



**Passenger:** Amira Ishita Miss (CHD)

**Booking ref:** 5FFKX5

**Ticket number:** 603 2112311158



**Issuing office:**

SRILANKAN AIRLINES LIMITED (PB 67),  
WWW.SRILANKAN.COM, ONLINE BOOKING,  
SYDNEY

**Telephone:** +94 197331979

**Date:** 15Feb2022

## ELECTRONIC TICKET RECEIPT

Your electronic ticket is stored in our reservations system. You are required to carry this document & all other documents related to your travel that may be required by respective Local and International Security, Customs and Passport Control/s. The airline will not be responsible for any consequences faced by you as a result of you not being in possession of the required travel documents.

Our check-in counters open 3 hours prior to scheduled time of flight departure and close 1 hour prior to departure worldwide; unless specified by us. You are required to report to the check-in desk during this time to avoid denial of check-in.

Please ensure that you possess valid approval to enter into your intended country. We shall refuse to carry you or your baggage, where such refusal is necessary in our reasonable belief to comply with any travel restrictions, border closures, flight embargo and or other limitations as imposed by any country which we are flying from, flying over and or flying into if one or more of the following have occurred or we reasonably believe may occur.

From	To	Flight	Departure	Arrival	Last check-in
<b>SYDNEY KINGSFORD SMITH</b> Terminal: 1	<b>COLOMBO</b> BANDARANAIAKE INTL	UL607	<b>22:30</b> 08Mar2022	<b>04:00</b> 09Mar2022	
<b>Class:</b> M <b>Seat:</b> <b>Baggage (4):</b> 30KG <b>Fare basis:</b> MLRTAUCH2	<b>Operated by:</b> SRILANKAN AIRLINES <b>Marketed by:</b> SRILANKAN AIRLINES <b>Booking status (1):</b> OK			<b>Duration:</b> 11:00	
<b>COLOMBO BANDARANAIAKE</b> INTL	<b>HYDERABAD RAJIV</b> GANDHI INTL	UL177	<b>07:05</b> 09Mar2022	<b>09:00</b> 09Mar2022	
<b>Class:</b> M <b>Seat:</b> 08B <b>Baggage (4):</b> 30KG <b>Fare basis:</b> MLRTAUCH2	<b>Operated by:</b> SRILANKAN AIRLINES <b>Marketed by:</b> SRILANKAN AIRLINES <b>Booking status (1):</b> OK			<b>Duration:</b> 01:55	
<b>HYDERABAD RAJIV GANDHI</b> INTL	<b>COLOMBO</b> BANDARANAIAKE INTL	UL176	<b>21:20</b> 28Mar2022	<b>23:15</b> 28Mar2022	
<b>Class:</b> L <b>Seat:</b> 09A <b>Baggage (4):</b> 30KG <b>Fare basis:</b> LLRTAUCH2	<b>Operated by:</b> SRILANKAN AIRLINES <b>Marketed by:</b> SRILANKAN AIRLINES <b>Booking status (1):</b> OK			<b>Duration:</b> 01:55	
<b>COLOMBO BANDARANAIAKE</b> INTL	<b>SYDNEY KINGSFORD</b> SMITH Terminal: 1	UL606	<b>00:05</b> 29Mar2022	<b>15:55</b> 29Mar2022	

Class: L  
Seat: 58D  
Baggage (4): 30KG  
Fare basis: LLRTAUCH2

Operated by: SRILANKAN AIRLINES  
Marketed by: SRILANKAN AIRLINES  
Booking status (1): OK

Duration: 10:20

(1) OK = Confirmed (2) NVB = Not valid before (3) NVA = Not valid after (4) Refer Baggage Policy below.

