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## RESERVATION CONFIRMED



- **RESERVATION NUMBER (PNR)** 601644600
- **DATE OF BOOKING** 21 May 2022
- **DATE OF ISSUE** 21 May 2022
- **PASSENGER DETAILS**
- **BOOKING REFERENCES** 601897344
- **AIRLINE CODE LEGEND** G9 - Air Arabia

### Passenger Name(s)

MR RAKIB RAKIB

### • TRAVEL SEGMENTS

FLIGHT	ORIGIN / DESTINATION	DEPARTURE / ARRIVAL	CHECK-IN FROM	CLASS OF SERVICE	STATUS
G9519 (NON-STOP)	Dhaka	Sat, 31 May 2022 17:20	Sat, 31 May 2022 13:20	Basic Y	OK
	Sharjah	Sat, 31 May 2022 20:15			
	<b>Duration:</b> 04:55	<b>Aircraft:</b> Airbus A320-168Y	<b>Transit:</b> 01:40	<b>Remarks:</b> -	

### • LOCAL CALL CENTER DETAILS

DHAKA	DAC	Office Timings - Monday to Thursday - 0930 - 1730 and Saturday - 1000 - 1400	00881790037750
Sharjah	SHJ		0097165580000
	JED		00966920011969

### • E TICKET DETAILS

Passenger Name(s)	Segment	Flight	E TICKET NUMBER
MR RAKIB RAKIB	SHJ/JED	G9147	5142397452311/2

DAC/SHJ G9517 5142397452311/1

• **ANCILLARY DETAILS**

Passenger Name(s)	Segment	Baggage (s)
MR RAKIB RAKIB	DAC/SHJ G9517	30Kg 1 Piece

• **FARE RULES**

Origin / Destination	Fare Basis Code	Fare Rule	Terms and Conditions
DAC/SHJ	SOWK0R	All	CGP GSA

\* **All times in local**

**1. Visa, Travel Documents & Check In:**

a) Airport Check-in counters open three hours prior to scheduled departure time of the flight and closes 1 hour prior to scheduled departure time. Government formalities related to health and security procedures may vary at different airports. It is the passengers' responsibility to ensure that they comply with these formalities and procedures. Passengers failing to check-in on time will not be accepted for travel and will forfeit their flight and their ticket.

b) It is the passenger's responsibility to ensure that they have and carry the necessary valid documents, including visas, to meet the immigration requirements of their travelling from the origin to the destination including any stop countries. Passengers must respect the maximum length of stay mentioned on the visa as well as the number of entries. Schengen countries require that the first entry should be done into the country which issues the visa.

**2. Check-in Baggage:**

a) Maximum weight permitted per individual piece of check-in baggage is 32 kgs with total dimensions of 160 cms (W+D+L)

b) For Passengers Travelling to/from Cairo: - Business class – Free baggage allowance of 40 Kgs | Economy class – Free baggage allowance of 20 / 30 Kgs.

c) For passengers travelling to/from all other Airports: subject to availability, passengers can pre-book their desired baggage allowance (20/30/40Kgs) during the booking process at nominal rates. If a passenger does not pre-book baggage, at airport the first 20 Kg will be charged at AED 50 plus handling fee. Any additional weight above 20 Kgs will be considered as excess baggage.

d) Free baggage allowance is not applicable for infants.

e) AED 150 plus a handling fee will be applicable for carriage of any TV measuring 40" (inches) and above. Maximum size permitted is 60"(inches).

f) Air Arabia liability for lost or damaged baggage is limited to USD 20 per kg up to a maximum of 20 Kgs. Air Arabia shall have no liability for any damage to valuable items or documents.

g) Self-balancing electric scooter or personal motorized vehicles, powered by lithium batteries will not be accepted on-board Air Arabia flights. Please refer to [www.airarabia.com](http://www.airarabia.com) to check list of prohibited items.

**3. Hand Baggage:**

Maximum hand baggage permitted per passenger, is 10 kgs with dimensions within 55 x 40 x 20 cm. Any additional or non-compliant baggage will be subject to a charge at the boarding gate.

