



ELECTRONIC TICKETING FOR PASSENGERS



Dear Customer,

IATA paper tickets will no longer be issued by travel agents as of 1 June 2008. They will be replaced by electronic tickets, which are already widely used by the vast majority of airline passengers worldwide.

What is an Electronic ticket?

An electronic ticket (ET or e-ticket) holds the information previously held on a paper ticket in an electronic format. The only paper you now need is an itinerary receipt that confirms the detail of the ticket you purchased e.g. flight numbers, departure times, destinations, ticket number and airport information. You should always keep your itinerary receipt with you when travelling just in case you need to show it to airport staff.

Why the move to Electronic tickets?

Simply put, it's more efficient and more convenient for passengers. You can't lose an electronic ticket. The information will always be stored securely in an airline's computer system.

It's easier to make changes to your itinerary. With an electronic ticket, you no longer have to go to an airline or travel agency office to pick up a new ticket. The changes can be made immediately in the computer system.

And while you don't need access to the internet to use electronic tickets, if you do go on-line it's much easier to book and manage your travel plans. For example you can now even check-in online and print your own boarding pass at home!

Finally, electronic tickets are more environmentally friendly. Eliminating paper tickets will save the equivalent of 50,000 mature trees per year or about 5 square kilometres or 2 square miles of forest.

Frequently Asked Questions

Can my travel agent still provide me with a paper ticket after the deadline?

- No. However, your travel agent will still be able to offer you the same high level of service as they have done with paper tickets.

What happens if my agent cannot issue an electronic ticket for my journey?

- Your travel agent can still make the reservation and collect payment. However, it may mean that the ticket will be issued by the airline.
- In some cases your travel agent may be able to suggest other alternatives.

My agent issued me with a paper ticket before 1 June 2008. Can I still travel on this ticket on/after 1 June 2008?

- Yes, your ticket remains valid for travel beyond 1 June 2008 subject to any fare restrictions for the journey you have purchased.

Can I still get a refund of an unused paper ticket after 1 June 2008?

- Yes, subject to the conditions of the fare you have purchased, refunds are still possible after 1 June.

How will my agent confirm that my electronic ticket has been issued?

- Your travel agent will provide you with an itinerary receipt for your travel. This may be sent to you either via email, fax, internet or mail. Or you can collect it in person at the travel agent or the airline.

What happens if I forget or lose my itinerary receipt?

- Not a problem. Your travel agent or airline has all your ticket information safely stored in their computer systems. They can easily provide you with a copy.