



Mr WEE SHUO WOON

Booking reference: ZL6ACD

Dear Mr WOON

Thank you for booking your flight(s) with SilkAir. This is your travel itinerary.  
We appreciate your patronage and look forward to welcoming you onboard our flight(s).  
Sincerely,  
SilkAir

Electronic ticket: 629-2400646373  
Date of issue: 10 Jan 2014  
Place of issue: online booking  
IATA number: 32393163

## Flight Details

MI5876	CODESHARE		ECONOMY
Departs:	Singapore (SIN)	Wed, 15 Jan 2014 09:20	Status: CONFIRMED
Arrives:	Hanoi (HAN)	Wed, 15 Jan 2014 11:35	Checked bags: 30KG
MI653	Silkair		ECONOMY
Departs:	Hanoi (HAN)	Thu, 16 Jan 2014 18:20	Status: CONFIRMED
Arrives:	Singapore (SIN)	Thu, 16 Jan 2014 22:35	Checked bags: 30KG

## Payment details

Ticket fare:	SGD	695.00	Form of payment:
Airline Fuel and Insurance Surcharge	SGD	93.20	Visa Card - XXXXXXXXXXXXX4192
Airline Fuel and Insurance Surcharge	SGD	13.00	Restrictions:
Passenger Service and Security Charge	SGD	19.90	VLD MI/SQ ONLY.NON ENDOR
Aviation Levy	SGD	6.10	
Passenger Security Service Charge	SGD	8.00	
Passenger Service Charge (International)	SGD	20.70	
Ticket amount:	SGD	855.90	

Singapore Company Registration No. 197500236D

Airline House  
25 Airline Road  
Singapore 819829



Fare Rules and Conditions

Fare Basis Code  
ERSG

Booking Class  
Economy-E

Applicable Flight Numbers  
BETWEEN SIN AND HAN FOR FARES WITH FOOTNOTE 1Q NOTE - GENERAL RULE DOES NOT APPLY THE FARE COMPONENT MUST BE ON ONE OR MORE OF THE FOLLOWING MI FLIGHTS 0001 THROUGH 0999 MI FLIGHTS 5800 THROUGH 5899 SQ FLIGHTS 0001 THROUGH 0999 SQ FLIGHTS 5001 THROUGH 5488.

Sales Restrictions  
TICKETS MUST BE ISSUED ON/AFTER 01OCT 13 AND ON/BEFORE 31MAR 14. FOR FARES WITH FOOTNOTE 1Q NOTE - GENERAL RULE DOES NOT APPLY TICKETS MUST BE ISSUED ON MI OR SQ AND MAY ONLY BE SOLD IN SIN TICKETS MUST BE ISSUED BY ELECTRONIC TICKETING.

Travel Restrictions  
VALID FOR TRAVEL COMMENCING ON/AFTER 01OCT 13.

