

CREDIT/ DEBIT CARD POLICY

Tickets issued on Credit/ Debit Card are non-transferable and non-endorsable.

Tickets purchased on Credit/ Debit Card, either from AIR SIAL's own outlets or its website, are exempted, as an incentive, from payment of applicable Bank Transaction Charges. AIR SIAL shall accept the following Credit/ Debit Cards;

- Visa
- Master

Credit/ Debit Card used for the purchase of air ticket must be presented, in original, at check-in counter along with card holder's photo identification. A copy of the photo ID shall be retained at the check-in counter.

However, if a traveling passenger is not a cardholder and he/ she has purchased ticket/s on somebody else's Credit/ Debit card from AIR SIAL's Sales Outlets, in that situation passenger should possess the following documents for presenting at the check-in counter;

- A photocopy of Credit/ Debit Card used for the purchase of the ticket, duly self-attested, through signature, by the owner of the card.
- Copy of the photo identity of the Credit/ Debit cardholder, signed and verified by the cardholder him/ herself.
- Passengers shall also present his/her own photo identification at the check-in counter.

Ticket purchased online through AIR SIAL website on Credit/ Debit card, the owner of the card and accompanied passengers shall only be allowed to travel on that ticket. If the owner of the card is not a part of that journey, then ticketed passenger on that Credit/ Debit card would not be allowed to travel.

Ticket Refunds:

- Tickets issued on Credit/ Debit Card, through AIR SIAL's website or AIR SIAL's Sales Outlets, shall be refunded only at AIR SIAL's City Ticketing Offices & Airport Ticketing Offices.
- Ticket issued on Credit/ Debit Card shall be modified or refunded on production of Original Credit/ Debit Card.
- Original CNIC/NICOP and/or passport with a photocopy is required for refund of the ticket.
- Ticket cannot be refunded or changed 03 hours before or 06 hours after the departure of the flight.
- Refund charges mentioned on Ticket are applicable for refund of tickets issued on Credit/ Debit Cards.

Ticket Validity:

- Tickets remain valid for 30 days from the date of the last booked flight. The day of the flight shall not be counted.
- Expired tickets have no value, whatsoever, and, therefore, cannot be revalidated, refunded, or modified/ changed.