




Travel Information

Lahore - Karachi					Karachi - Lahore				
DATE	FLIGHT	DEPARTURE	ARRIVAL	BAGGAGE ALLOWANCE	DATE	FLIGHT	DEPARTURE	ARRIVAL	BAGGAGE ALLOWANCE
19-MAY-25	PF142	10:00 AM	11:45 AM	Standard	21-MAY-25	PF143	01:00 PM	02:45 PM	Standard

Title	Passenger(s) Name	CNIC	Ticket No.	Lahore - Karachi	Karachi - Lahore
Mr.	FARAZ HUSSAIN	00000-0000000-0	6734003406993	Confirm	Confirm
Mr.	QADEER HUSSAIN	00000-0000000-0	6734003406995	Confirm	Confirm
Miss.	MALAIKA IJAZ	00000-0000000-0	6734003406994	Confirm	Confirm

E-TICKET TRAVEL AGENT	Agent Name:	Matchless Tour and Travels LHE Staff		Thank You for choosing AirSial. For any flight information please contact AirSial Call Center 021-111-247-742
	Address:	Asia House 7-Egerton Road, Lahore.		
	Phone	042-111111247		
	MATCHLESS TOUR AND TRAVELS LHE STAFF (Waqar3 Admin) at 15-05-2025 12:18 pm PST			

Ticket Remarks/ Passenger Contact Info

Remarks	Phone 1	Phone 2	Email
-	+923425404287	+923008467494	-

Baggage Policy

Carry-on Baggage

- 1 piece of Hand Baggage, not larger than L22+W15+H8 =45 inches weighing not more than 7 kgs/ 15lbs, shall be allowed for carriage in the cabin.
- Hand carry with passengers shall be secured by individual passenger throughout his/her journey

Checked Baggage

- Free baggage allowance is permissible by fares type. Luggage dimensions should not exceed 54 inches (L+W+H=54)
- The infant is not entitled to any free baggage allowance. However, a baby cot or pram can be carried free of charge.
- Do not pack valuables in checked baggage, airline assumes no liability of valuables in checked baggage

BAGGAGE WEIGHT LIMITATION

Lahore - Karachi : 1 Piece(s) (not more than 20 KG) each for Adult & Child.
Excess Baggage Charges (PKR 150 per Kg)

Karachi - Lahore : 1 Piece(s) (not more than 20 KG) each for Adult & Child.
Excess Baggage Charges (PKR 150 per Kg)

Additional fees will be applied for excess baggage.

- Checked Baggage : Free baggage allowance is permissible by fare types. Luggage dimensions should not exceed 54 inches (L+W+H=54).
- The infant is not entitled to any free baggage allowance. However, a baby cot/ pram can be carried free of cost.
- Checked Baggage Weight Limitation : The maximum 30 kg weight per bag shall be accepted. However, Oversized baggage shall be charged based on volumetric and calculate with per kg excess baggage rate.

Excess Baggage Charges

Extra baggage, over and above the free baggage allowance, shall be charged as per above mentioned rates

Weight Limitation

A maximum of 30 kg weight per bag shall be accepted. However, Oversized baggage shall be charged based on volumetric and calculate with per kg excess baggage rate.

Credit/ Debit Card Policy

Ticket issued by credit/ debit card at Airline's counter.

Credit/ Debit Cards used for the purchase of air tickets must be presented, in original, at the check-in counter along with the card holder's photo identification. A copy of the photo ID shall be retained at the check-in counter.

However, if a traveling passenger is not a cardholder and he/ she has purchased ticket/s on somebody else's Credit/ Debit card from AIR SIAL's Sales Outlets, that situation passenger should possess the following documents for presenting at the check-in counter A photocopy of a Credit/ Debit Card used for the purchase of the ticket, duly self-attested, through signature, by the owner of the card.

Copy of the photo identity of the Credit/ Debit Card holder signed and verified by the cardholder him/ herself.

Passengers shall also present his/her photo identification at the check-in counter.

Online Purchases through Credit/ Debit Card

For international travel, passengers are requested to ensure that details pertaining to Travel Documents, CNIC/ Passport/ Visa, and contacts are entered in the reservation during online purchase to avoid any inconvenience at the time of travel. Passengers can contact our call center to get their details at their destination updated as per immigration authority requirements.

Only one card can be used for one transaction at a time. Verification of the Credit/ Debit card shall be required at the time of check-in. In case of failure, the boarding of

Terms & Conditions

Reporting Time

- Flights open for check-in 2 hours before scheduled departure time on domestic flights and 4 hours before scheduled departure time on international flights. Passengers must check in 2 hours before flight departure. Check-in counters close 45 min before flight departure for domestic, and 90 minutes before the scheduled departure for international flights. Traveling documents shall be verified at the check-in counter.

Validity of Ticket

- Tickets remain valid for **29 days** from the date of last booked flight. Day of the flight shall not be counted.
- Expired tickets have no value, whatsoever, and, therefore, cannot be revalidated, refunded or modified/ changed.
- In case of delayed, cancelled flight or denied boarding, AIR SIAL shall compensate the passenger as per its Conditions of Carriage.
- Tickets are non-transferable and non-endorsable.