## PAYMENT DETAILS

**Fare Calculation:** SYD UL X/CMB UL HYD374.59UL X/CMB UL SYD266.75NUC641.34END ROE1.387486

**Form of payment:** CC CA XXXXXXXXXXXXX0748  
XXXX R23567

**Endorsements:** VALID ON UL ONLY CHANGE FEE MAY APPLY

## FARE DETAILS

**Fare:** AUD 890.00

**Taxes:** AUD 111.20WY  
AUD 8.70IN  
AUD 19.90P2

**Carrier Imposed Fees:** AUD 84.00YQ  
**Total Amount:** AUD 1113.80

## RECEIPT REMARKS

When you are in Sri Lanka, please call our 24 hour Global Contact Centre on 1979 from any network and update your reservation with your mobile contact number and email address (if any) which will help us serve you better.







**(4) BAGGAGE POLICY** - Each passenger can check in a specific amount of baggage or a specific volume of weight at no extra cost as indicated above in the row "Baggage".

If the journey is subject to Weight System, the baggage entitlement appears in kilogram (kg) and if Piece System applies, the entitlement appears in number of pieces of baggage. The Piece System generally applies to Passengers travelling to and returning from IATA area 1 which is the North, Central and South American Countries.

In Piece System, a single piece of baggage of an Economy Class passenger shall not exceed the weight of 23 kg but permitted up to 32 kg by paying over weight baggage fee and for a Business Class passenger a single baggage shall not exceed the weight of 32 kg. Any baggage exceeding the permitted amount of pieces and weight, indicated in Condition (4) above are subject to an excess baggage fee charged by the Carrier. No piece of baggage exceeding the weight of 32 kg will be accepted for carriage due to safe handling and occupational safety rules irrespective of the class of travel.


**Hand Luggage** - One bag measuring 56cm x 36cm x 23cm (115 cm) and weighing no more than 7 kg. For anything over and above, the baggage could be retrieved at boarding and you may be charged for the additional weight. It will be loaded in the aircraft hold. Reporting to the boarding gate at the last minute may result in the bag not being loaded on the same flight. This excludes a duty free item purchased at the airport which is not large in size, with the ability to stow under the seat.

[For more information on special services please click here.](#)



\*Terms and conditions apply

0094117771979 (within Sri Lanka: 1979) [srilankan.com](http://srilankan.com)

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## LEGAL AND PASSENGER NOTICES

### ELECTRONIC TICKET

#### Essential information to enter the UK

The United Kingdom is taking steps to help stop the spread of COVID-19.

- 1) To protect your health and others', everyone must complete an online [passenger locator form](#) before arrival in the United Kingdom
- 2) You may be required to self-isolate for 14 days on arrival. Check the [exempt countries list](#) immediately before you travel as this list can change at short notice.
- 3) It is a legal requirement that you wear a face covering on public transport in the UK

Failure to comply with the above measures is a criminal offence and you could be fined. Please visit [www.gov.uk/uk-border-control](http://www.gov.uk/uk-border-control) for detailed public health advice and requirements for entering the UK.

## LEGAL NOTICE

SriLankan Airlines may collect, process and store your data whilst you are accessing our websites or availing any of our services from us directly or through our agents. As an airline, SriLankan Airlines is committed to respecting your privacy and protecting your personal information. The details of our policies and procedures in collecting, processing and storing your data can be found in our Privacy Policy, Conditions of Carriage and Legal Notice on our website [www.srilankan.com](http://www.srilankan.com). We invite you to read through these policies and procedures prior to availing our services.

The carriage of certain hazardous materials like Aerosols, Fireworks, and Flammable Liquids, on board the aircraft is forbidden. For further clarification, please check the SriLankan Airlines website under Baggage Information.

## CREDIT/DEBIT CARD POLICY

Please read and adhere to the following requirements if you have purchased this ticket using a credit/debit card.

If your ticket is purchased through the Global Contact Center, the card holder traveling is mandatory requirement. Passenger (card holder) must be able to produce the credit card at check-in for verification.

If your ticket is purchased through <http://www.srilankan.com/> the card holder must have the physical credit/debit card originally used to purchase the tickets for verification at check-in.