**4. Flight times, changes, cancellations and credit:**

a) Reservations can be modified/cancelled up to 24 hours before local scheduled flight departure time by contacting our call center/sales centers or appointed travel agents. Following \*charges will apply:

Change Duration	Modification	Cancellation
72 Hours before departure	25% of the fare and surcharge or a minimum of AED 150 per pax each way (Fare difference applies for modification)	30% of the fare and surcharge or a minimum of AED 150 per pax each way
72 to 24 hours before departure	25% of the fare and surcharge or a minimum of AED 200 per pax each way (Fare difference applies for modification)	30% of the fare and surcharge or a minimum of AED 200 per pax each way

b) Within 24 hours before departure – No changes permitted.

c) For group bookings, modification and cancellation charges may vary. Please contact your issuing agency.

d) Air Arabia does not have a refund policy once the booking is paid for (except flights to/from Cairo). On cancellation, Air Arabia will retain the remaining amount as a credit towards a future flight which can be used for travel within one year from the date of payment by the same passenger only.

e) Business Class passengers on Cairo flights, are eligible for free modification (fare difference will apply) up to 8 hrs prior to scheduled departure time. All passengers to/from Cairo are entitled for refund on cancellation, subject to terms & conditions.

f) \*Govt. taxes, fees or any other charges are subject to change without prior notice.

g) Flight schedules can be changed between the reservation date and the flight date.

h) Passengers must provide when booking their valid email address, mobile phone number and travel phone number. Any schedule changes will be communicated to passengers using the contact details provided when booking.

#### **5. Unaccompanied Minors & Infants:**

a) We do not accept children traveling unaccompanied under their 12th birthday. Passengers accompanying children should be above 16 years old.

b) Air Arabia does not accept infants for travel within 2 days of birth. Infants between 3-6 days old will require a fit to fly certificate or indemnity form signed by the parents. Infants over 7 days old will be accepted without any restrictions.

#### **6. Credit card payment:**

a) Passengers must carry the original credit card or copy of the front of the card using which the payment has been made. Airport staff may ask for it as proof of payment. Failing to provide the card or copy, the passenger may not be accepted on the flight.

b) For passengers travelling from Colombo, Kiev, Peshawar, Siakot, Alexandria, Kathmandu, Khartoum & Kenya, the cardholder must be a member of the travelling group and produce Credit Card at check-in for verification. Failing to provide the card, the passenger may not be accepted on the flight.

#### **7. Handling Fee:**

Appointed sales agents of Air Arabia are authorized to collect a handling fee over and above the total fare reflecting on your itinerary. These charges are regulated and the updated handling fees by country are available for your reference on [www.airarabia.com](http://www.airarabia.com). The appointed agents are obliged to produce the same information on demand to verify the charges.

#### **8. Ok to board Message:**

Passengers travelling from India, Pakistan, Bangladesh to UAE on tourist visa require an Ok to Board comment in their PNR. Please check with Air Arabia Sales centres for further information.

#### **9. Bus Service, Car Service, Travel Insurance and other third-party Services:**

Bus service, Car Service, Travel Insurance and some other services are provided by a third party and Air Arabia accepts no responsibility and shall not be liable for any direct, consequential or incidental damage or any kind occasioned by reason of any act or omission beyond its control including without limitation, any act of negligence, mishap or breach of contract of any third party who is to or does supply any goods or services for the tour to journey.

#### **10. Airport Transfers**

For further clarifications, please visit <https://www.sayararental.com/chauffeurTerms.aspx> or get in touch with Sayara Car Rental at +971 54 3082573 or at [booking@sayararental.com](mailto:booking@sayararental.com)

#### **11. TuneProtect Travel Insurance By Air Arabia:**

For any claims please visit [www.tune2protect.com/airarabia](http://www.tune2protect.com/airarabia). For all emergency assistance please call UAE: +97143619210 | GCC & Sub Indian Continent: +911244688488 | Europe & North Africa: +441786310605

#### **12. Additional Information:**

a) By buying this ticket, the passenger confirms herewith that he/she has agreed on and accepted all terms and conditions of carriage <https://www.airarabia.com/en/conditions-carriage> and policies as issued and amended by the Carrier from time to time on its website [www.airarabia.com](http://www.airarabia.com). In case of any dispute related to any/all of the services as provided by the Carrier and/or any of its authorized representatives before, during and/or after the provision of the service, such dispute shall be exclusively and solely raised, filed, submitted, registered and/or presented, referred to and finally resolved by arbitration under The Sharjah International Commercial Arbitration Centre ("TAHKEEM"), which Rules are deemed to be incorporated by reference into this clause. The number of arbitrators shall be one. The seat, or legal place, of arbitration shall be Sharjah, United Arab Emirates. The language of the arbitration and all documents shall be English.

b) Carriage under this ticket by Air Arabia is indicated by use of the G9 airline designator code against the relevant travel segment(s) shown above. Where this ticket includes carriage by another carrier, Air Arabia acts solely as agent for that other carrier.

c) Air Arabia will be liable only for damage occurring during carriage on flights or flight segments where G9 designator code appears in the carriage box. If Air Arabia issues a Ticket of, or if we Check Baggage for carriage on another carrier, it does so only as agent for the other carrier. Nevertheless, with respect to checked baggage, you may make a claim against the first or last carrier.

e) For any queries, please find our contacts on the web site.