



Mrs HUAZHEN XIANG

Booking reference: OS652U

Dear Mrs XIANG

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: 6292402486619
Date of issue: 30 Nov 2017
Place of issue: online booking
IATA number: 32393163

Flight Details

MI986	Silkair	ECONOMY
Departs: Singapore (SIN) Terminal 2	Mon, 05 Feb 2018 09:05	Status: CONFIRMED
Arrives: Wuhan (WUH) Terminal 3	Mon, 05 Feb 2018 14:00	Checked bags: 30KG
Not valid before: Mon, 05 Feb 2018	Not valid after: Mon, 05 Feb 2018	
MI985	Silkair	ECONOMY
Departs: Wuhan (WUH) Terminal 3	Fri, 23 Mar 2018 15:00	Status: CONFIRMED
Arrives: Singapore (SIN) Terminal 2	Fri, 23 Mar 2018 20:05	Checked bags: 30KG
Not valid before: Fri, 23 Mar 2018	Not valid after: Fri, 23 Mar 2018	

Payment details

Ticket fare:	SGD	635.00	Form of payment:
Passenger Security Service Charge	SGD	8.00	Visa Card - XXXXXXXXXXXXXXX4267
Aviation Levy	SGD	6.10	
Passenger Service and Security Charge	SGD	19.90	
Airport Fee (Domestic/International)	SGD	18.40	Restrictions:
			VLD MI/SQ ONLY. NON END/REF. REISS
			USD100. DOP APPLY.
Ticket amount:	SGD	687.40	

Singapore Company Registration No. 197500236D

Airline House
25 Airline Road
Singapore 819829



Fare Rules and Conditions

Fare Basis Code

NESG

Applicable Flight Numbers

BETWEEN SIN AND AREA 3 FOR FARES WITH FOOTNOTE 59 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.

Sales Restrictions

TICKETS MUST BE ISSUED ON/AFTER 01APR 17. FOR FARES WITH FOOTNOTE 59 NOTE - GENERAL RULE DOES NOT APPLY SALE IS RESTRICTED TO SPECIFIC AGENTS. TICKETS MUST BE ISSUED ON MI OR SQ AND MAY ONLY BE SOLD IN SIN/JHB TICKETS MUST BE ISSUED BY ELECTRONIC TICKETING.

Travel Restrictions

VALID FOR TRAVEL COMMENCING ON/AFTER 01APR 17.

Maximum Stay

3 MONTHS

Minimum Stay

2 DAYS

Advance Purchase

FROM/TO SIN FOR NESG TYPE FARES WITH FOOTNOTE 59 NOTE - GENERAL RULE DOES NOT APPLY RESERVATIONS FOR ALL SECTORS AND TICKETING ARE REQUIRED AT LEAST 7 DAYS BEFORE DEPARTURE. NOTE - ONCE TICKET IS ISSUED AND IF PASSENGERS REBOOK FLIGHTS THE ADVANCE PURCHASE CONDITION STILL APPLIES.

Penalties

FOR NESG TYPE FARES FOR TICKETING ON/BEFORE 31MAR 17 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. YQ WILL NOT BE REFUNDED FOR NON-REFUNDABLE FARES. EXCEPT FOR TICKETS ISSUED IN TAIWAN/INDIA/SOUTH AFRICA AND BRAZIL AND FOR TICKETS ORIGINATING FROM SOUTH KOREA. NO SHOW - NO SHOW FEE IS NOT APPLICABLE. FOR ANY CANCELLATIONS THE STRICTER FARE CONDITIONS WILL APPLY TO THE ENTIRE JOURNEY. CHANGES ANY TIME CHARGE USD 50.00 FOR REISSUE/REVALIDATION. NOTE - BEFORE FIRST FLIGHT DEPARTURE - USD 50.00 AFTER FIRST FLIGHT DEPARTURE - USD 50.00 THE NEW BASE FARE MUST BE EQUAL OR HIGHER THAN THE ORIGINAL BASE FARE FOLLOWING ANY TICKET CHANGES. 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. 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. REBOOKING FEE IS NOT APPLICABLE WHEN NO SHOW FEE IS IMPOSED. FOR ANY TICKET CHANGES THE STRICTER FARE CONDITIONS WILL APPLY TO THE ENTIRE JOURNEY. FOR TICKETING ON/AFTER 01APR 17 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. NO SHOW - NO SHOW FEE IS NOT APPLICABLE. FOR ANY CANCELLATIONS THE STRICTER FARE CONDITIONS WILL APPLY TO THE ENTIRE JOURNEY. CHANGES ANY TIME CHARGE USD 100.00 FOR REISSUE/REVALIDATION. NOTE - BEFORE FIRST FLIGHT DEPARTURE - USD 100.00 AFTER FIRST FLIGHT DEPARTURE - USD 100.00 THE NEW BASE FARE MUST BE EQUAL OR HIGHER THAN THE ORIGINAL BASE FARE FOLLOWING ANY TICKET CHANGES. 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. 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. REBOOKING FEE IS NOT APPLICABLE WHEN NO SHOW FEE IS IMPOSED. FOR ANY TICKET CHANGES THE STRICTER FARE CONDITIONS WILL APPLY TO THE ENTIRE JOURNEY.

