



Passenger Ticket (E-Ticket) The Meaning of Ticket

Passenger ticket is the contract of carriage between the airline and the passenger. While travelling, passengers are required to keep the passenger tickets with them throughout their journey as the tickets are required at check-in and immigration purposes.

A document or documents forming part of the Electronic Ticket containing the information and notices required for travel such as passenger name, itinerary, fare.

Baggage

For the purpose of easy identification, Please label all baggage on the inside as well as on the outside with your name, address and telephone no.

Name labels are available at all LAO office and check-in counters. Remember to lock your baggage prevent it from falling open. The carrier is not liable for loss of damage to or delay in the delivery of fragile or perishable articles, money, jewellery, silverware, negotiable papers, securities or other valuables, business documents or samples or medicines or drugs which are included in the passenger's baggage, whether with or without the knowledge of the carrier.

Baggage & Optional Service Charges

Carry-On Baggage

Each passenger can carry on board a free baggage allowance: one piece for Economy class passengers. Each piece has a maximum weight of 7kg and the sum of three dimensions shall not exceed 115 cm (30 cm x 60 cm x 18 cm) or (12 x 24 x 7 inches). Lao Airlines may refuse a carry-on baggage and may require the passenger to check-in his baggage if it exceeds the quantity, weight and dimensions as specified above.

INFANTS: infants paying only 10% of the applicable air fare are not entitled to any free baggage allowance. Please observe that the weight of your unchecked baggage/cabin baggage is part of your free baggage allowance.

Additional Carry-On Items

In addition to the standard cabin baggage allowance, each passenger may carry, without additional charges, the following personal objects for use during embarking, disembarking or on board, provided that such objects are retained by passenger's custody

1. A handbag, pocket book or lady's purse, i.e., which is appropriate to normal traveling dress and is not used as a container for the transportation of articles which would otherwise be regarded as baggage.
2. An overcoat, wrap or blanket
3. An umbrella or walking stick (except one with metal-filled sharp pointed end)
4. A reasonable amount of reading materials for in-flight reading only
5. Infant's food for consumption in flight
6. Infant's carrying basket or bassinet
7. A fully collapsible wheel chair
8. A pair of crutches and/or braces or other prosthetic device for the passenger's use

Excess Baggage

Except for passengers travelling to/from the USA and Canada the charge per kg of excess baggage is equivalent to 1% of the normal first class one way fare.

Checked Baggage Allowance

Economy Class: Maximum weight allowance is 20 Kg (44lb) for adult and child and 10kg (22lb) for infant.

Business Class: Maximum weight allowance is 30kg (66lb) for adult and child and 10kg (22lb) for infant.

Baggage Restrictions & Disclaimers

Disclaimers

Lao Airlines will not be responsible for damage of baggage due to force majeure including but not limited to act of God, war, strike, trade embargo...

Lao Airlines will not be responsible for damage of fragile, perishable items, money, jewelry, notes, bonds or any valuable documents, passports, identity papers, samples contained in the checked baggage whether or not Lao Airlines know the passengers put those items or objects in their baggage.

Responsibility of Lao Airlines for Baggage Attached Limited Release Tag

1. For baggage rejected at gate due to overweight or oversize and attached limited release tag, Lao Airlines will not be responsible for paying the delay compensation.
2. For baggage attached limited release due to damage, improper coverage, fragile, perishable, ... Lao Airlines will not be responsible for any complaints of damage which has been waived of responsibility

Valuable Items

Checked baggage shall not include money, jewelry, precious metals, silverware, negotiable papers, securities or other valuable items, business documents, passports and other identification documents or samples.

Special Baggage and Sports Equipment

Sports equipment is included in checked baggage allowance, if weight exceeding the standard free baggage allowance shall be subject to the applicable excess baggage charges.

Baggage Security Check

Note: For transit passenger who is required for baggage security check at Kunming airport or Guangzhou airport, VISA for entering China is required.

Baggage Allowance for Our Partners Airlines

Thai Airways (TG), Vietnam Airlines (VN), Bangkok Airways (PG)

Fragile Items

Fragile items, such as: glass products, liquors etc., should not, in principle, be accepted as checked baggage, however, if passenger insists, owing to his unsuitable size of baggage (for loading on cabin), such items may be accepted as checked baggage only at the owner's risk.

