

LAHORE, PAKISTAN – KARACHI, PAKISTAN

Booked on 28 October 2023 (GMT)

Outbound Flight: LHE – KHI 29 October 2023

Flight No.	Departure Time	Arrival Time	Flight Duration
ER - 525	LAHORE, PAKISTAN LHE 20:20 29 October 2023	KARACHI, PAKISTAN KHI 22:05 29 October 2023	1h 45m

Passenger(s)	Fare Type	Taxes and Fees	Total
KHAN, AHMAD ALI MR C.N.I.C: 42201-0771312-3	ECONOMY FBC: MELBPK (20 KG (1 PIECE) ADT + CHD ) PKR 26,855.00	Security Charge(XZ) PKR 100.00 Government Airport Tax(YI) PKR 20.00 Embarkation Fee Pakistan(SP) PKR 500.00 Excise Duty Pakistan(PK) PKR 1,500.00 Stamp Duty(N9) PKR 25.00	PKR 29,000.00

Optional Charges

Passenger(s)	Charge Description	Seat	Amount
KHAN, AHMAD ALI MR ECONOMY	No extras	Unassigned	PKR 0.00

Payment Summary

BOOK ME TICKETS PVT LTD PSA (LHE)  
Amount: PKR 29,000.00

Reservation Totals

Airfare:	PKR 26,855.00
Taxes:	PKR 2,145.00
Optional Charges:	PKR 0.00
<b>Total:</b>	<b>PKR 29,000.00</b>

**TERMS AND CONDITIONS OF CARRIAGE**

REPORTING TIME

- Passenger(s) should report at the check-in counter at least 02:00 hours prior to domestic flight departure and 0400 hours prior to international flight.
- Check-in counters will be closed 45 minutes prior to domestic flight departure and 90 minutes prior to international flight departure.
- All passengers will be required to provide photo identity at the time of Check-In.

BAGGAGE WEIGHT LIMITATION

Domestic Baggage Allowance		
Sector	Free Baggage	Serene Plus
Domestic	20 Kg = 1 Pcs, 7 Kg Hand Carry	40KG = 2 Pcs (not more than 32 Kg in one piece), 7 Kg Hand Carry

UAE Baggage Allowance							
PAK to UAE				UAE to PAK			
NIL Baggage	Free Baggage	Economy Regular	Serene Plus	NIL Baggage	Free Baggage	Economy Regular	Serene Plus
Only 7 KG Hand Carry	20 KG = 1 Pcs 7 KG Hand Carry	40 KG = 2 Pcs ( one piece not more than 32 Kg ) + 7 KG Hand Carry	80 KG = 3 Pcs( one piece not more than 32 Kg ) + 7 KG Hand Carry	Only 7 KG Hand Carry	20 KG = 1 Pcs + 7 KG Hand Carry	40 KG = 2 Pcs ( one piece not more than 32 Kg ) + 7 KG Hand Carry	80 KG = 3 Pcs( one piece not more than 32 Kg ) + 7 KG Hand Carry

Special Baggage Offer!  
Validity: July 30th, 2023

Sectors	All Economy	Serene Plus
DXB-LHE	60 KG + 7KG Hand Carry	80 KG + 7KG Hand Carry
DXB-ISB	02 Pcs, one piece not more than 32 KG	03 Pcs, one piece not more than 32 KG

KSA Baggage Allowance			
KSA to PAK		PAK to KSA	
Free Baggage	All Economy	Free Baggage	Economy Regular
737 20Kg (01 Pc)+ 7KG Hand Carry	40KG (02 Pcs, one piece not more than 32 KG ) + 7KG Hand Carry	NIL	30KG (01Pcs) + 7KG Hand Carry
40KG (02 Pcs, one piece not more than 32 KG ) +7KG Hand Carry	60KG (02 Pcs, one piece not more than 32 KG ) +7KG Hand Carry	NIL	60 KG (02 Pcs, one piece not more than 32 KG ) +7 Hand Carry
330	Serene Plus 80 KG (04 Pcs, one piece not more than 32 KG ) + Up to 12 KG Hand Carry (Infants allowed with 10KG Checked-in baggage Only)		Serene Plus 80 KG (04 Pcs, one piece not more than 32 KG ) + Up to 12 KG Hand Carry (Infants allowed with 10KG Checked-in baggage Only)

- Checked-in baggage dimensions should not exceed 54 inches (L+W+H=54).
- Hand carry should not exceed 7 kg in total with dimensions no more than 45 inches (L+W+H=45).
- Laptop will be excluded from hand carry.
- Additional fees apply for all excess baggage.
- Baggage must not contain prohibited/dangerous articles.

