

Mr Xuan Thien Phan

Booking reference: 4GK3IR

Dear Mr Phan

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: 6185246535499
Date of issue: 04 Oct 2014
Place of issue: Ho Chi Minh CityTan
IATA number: 37301386

Flight Details

SQ185	Singapore Airlines	ECONOMY
Departs: Ho Chi Minh City (SGN)	Sat, 04 Oct 2014 19:45	Status: USED
Arrives: Singapore (SIN)		Checked bags: 35KG
Not valid before: Sat, 04 Oct 2014	Not valid after: Sat, 04 Oct 2014	
SQ638	Singapore Airlines	ECONOMY
Departs: Singapore (SIN)	Sat, 04 Oct 2014 23:55	Status: USED
Arrives: Tokyo (NRT)		Checked bags: 35KG
Not valid before: Sat, 04 Oct 2014	Not valid after: Sat, 04 Oct 2014	

Payment details

Ticket fare:	USD	300.00	Form of payment: CASH
Passenger Service Charge (International)	USD	20.00	
Passenger and Baggage Security Screening Service Charge	USD	1.50	
Passenger Service and Security Charge	USD	7.10	Restrictions: NONEND/VISA STU/CHG APPLY ON SQ
Passenger Security Service Charge	USD	2.40	
Airline Fuel and Insurance Surcharge	USD	161.30	
Ticket amount:	USD	492.30	

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 or via the flight enquiry hotline at 1800-542-4422 (for calls within Singapore only).

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. 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. 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, 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 30kg, 40kg or 50kg per passenger for Economy, Business or First Class/Suites 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 - 1 piece*#; 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 - 1 piece*#; 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 - 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, 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 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).
#Each piece must weigh no more than 23kg for Economy Class and no more than 32 kg for Business or First Class/Suites.

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.

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.

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/.

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