If the card holder is not travelling, the card holder must call over in person at any SriLankan Airlines office only during office hours at least 24 hours prior to departure of the passenger(s) and present the following documents and sign the Release and Indemnity form (<http://www.srilankan.com/download/IBE-booking-R-ssl.pdf>) in the presence of a SriLankan Airlines staff to complete the verification process with the card used to purchase the ticket.

1. Original credit/debit card used to purchase the ticket/s
2. Copy of bio page(signature page) of card holder's Passport or National Identity Card
3. Copy of bio pages(signature pages) of the passport/s of passengers on the ticket/s

Forward any queries related to above procedure to [bookings@srilankan.com](mailto:bookings@srilankan.com).

You will be denied boarding at check-in if the aforesaid procedures are not followed and SriLankan Airlines shall not be liable for any direct or indirect losses due to denial of boarding.

However for the tickets purchased through <http://www.srilankan.com/> and if the transaction is successfully made with Verified by Visa or MasterCard® SecureCode, the "MANDATORY PLASTIC CHECK" is not required and the card holder will not be required to present the physical card used for verification. For further information please visit click ([http://www.srilankan.com/en\\_uk/plan-and-book/mandatory-card-check](http://www.srilankan.com/en_uk/plan-and-book/mandatory-card-check) ).

SriLankan Airlines online booking engine will accept payments from the native currency of the origin country. In situations where both native and equivalent USD amounts are displayed in a transaction, such transactions will be in charged in USD. For such transactions SriLankan Airlines will not be liable for any bank charges relevant to your card issuing bank and any differences due to currency conversion rates.

Different charges may apply to any refund, change, or rebooking as per the fare rules. Certain fares will not permit changes/refunds. To view the applicable purchase conditions, please visit <http://www.srilankan.com/> and log in to 'Manage My Booking' with your booking details.

Each of the flight segments selected has its own fare conditions. When there are mixed fare types or families, whether within the same cabin class or across cabin classes, fare conditions for cancellation, changes and no show will follow the most restrictive fare type or family.

## CONDITIONS OF CONTRACT:

1. As used in this contract "ticket" means this passenger ticket and baggage check, or this itinerary/receipt if applicable, in the case of an electronic ticket, of which these conditions and the notices form part, "carriage" is equivalent to "transportation", "carrier" means all air carriers that carry or undertake to carry the passenger or his baggage hereunder or perform any other service incidental to such air carriage, "electronic ticket" means the Itinerary/Receipt issued by or on

behalf of Carrier, the Electronic Coupons and, if applicable, a boarding document. "Warsaw Convention" means the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw, 12th October 1929, or that Convention as amended at The Hague, 28th September 1955, whichever may be applicable.

2. Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw Convention unless such carriage is not "international carriage" as defined by that Convention.

3. To the extent not in conflict with the foregoing carriage and other services performed by each carrier are subject to: (i) provisions contained in the ticket; (ii) applicable tariffs; (iii) carrier's conditions of carriage and related regulations which are made part hereof (and are available on application at the offices of carrier), except in transportation between a place in the United States or Canada and any place outside thereof to which tariffs in force in those countries apply.

4. Carrier's name may be abbreviated in the ticket, the full name and its abbreviation being set forth in carrier's tariffs, conditions of carriage, regulations or timetables; carrier's address shall be the airport of departure shown opposite the first abbreviation of carrier's name in the ticket; the agreed stopping places are those places set forth in this ticket or as shown in carrier's timetables as scheduled stopping places on the passenger's route; carriage to be performed hereunder by several successive carriers is regarded as a single operation.

5. An air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its Agent.

6. Any exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representatives of carrier and any person whose aircraft is used by carrier for carriage and its agents, servants and representatives.

7. Checked baggage will be delivered to bearer of the baggage check. In case of damage to baggage moving in international transportation complaint must be made in writing to carrier forthwith after discovery of damage and, at the latest, within 7 days from receipt; in case of delay, complaint must be made within 21 days from date the baggage was delivered. See tariffs or conditions of carriage regarding non-international transportation.