Ticket Modification & Refunds

- This policy shall not be effective on the tickets issued against group fares. Tickets issued on group fare shall not be refunded or modified.
- For any modification or change of ticket, passenger shall pay modification charges plus the difference of fare, if applicable.
- Refund of ticket is always accepted and processed at the place of purchase of ticket. As such tickets issued from AIR SIAL's outlets shall be refunded only from AIR SIAL's outlets.
- Online tickets issued on Credit/ Debit Card, through AIR SIAL's website, shall be modified and refunded only at AIR SIAL's City Ticketing Offices & Airport Ticketing Offices.
- Ticket issued on Credit/ Debit Card shall be modified or refunded on production of Original Credit/ Debit Card.
- All applicable taxes and fees are collected at the time of purchase of ticket.
- Original CNIC/NICOP and/or passport with a photocopy is required for refund of ticket.
- If the ticket was purchased in cash, it can be modified in cash only; if the ticket was purchased on a card, then the same card shall be used for the modification of that ticket. Tickets purchased with a credit card cannot be exchanged for cash.
- Ticket cannot be refunded or changed 03 hours before or 06 hours after the departure of flight.
- Only valid tickets can be changed, modified or refunded with the following applicable charges:
- Ticket issued under the Discount shall be accepted for modification and refund; the discount shall be deducted according to the remaining passengers of the PNR, the rest given discount shall be added in the below charges.

Ticket Modification & Refunds Policy	Modification Charges	Refund Charges
Charges As Per Selected Baggage	Standard	Standard
More than 48 hours before flight departure	PKR 1,500	PKR 1,500
Within 48 hours to 24 hours before flight departure	PKR 2,500	PKR 2,500

card shall be required at the time of check-in, in case of failure, the boarding of passengers shall be denied by the airline.

Within 24 Hours to 03 Hours before flight departure	PKR 3,500	PKR 3,500
Within 03 Hours and after flight departure , or No Show	PKR 4,500	PKR 4,500
29 Days after flight departure	No Modification	No Refund

AIR PASSENGER RIGHTS (DOMESTICFLIGHTS)

A. LONG FLIGHT DELAYS

1. In case of flight delay of more than 2 to 4 hours (in proportion to flight distance), the airline shall serve refreshments / meals to passengers (according to time of day) and offer communication facilities & hotel accommodation for the night when necessary (e.g. transit passengers / outstation passengers who do not have own accommodation).[Article D 12.2.5 & D14 of ANO-001-ATCP-2.0]
2. When the delay is more than 5 hours and the passenger decides to discontinue his journey with the airline, the airline shall offer full refund of the unutilized ticket. [Article D 13.4 & D14 of ANO-001-ATCP-2.0]
3. The airline liability for damage caused by delay in domestic carriage by air of passenger is limited to proven damages which may have been sustained due to the delay or an amount representing double the sum paid for the carriage, whichever amount may be smaller. Never the less the airline shall not be liable for damage if it proves that it took all measures that could reasonably be required to avoid the damage or that it was impossible for it to take such measures. [Rule 19 & 22 (1) of The Fifth Schedule of Carriage by Air Act, 2012

B. FLIGHT CANCELLATION

1. Whenever a passenger's flight is cancelled, the operating airline shall give the passenger a choice of either alternative transport to his final destination / re-routing or full refund of unutilized ticket. [Article D13 of ANO-001-ATCP-2.0]
2. The airline shall offer hotel accommodation for the night when necessary (e.g. transit passengers / outstation passengers who do not have own accommodation). [Article D 13 of ANO-001-ATCP-2.0]
3. The airline may also have to compensate the passenger at the same level as for denied boarding, unless it gives him sufficient advance notice (at least 12 hours prior to flight time). Nevertheless, the airline shall not be liable if it proves that it took all measures that could reasonably be required to avoid the cancellation or that it was impossible for it to take such measures. [Article D 13 of ANO-001-ATCP-2.0]

C. DENIED BOARDING

1. If a passenger reports at the airline check-in counter before the check-in deadline and fulfils all the requirements but is denied boarding (due to overbooking), the airline shall give the passenger a choice of either alternative transport to his final destination / re-routing or full refund of unutilized ticket. [Article D12.3 of ANO-001-ATCP-2.0]
2. In addition to above, if the passenger is not a volunteer, the airline shall pay compensation to passenger equivalent to 50% of the face value of ticket excluding taxes. The compensation may be halved if the passenger is not delayed for more than 04 hours with alternative transport arrangement. [Article D12.3 of ANO-001-ATCP-2.0]
3. The airline shall offer hotel accommodation for the night when necessary (e.g. transit passengers / outstation passengers who do not have own accommodation). [Article D12.3 of ANO-001-ATCP-2.0]

D. BAGGAGE LOSS / DAMAGE

1. The airline liability for loss / damage in domestic carriage of baggage is limited to PKR1,000/=per kilogram. [Rule 22 (2) of The Fifth Schedule of Carriage by Air Act, 2012]
2. A Property Irregularity Report (PIR) is to be lodged by each passenger to the airline for the missing / damaged baggage, immediately on arrival (before exiting terminal building), along with provision of copy of baggage tag number as evidence / inspection of damaged bag or its contents by airline.
3. Submission of receipts of claimed baggage contents (which are allowed in checked baggage by airline) would strengthen the lost baggage compensation claim of the passenger.

E. DEATH OR INJURY OF PASSENGERS

1. The carrier is liable for damage sustained in case of death or bodily injury of a passenger upon condition only that the accident which caused the death or injury took place on board the aircraft or in the course of any of the operations of embarking or disembarking. [Rule 17 (1) of The Fifth Schedule of Carriage by Air Act, 2012]
2. The airline liability is as per Article 21 of The Fifth Schedule of Carriage by Air Act, 2012.