



Electronic Ticket Receipt

Passenger RASHID / MADIHA (05NOV89)
Booking Reference Number (PNR) 97PFTH
Ticket Number 2142428155419
Issued By PK RUH In ISO:SA 11MAY2025 12346100 InternetSA /A

Flight 1 - Madinah (MED) to Multan (MUX)

CARRIER CODE	FLIGHT NO	DEPART	ARRIVE
PK	716	01:20	07:55
		Madinah (MED)	Multan (MUX)
		Madinah - Prince	Multan International
		Mohammad Bin Abdulaziz	Airport
		Airport	07 JUN 2025
		07 JUN 2025	



REZ. CLASS	TICKET STATUS ⁽¹⁾	FARE BASIS	NVB ⁽²⁾	NVA ⁽³⁾	SEAT	BAG ⁽⁴⁾	TKT SEAT	DEP TERMINAL	ARR TERMINAL
V	OK	VOWSA	07JUN25	07JUN25		50 Kg	0		

(1) OK = confirmed (2) NVB = Not Valid Before (3) NVA = Not Valid After (4) Each passenger can check-in a specific amount of baggage at no extra cost as indicated in this column.



Receipt

Name	RASHID / MADIHA (05NOV89)
Ticket Number	2142428155419
Form of Payment	CC;535825*****6247
Fare	804.00 SAR
Taxes, Fees and Charges	100.58 SAR IO 8.00 SAR E3
Other Fees	
Total Amount	919.58 SAR
Issuing Airline And Date	PIA / 11MAY25
IATA Number	12346100
Endorsements / Restriction(s)	NON END/PK ONLY
Fare Calculation	07JUN25MED PK MUX Q1.00 213.33VOWSA NUC214.33END ROE3.750000

IMPORTANT INFORMATION FOR TRAVELLERS. PLEASE READ

A) Free Baggage Allowance:(Entitlement as per above booking)

30 KG and below = 1 Piece, Above 30 KG = 2 Pieces

- For more information about Free Baggage allowance please visit <https://www.piac.com.pk/booking-conditions>

B) Hand Carry:

Economy Class: 7 KG Max. (38L, 22W & 55H) 115 CM on Domestic & International.

Executive Economy Class: 12 KG Max. 01 piece of 7 KG (38L, 22W & 55H) 115 CM and one small Brief Case of 5 KG on Domestic & International.

C) Contract of Carriage: In addition, this ticket is governed by the applicable law and the conditions of carriage of PIACL: <https://www.piac.com.pk/conditions-of-carriage>.

D) ATTENTION:

i) PIA advises its esteemed passengers not to keep any valuable items like jewellery, cash, mobile phone, I-Pad, camera, etc. in checked baggage at the time of check-in. You may place your valuables in hand carry.

ii) In case, you like to book your hand carry, please ensure that valuables are removed.

E) Deadlines for checking in Passengers and Baggage

a) Domestic flights will be closed for check-in 45 minutes before schedule time of departure.

b) International flights will be closed for check-in 1hr 15 minutes before schedule time of departure.

For further details, please visit <https://www.piac.com.pk/>

The purpose of check-in deadline is to ensure that flights depart on time. Please make sure you are already checked-in before these applicable deadlines.

F) Please note that the boarding gates close 15 minutes before departure.

G) All valuable guests are requested to provide their mobile contact details to avoid any inconvenience and advance information in case of schedule change.

Contact Us: +92 21 111-786-786 or visit: <https://www.piac.com.pk/contact-us>

AIR PASSENGER RIGHTS

In order to compensate its passengers in the event of denied boarding, flight cancellations/delays, PIA is implementing following Air Passenger Rights with immediate effect.

INTERNATIONAL FLIGHTS

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 international carriage by air of passenger is limited to 4,150 Special Drawing Rights (SDR). Nevertheless, 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. Article 19 & 22 (1) of The Montreal Convention, 1999 Rule 19 & 22 (1) of The Fourth 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]

Note: PIA will not provide hotel accommodation to passengers of cancelled flights on the KDU, GIL, and CJL sectors due to weather conditions and sunset-related operational constraints. Affected passengers are entitled to have 100% full refund of their cancelled flight tickets, or reconfirmation of their seats on next day's flights, subject to availability, without any additional charges.

C. DENIED BOARDING

1. If a passenger reports at the check-in counter before the check-in deadline and fulfills 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 / DELAY

1. The airline liability for loss / damage / delay in international carriage of baggage will be determined in line with Montreal Convention and Warsaw Convention based on merits of each case. [Article 19 & 22 (2) of The Montreal Convention, 1999 / Rule 19 & 22 (2) of The Fourth 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 / delayed / 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. [Article 17 (1) of The Montreal Convention, 1999 / Rule 17 (1) of The Fourth Schedule of Carriage by Air Act, 2012]

2. The airline liability is as per Article 21 of The Montreal Convention, 1999 / Rule 21 of The Fourth Schedule of Carriage by Air Act, 2012.

DOMESTIC FLIGHTS

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. Nevertheless, 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 fulfills 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 PKR 1,000/= 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. 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.