Perishable Items

The items listed below are considered perishable:

1. Fresh or frozen foodstuff, such as: fruits, vegetables, meat, fish, poultry and bakery products.
2. Floral and nursery stock, such as flowers, fruits and vegetable plants

Cut flowers and foliage, such as: floral displays

In principle, perishables are not accepted as checked baggage. The passenger should be reminded of the relevant quarantine regulations and that no refund shall be made against excess baggage charges paid in case of confiscation either at the station of origin or destination.

If such kinds of perishables are firmly packed so that they cannot be smelled, they may be accepted as checked baggage.

Liquid

Each passenger is allowed to carry the capacity of liquids not greater than 100 ml with them or in his/her cabin baggage on board the aircraft. Exemption shall be made for liquids, gels and aerosols including medications, baby milk/foods and special dietary requirements or liquids purchased either at airport duty free shops or on board aircraft.

All liquids are required to be carried in bottles, vials or containers with a capacity not greater than 100 ml and be completely closed. Such bottles, vials and containers must fit comfortably within the transparent plastic bag; only one transparent bag per passenger is permitted.

Medications have to be accompanied by prescriptions which clearly state the name and address of the doctor who prescribed the medicine, the full name of the person on the air tickets or boarding pass in case of electronic ticket. Baby milk/foods have to be accompanied by the baby when taken on board the aircraft.

The liquids purchased either at airport duty free shops or onboard the aircraft are exempted from the above limitation of capacity provided that such liquids are packed in a transparent sealed plastic bag provided by the seller that is tamper-evident. The proof of purchase at airport duty free shops, or on board aircraft has to be displayed satisfactorily with the name of the shop and date of purchase without the opening of the bag.

IMPORTANT NOTICE

If you break your journey for more than 72 hours(3 days) at any point, please RECONFIRM your intention of using your continuing or return reservation(s).

To do so, please inform the airline on which you are booked to travel at least 72 hours before departure of your flight and also give your temporary address and or the telephone number for any possible message from the airline. Failure to reconfirm will result in the cancellation of your reservation.

Check In Time

Open Time

- International Flights: at least **2 hours** prior to scheduled departure time.
- Domestic Flights: at least **1 hour 30 mins** prior to scheduled departure time.

If you have not completed check-in formalities and have a boarding pass by the above timeline, you will not be able to travel on the flight. Depending on the fare conditions of your ticket, a failure to check-in on time may also result in:

- Your ticket become invalid for travel or non-refundable if there are restrictions on changes. You will need to make a new booking and purchase a new ticket.
- Paying change fee, and/or fares difference for the new applicable fare.

DEPARTURE INFORMATION

The "Time" shown on your flight coupon(s) is the aircraft departure time. The latest reporting time, for the flight shown on each coupon, is given in the corresponding box below.

(For further information, see Carrier's timetables, or enquire locally). Flights cannot be delayed for passengers late. Passengers are requested to report for coach/limousine at town terminal or airport check-in counter at time stated. Passengers who fail to report within the above indicated time limit will lose the right to embarkation even they hold a seat reservation.

Flights cannot be held for passengers arriving late and no responsibility can be respected for such case.



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, 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 seven 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.

CARRIER RESERVES THE RIGHT TO REFUSE CARRIAGE TO ANY PERSON WHO HAS ACQUIRED A TICKET IN VIOLATION OF APPLICABLE LAW OR CARRIER'S TARIFFS, RULES OR REGULATIONS.

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 certain 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 carrier. For such passengers traveling by 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 name of carriers, parties to such special contract, 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 carriers. 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 the 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.

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 U.S.\$9.07 per pound (U.S.\$20.00 per kilo) for checked baggage and U.S.\$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 U.S.\$2500.00 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.

NOTICE OF GOVERNMENT IMPOSED TAXES, FEES AND CHARGES

The price of this ticket may include taxes, fees and charges which are imposed on air transportation by government authorities. They may represent a significant portion of the cost of air travel and are either included in the fare, or shown separately in the "TAX/FEE/CHARGE" box(es) of this ticket. You may also be required to pay taxes or fees or charges not already collected.

Dangerous Articles in 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 and solids, radioactive materials, oxidizing materials, poisons, infectious substances, and briefcases with installed alarm devices.