Blackout Period  
NONE UNLESS OTHERWISE SPECIFIED

Maximum Stay  
12 MONTHS

Minimum Stay  
NONE UNLESS OTHERWISE SPECIFIED

Advance Purchase  
BETWEEN SIN AND AREA 3 FOR FARES WITH FOOTNOTE 1Q NOTE - GENERAL RULE DOES NOT APPLY RESERVATIONS ARE REQUIRED FOR ALL SECTORS. WAITLIST NOT PERMITTED. NOTE - - RERVATIONS MUST BE CONFIRMED PRIOR TO TICKETING. TICKETS MUST BE ISSUED WITH CONFIRMED RESERVATIONS. ----- ONCE TICKET IS ISSUED AND IF PASSENGERS REBOOK FLIGHTS THE ADVANCE PURCHASE CONDITION STILL APPLIES. -----  
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Penalties  
FOR ERSG TYPE FARES CANCELLATIONS ANY TIME CHARGE USD 100.00 FOR CANCEL. NOTE - BEFORE FIRST FLIGHT DEPARTURE - USD 100 ----- AFTER FIRST FLIGHT DEPARTURE - USD 100 ----- THE ABOVE CHARGE DOES NOT APPLY TO INFANT WITHOUT A SEAT. ----- IN CASE OF TICKET UPGRADE THE ORIGINAL NON-REFUNDABLE AMOUNT REMAINS NON-REFUNDABLE. ----- IN CASES OF NO-SHOW CHARGE NO SHOW FEE OF USD100 FOR CANCEL UNLESS PROOF OF CANCELLATION FOR THE RESERVATIONS ON AFFECTED TICKET BEFORE SCHEDULED FLIGHT DEPARTURE TIME IS PROVIDED. CHANGES ANY TIME CHANGES PERMITTED FOR REISSUE/REVALIDATION. NOTE - BEFORE FIRST FLIGHT DEPARTURE - NO CHARGE ----- AFTER FIRST FLIGHT DEPARTURE - NO CHARGE ----- IN CASE OF TICKET UPGRADE THE ORIGINAL NON- REFUNDABLE AMOUNT REMAINS NON-REFUNDABLE. ----- 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. ----- IN CASES OF NO-SHOW CHARGE NO SHOW FEE OF USD100 FOR REISSUE/REVALIDATE UNLESS PROOF OF CANCELLATION FOR THE RESERVATIONS ON AFFECTED TICKET BEFORE SCHEDULED FLIGHT DEPARTURE TIME IS PROVIDED.

Stopover  
FOR FARES WITH FOOTNOTE 1Q NOTE - GENERAL RULE DOES NOT APPLY NO STOPOVERS PERMITTED.

Ticket Endorsement  
FOR FARES WITH FOOTNOTE 1Q NOTE - GENERAL RULE DOES NOT APPLY THE ORIGINAL AND THE REISSUED TICKET MUST BE ANNOTATED - VLD MI/SQ ONLY.NON ENDOR - IN THE ENDORSEMENT BOX.

Additional Conditions  
FOR FARES WITH FOOTNOTE 1Q 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.



## 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. The arrival terminal information is available at [www.silkair.com](http://www.silkair.com).

For changes to your travel plans, please contact the SilkAir 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.silkair.com](http://www.silkair.com).

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.silkair.com](http://www.silkair.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. However, please note that government regulations may require that we provide information on or permit access to passenger/customer data.

### SilkAir Baggage Policy - Checked Baggage:

- i. For flights to and from USA, the free checked baggage allowance per passenger is 2 pieces\*#
- 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 30 kg or 40 kg per passenger for Economy or Business class cabin respectively.
- iv. PPS Club members traveling on MI/SQ flights are allowed additional 100% baggage allowance above the allowance for their class of travel.
- v. KrisFlyer Elite Gold members are allowed an additional checked baggage allowance of:
  - (a) 20kg; or (b) For flights to and from USA-1 piece\*#; or (c) For flights to and from Brazil-1 piece\* (weighing no more than 32kg).
- vi. Infants are allowed free checked baggage allowance of:
  - (a) 10kg; or (b) For flights to and from USA-1 piece\*#; or (c) For flights to and from Brazil-1 piece\* (weighing no more than 32kg).In addition, a fully collapsible stroller or pushchair and carrycot or car seat 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 SilkAirs baggage policy. More information on cabin baggage, and the excess baggage pricing is available on [www.silkair.com](http://www.silkair.com).

\*Whenever the piece concept is applied, regardless of class of travel, the outside linear dimensions of each piece must not exceed 158cm (62 inches).

#Each piece must weigh no more than 23kg for Economy Class and no more than 32 kg for Business Class.

### 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 SilkAir 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.

### 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.

Singapore Company Registration No. 197500236D

Airline House  
25 Airline Road  
Singapore 819829



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**Feedback and Queries:**

You may provide feedback or send queries to SilkAir Customer Affairs at Airline House, 25 Airline Road, Singapore 819829 or via the online feedback form available at [http://www.silkair.com/en\\_UK/contact-us/](http://www.silkair.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 SilkAir Limited 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. SilkAir 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 SilkAir is strictly prohibited and such use may result in legal proceedings.