Stopover

FOR FARES WITH FOOTNOTE 59 NOTE - GENERAL RULE DOES NOT APPLY NO STOPOVERS PERMITTED.

Singapore Company Registration No. 197500236D

Airline House
25 Airline Road
Singapore 819829

Ticket Endorsement

FOR NESG TYPE FARES WITH FOOTNOTE 59 NOTE - GENERAL RULE DOES NOT APPLY THE ORIGINAL AND THE REISSUED TICKET MUST BE ANNOTATED - VLD MI/SQ ONLY. - AND - NON END/REF. REISS USD100. - AND- DOP APPLY. - IN THE ENDORSEMENT BOX.

Additional Conditions

FOR FARES WITH FOOTNOTE 59 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.

FOR NESG TYPE FARES WITH FOOTNOTE 59 NOTE - GENERAL RULE DOES NOT APPLY IF INFANT UNDER 02 WITHOUT A SEAT. THERE IS NO CHARGE FOR TRAVEL. OUTBOUND - A SURCHARGE OF SGD 10.00 PER DIRECTION WILL BE ADDED TO THE APPLICABLE FARE FOR TRAVEL ON FRI/SAT. NOTE - CHILD SURCHARGE APPLICABLE INFANT NOT APPLICABLE INBOUND - A SURCHARGE OF SGD 10.00 PER DIRECTION WILL BE ADDED TO THE APPLICABLE FARE FOR TRAVEL ON MON/SUN. NOTE - CHILD SURCHARGE APPLICABLE INFANT NOT APPLICABLE

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.

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.

Your airline ticket is electronically stored in our computer system and is subject to our Terms and Conditions (including our Conditions of Contract, General Conditions of Carriage and Privacy Policy) which can be found on the Terms and Conditions section on www.silkair.com. Please note that the Passenger Name Record (PNR) and E-Ticket reference number should be kept confidential by the customer. The customer agrees to be liable for all transactions made pursuant to the use of the PNR and E-Ticket reference number with or without the customer's knowledge or consent. SilkAir will not be held liable for any loss, damage or expense incurred by the customer however caused, through any unauthorised disclosure or unauthorised use of their PNR and E-Ticket reference number. The price of your ticket may include taxes (imposed by government authorities) and fees and surcharges (imposed by airport authorities or airlines). Such taxes, fees and surcharges are either included in the fare or shown separately on the E-ticket receipt. Please refer to the List of Tax Codes Description for more information regarding taxes, fees and surcharges. Copies of our Terms and Conditions (including our Conditions of Contract, General Conditions of Carriage and Privacy Policy) and the List of Tax Codes Description can be obtained at any of our SilkAir ticket offices or online on www.silkair.com.

For SilkAir Conditions of Contract please click on the link below:

http://www.silkair.com/en_UK/global_footer/conditions-of-notice/

For SilkAir General Conditions of Carriage please click on the link below:

http://www.silkair.com/en_UK/global_footer/conditions-carriage/

For SilkAir Privacy Policy please click on the link below:

http://www.silkair.com/en_UK/privacy-policy/

For List of Tax codes description please click on the link below:

<http://www.silkair.com/pdf/taxes/MI-airport-taxes.pdf>

SilkAir Baggage Policy - Checked Baggage:

- i. For flights to and from USA and Canada, 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 and Canada-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 and Canada-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 SilkAir's baggage policy. More information on cabin baggage, and the excess baggage pricing is available on 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.

[^] Excess Baggage charges can be found on the Prepare for Travel information section on www.silkair.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 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.

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/.

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.