8. This ticket is good for carriage for one year from date of issue, except as otherwise provided in this ticket, in carrier's tariffs, conditions of carriage, or related regulations. The fare for carriage hereunder is subject to change prior to commencement of carriage. Carrier may refuse transportation if the applicable fare has not been paid.

9. Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and form no part of this contract. Carrier may without notice substitute alternate carriers or aircraft, and may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without notice. Carrier assumes no responsibility for making connections.

10. Passenger shall comply with Government travel requirements, present exit, entry and other required documents and arrive at airport by time fixed by carrier or, if no time is fixed, early enough to complete departure procedures.

11. No agent, servant or representative of carrier has authority to alter, modify or waive any provision of this contract.

SriLankan Airlines' name may be indicated on your flight coupon(s) by its Airline Designator Code "UL". SriLankan Airlines has arrangements with other carriers known as "Code Shares". Some flights with SriLankan Airlines flight numbers may be operated by another carrier. Please contact SriLankan Airlines or your travel agent if you require further details. When you use SriLankan Airlines services, you will be required to provide certain information such as your name, contact details etc. If you fail to or provide us with this information or provide it to us incorrectly, we will not be responsible to you for our inability to fulfill our agreement to you including processing your reservation or to contact you if there is a problem.

#### ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY:

Passengers on a journey involving an ultimate destination or a stop in a country other than the country of origin are advised that the provisions of a treaty known as the Warsaw Convention may be applicable to the entire journey, including any portion entirely within the country of origin or destination. For such passengers on a journey to, from or with an agreed stopping place in the United States of America, the Convention and special contracts of carriage embodied in applicable tariffs provide that the liability of SriLankan Airlines and certain other carriers, parties to such special contracts, for death of or personal injury to passengers is limited in most cases to proven damages not to exceed US\$ 75,000 per passenger, and that this liability up to such limit shall not depend on negligence on the part of the carrier. For such passengers travelling by a carrier not a party to such special contracts or on a journey not to, from, or having an agreed stopping place in the United States of America, liability of the carrier for death or personal injury to passengers is limited in most cases to approximately US\$ 10,000 or US\$ 20,000. The names of carriers, parties to such special contracts, are available at all ticket offices of such carriers and may be examined on request. Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the carrier's liability under the Warsaw Convention or such special contracts of carriage. For further information please consult your airline or insurance company representative.

#### NOTE:

The limit of liability of US\$ 75,000 above is inclusive of legal fees and costs except that in case of a claim brought in a State where provision is made for separate award of legal fees and costs, the limit shall be the sum of US\$ 58,000 exclusive of legal fees and costs. Notwithstanding the above, if a claim is made against SriLankan Airlines by an individual for death or bodily injury of a passenger SriLankan Airlines will waive any such financial limit and will not exclude or limit liability for damages up to 100,000 Special Drawing Rights by the defence that it took all necessary measures. SriLankan Airlines will also make such advance payments as may be required to meet immediate needs in proportion to the hardship suffered.

#### NOTICE OF BAGGAGE LIABILITY LIMITATIONS:

Liability for loss, delay or damage to baggage is limited unless a higher value is declared in advance and additional charges are paid. For most international travel (including domestic portions of international journeys) the liability limit is approximately US\$ 9.07 per pound (US\$ 20.00 per kilo) for checked baggage and US\$ 400.00 per passenger for unchecked baggage. For travel wholly between U.S. points, Federal rules require any limit on an airline's baggage liability to be at least US\$ 1,250.00 per passenger. Excess valuation may be declared on certain types of articles. Some carriers assume no liability for fragile, valuable or perishable articles. Further information may be obtained from the carrier.

#### DANGEROUS GOODS IN PASSENGER'S BAGGAGE:

For safety reasons, dangerous articles must not be packed in checked or carry on baggage. Restricted articles include but are not limited to compressed gases, corrosives, explosives, flammable liquids, solids, radioactive materials, poisons, infectious substances and brief cases with installed alarm devices.

