those flights may differ from SIA's baggage policy.

\*Whenever the "piece" concept is applied, regardless of class of travel, the outside linear dimensions of each piece must not exceed 158cm (62 inches). In addition, for Economy class travel where 2 pieces of checked baggage are allowed, the sum of the outside linear dimensions of both pieces measured together must not exceed 273cm (107 inches).

## Cabin Baggage:

Economy class cabin baggage is limited to 1 piece per passenger. First and Business class passengers are allowed 2 pieces per passenger. For safety reasons, cabin baggage must not exceed 115 cm (45 inches) in total linear dimensions and weigh not more than 7 kg (15 lb) each. More information on checked and cabin baggage, and the excess baggage pricing is available on [www.singaporeair.com](http://www.singaporeair.com).

## Seating:

Passengers may be allocated any seat on the flight in the class of service for which the ticket has been issued. Passengers who have pre-selected their seats, are advised that such pre-selected seats are not guaranteed and may not be available in some cases, and SIA reserves the right to allocate another seat to the passenger, within the same cabin, in lieu of the seat pre-selected by the passenger earlier.

Singapore Company Registration No. 197200078R

Airline House  
25 Airline Road  
Singapore 819829

**Notice - Overbooking of flights:**

Airline flights may be overbooked, and there is a slight chance that a seat may not be available on the flight for which a person has a confirmed reservation. If a flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservations in exchange for compensation of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to passengers in accordance with its boarding priority. With few exceptions, including failure to comply with the carrier's check-in deadline (which are available upon request from the air carrier), persons involuntarily denied boarding are entitled to compensation. The complete rules for the payment of compensation and each airline's boarding priorities are available at all airport ticket counters and boarding locations. Some airlines do not apply these consumer protections to travel from some foreign countries, although other consumer protections may be available. Please check with your airline or your ticketing agent.

**Air Passage Regulation:**

Transportation and other services to be performed by the carrier are subject to Conditions of Contract, and other important notices which are delivered with this itinerary/receipt and form part of the Contract of Carriage. Please ensure that you have received these notices, and if not, contact the nearest office of the issuing airline or your travel agent to obtain a copy prior to the commencement of your trip.

If your journey involves an ultimate destination or stop in a country other than the country of departure, international treaties, known as the Warsaw Convention and the Montreal Convention, may be applicable. These conventions govern and, in some cases, limit the liability of carriers for death of or personal injury to passengers, and in respect to loss of or damage to baggage.

Also see notices in the Conditions of Contract under the following headings: Advice to International Passengers on Limitation of Liability and Notice of Baggage Liability Limitations.

**Feedback and Queries:**

You may provide feedback or send queries to Singapore Airlines Customer Affairs at Airline House, 25 Airline Road, Singapore 819829 or via the online feedback form available at [http://www.singaporeair.com/en\\_UK/contact-us/](http://www.singaporeair.com/en_UK/contact-us/).

This document may contain confidential and privileged information. If you are not the addressee (or authorized to receive for the addressee), please notify Singapore Airlines Limited (SIA) by telephone immediately and destroy the document. Furthermore, you may not use, copy or disclose to anyone the document or any information contained in it. SIA does not guarantee and is not liable for the security of any information electronically transmitted or via facsimile, for the proper and complete transmission of the information contained in this communication or for any delay in its receipt. The use of this document for any illegal purpose or for any purpose other than as permitted by SIA is strictly prohibited and such use may result in legal proceedings.