TICKET EXPIRATION

**Tickets are non-transferable, non-endorsable and are subject to the following terms and limits:**

- All tickets expire 29 days from the flight date.
- SereneAir assumes no liability for valuable items in the checked and unchecked baggage of the passenger.
- For denied/delayed boarding or cancelled/delayed flight, SereneAir can be obligated to pay compensation only as per Conditions of Carriage.
- For ticket changes, passengers pay the change fee PLUS the difference in the fare. Same fare is not guaranteed.

**TICKET REFUNDS AND MODIFICATIONS**

- Refund will be processed at the place of issuance of ticket on production of the original ticket with the necessary endorsement of SereneAir.
- All known taxes are collected at the time of reservations; however there may be some taxes which can be collected at Airport on departure.
- Original passport and/or CNIC/NICOP with photocopy required for refund.
- For ticket changes, passengers pay the change fee PLUS the difference in the fare. Same fare is not guaranteed.
- Prior to ticket expiration, tickets may be changed or refunded with the following applicable charges:

Sector	Refund	Modification
Domestic	PKR 1500 more than 48 Hours before flight departure. PKR 2500 within 48 Hours before flight departure and no show.	PKR 1000 more than 48 Hours before flight departure. PKR 1500 within 48 Hours before flight departure and no show.
KSA to Pakistan	SAR 150 before flight departure. SAR 250 after flight departure.	SAR 70 more than 120 hours before flight departure, SAR 80 within 120 to 48 hours before flight departure and SAR 100 within 48 hours before flight departure and no show.
Pakistan to KSA	PKR 3000 before flight departure. PKR 6000 after flight departure.	PKR 2000 more than 120 hours before flight departure, PKR 2500 within 120 to 48 hours before flight departure and PKR 3000 within 48 hours before flight departure and no show.
UAE to Pakistan	AED 100 before flight departure. AED 150 after flight departure.	AED 70 more than 120 Hours before flight departure, AED 80 within 120 to 48 Hours before flight departure and AED 100 within 48 Hours before flight departure and no show.
Pakistan to UAE	PKR 3500 before flight departure. PKR 6000 after flight departure.	PKR 3000 more than 120 Hours before flight departure, PKR 4500 within 120 to 48 Hours before flight departure and PKR 5500 within 48 Hours before flight departure and no show.

**NOTE:** Penalties are charged per segment

**BAGGAGE CLAIM (DAMAGED/ MISSING)**

- Claim is to be submitted on "Baggage Claim Form" as under or else it will be inadmissible;
- **MISSING/DELAYED:** Within 14 days from date baggage ought to have arrived. Compensation will be paid as per the Conditions of Carriage.
- Production of baggage identification tag is essential for the claim.
- SereneAir assumes no liability for valuable items in checked in baggage of the passenger.
- Maximum liability for damaged (Non-Repairable) and missing baggage for domestic is PKR 1000 per kg, and for international it is USD 20 per kg. Damage baggage should be informed before leaving the airport.

**CREDIT CARD POLICY**

- The original Credit Card used for the purchase of the air ticket must be shown at the time of check-in along with the card holder photo identification.
- If the person, whose name appears on the Credit Card, is not the travelling passenger then he should possess the following:
  - A. Copy of the photo identity of the credit card holder, signed / verified by the credit card holder.
  - B. Passenger shall also present his/her own photo identification at the time of check-in
  - C. For more convenience, passengers are requested to get the verification of credit card done in advance through airport/city ticketing office of SereneAir. The above documents will be needed for verification.
  - D. For Credit Card refund, please send an email to [customeraffairs@sereneair.com](mailto:customeraffairs@sereneair.com)

I/we (passenger(s)) have read and accept the Conditions of Carriage available on SereneAir website <https://www.sereneair.com> or on request from SereneAir city offices. These Conditions also give notice about the limit of liability of SereneAir. I understand that purchase of the ticket forms a contract with SereneAir as per the terms herein and the Conditions of Carriage.

**AIR PASSENGER RIGHTS (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 and hotel accommodation for the night when necessary (e.g. transit passengers / outstation passengers who do not have own accommodation). [ Article D 12.2.5 and 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 and 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 and 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 fulfils 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. 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 Passenger:** 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.