#### NOTICE OF GOVERNMENT AND AIRPORT IMPOSED TAXES, FEES AND SURCHARGES AND SECURITY AND/OR INSURANCE CHARGES:

The price of this ticket may include taxes, fees and charges which are imposed on or in relation to air transport by government authorities or airports, and may also include a security and/or insurance surcharge. These taxes, fees, charges and surcharges, which may represent a significant proportion of the costs of air travel, are either included in the fare or shown separately on this ticket. You may also be required to pay new taxes, fees charges and/or surcharges not already collected.

#### DENIED BOARDING:

Though SriLankan Airlines makes every effort to provide seats for which confirmed reservations exist, seat availability is not absolutely guaranteed. Where we cannot provide a seat, we will provide compensation in accordance with applicable law and in accordance with our Denied Boarding Compensation Policy to the extent it is applicable. Details are available at our offices.

#### NOTICE OF LIABILITY LIMITATIONS:

The Montreal Convention or the Warsaw Convention may be applicable to your journey and these Conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay. Where the Montreal Convention applies, the limits of liability are as follows:

1. There are no financial limits for death or bodily injury and the air carrier may make an advance payment to meet immediate economic needs of the person entitled to claim compensation;
2. In the case of destruction, loss of, or damage or delay to baggage, 1,000 Special Drawing Rights (approximately EUR 1,230) and, if the value of your baggage is greater than this limit, you should inform the carrier at check-in or ensure that it is fully insured prior to travel;
3. In the case of delay to your journey, 4,150 Special Drawing Rights (approximately EUR 5,100). The Montreal Convention applies to all operations by European Union carriers and to all operations of other, non-European Union carriers that have elected to apply its provisions. Sri Lankan Airlines has elected to apply its provisions as regards liability for death and bodily injury. Where the Warsaw Convention applies, the limits of liability are as follows: 1. 16,600 Special Drawing Rights (approximately EUR 20,000) for death or bodily injury if the Hague Protocol to the Convention applies, or 8,300 Special Drawing Rights (approximately EUR 10,000) if only the Warsaw Convention applies. Many carriers have voluntarily waived these limits. 2. 17 Special Drawing Rights (approximately EUR 20) per kg for loss of or damage or delay to checked baggage, and 332 Special Drawing Rights (approximately EUR 400) for unchecked baggage. 3. The carrier may also be liable for damage occasioned by delay. Further information may be obtained from the carrier as to which Convention applies to your journey, and if your journey involves carriage by different carriers, you should contact each of them for information on the limits of liability applicable to them. Regardless of which Convention applies to your journey, you may benefit from a higher limit of liability for loss of, damage or delay to baggage by making at check-in a special declaration of the value of your baggage and paying a supplementary fee, or by purchasing additional insurance. Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived. This notice conforms to the requirements of European Community Regulation (EC) No. 889/2002. Carriage and other services provided by SriLankan Airlines are subject to Conditions of Carriage of Passengers and Baggage which are hereby incorporated by reference. We draw your attention to the notices and conditions of contract

set out in the following pages which can also be found in our website given below.

NOTICE : If your journey involves an ultimate destination or a stop in a country other than the country of departure the Warsaw Convention may be applicable and the Convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage. See also notices headed "Advice to International Passengers on Limitation of Liability", "Notice of Baggage Liability Limitations" and "Notice of Liability Limitations"



The advertisement features a blue background. On the left, there is a circular inset showing a hand holding a white card with a blue line drawing of an airplane seat. The main text is in white. The headline reads "When Business Class is just a bid away". Below it, the text says "Purchase your Economy Class ticket, Log on to [srilankan.com](http://srilankan.com) and bid for an available Business Class seat." followed by "Bidding closes 36 hours prior to departure." At the bottom, there is a phone icon followed by "1979 (within Sri Lanka) | +94 117 77 1979 (international)" and a globe icon followed by "[srilankan.com](http://srilankan.com)".

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