User Guide: Flight Ticket Booking

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# 1. Introduction

This guide provides step-by-step instructions for booking a flight ticket online. Follow the procedures to ensure a smooth booking experience.

# 2. Prerequisites

* Internet access
* Valid email address
* Payment method (credit/debit card, online banking, etc.)
* Personal identification details (passport, ID)

# 3. Step-by-Step Booking Process

## 3.1. Access the Booking Platform

1. Open your web browser.
2. Navigate to the airline’s official website or a trusted travel booking site.

## 3.2. Search for Flights

1. Locate the flight search form.
2. Enter the following details:
   * Departure city/airport
   * Arrival city/airport
   * Departure date (and return date, if applicable)
   * Number of passengers
   * Travel class (Economy, Business, etc.)
3. Click the **Search** or **Find Flights** button.

## 3.3. Select a Flight

1. Review the list of available flights.
2. Compare flight times, durations, and prices.
3. Click **Select** or **Book** next to your preferred flight.

## 3.4. Enter Passenger Details

1. Enter required information for each passenger:
   * Full name (as per ID/passport)
   * Date of birth
   * Gender
   * Contact information (email, phone)
   * Passport details (for international flights)
2. Click **Continue** or **Next**.

## 3.5. Choose Add-ons (Optional)

1. Select any additional services, such as:
   * Seat selection
   * Extra baggage
   * Travel insurance
   * Meals
2. Click **Continue**.

## 3.6. Review and Confirm

1. Review all entered details and select options.
2. Confirm that all information is correct.
3. Accept the terms and conditions.
4. Click **Proceed to Payment**.

## 3.7. Make Payment

1. Select your preferred payment method.
2. Enter payment details as prompted.
3. Click **Pay Now** or **Complete Booking**.

## 3.8. Receive Confirmation

1. Wait for the payment to process.
2. A booking confirmation page will appear.
3. Check your email for the booking confirmation and e-ticket.

# 4. Troubleshooting

* **Payment Failed:**
  + Verify card details and available balance.
  + Try a different payment method.
  + Contact your bank if the issue persists.
* **No Confirmation Email:**
  + Check your spam/junk folder.
  + Ensure the email address entered is correct.
  + Contact customer support if not received within 1 hour.
* **Website Errors:**
  + Refresh the page or try a different browser.
  + Clear browser cache and cookies.

# 5. Support

For further assistance, contact the airline or booking platform’s customer support via:

* Phone: [Support Number]
* Email: [Support Email]
* Live Chat: [Website Link]