

Reservation and Payment Instructions

I. Schedule

No.	Flight Number	Flight Date	Route	Local Time	
				Depart Time	Arrive Time
01	QH9911	12-June-2020	SGN MXP	3:00	11:00

(*) There is no minimum number of seats sold for this flight to operate.

II. Ticket Price & Conditions

Ticket Price:

No.	Service class	Adult/ Children policy	Ticket Price (all-in)/ pax	
			USD	VND
1	Economy	Adult (12 or above)	1.000	23.363.000
2	Economy	From 2 to 11 years old	745	17.406.000
3	Economy	Under 2 years old	98	2.290.000
4	Business	Adult (12 or above)	1.700	39.716.000
5	Business	From 2 to 11 years old	1.270	29.670.000
6	Business	Under 2 years old	168	3.925.000

Conditions:

1. Luggage: 7 kgs carry-on baggage, **30 kgs checked-in baggage**, excess baggage is sold according to the provisions below:

No.	Type	Unit	Price	
			USD	VND
1	Prepaid Baggage	10 kgs	70	1.600.000
		20 kgs	140	3.300.000
2	Excess baggage at the airport	01 kg	15	350.000

2. Meals: 2 basic meals/ pax to prevent cross-infection
3. Ticket is non-cancellable, and non-refundable.

III. Booking and Payment Options

All reservations & payments must be made at least three (03) hours before the flight depart time.

1. **Book and make payments at our City Ticket Offices located in Hanoi and Ho Chi Minh:**

Office	Address	Opening Hours	Contact
Bamboo Airways Headquarter	Floor 22 nd , Bamboo Airways Tower, 265 Cau Giay, Cau Giay District, Hanoi	+ 08:00 - 18:00 (Monday - Friday) + 08:00 - 12:00 (Saturday)	<u>Tel:</u> Hotline: + 84 963 841 876 + 84 24 3233 3233 (ext 1901, 1902 ,1903 ,1904) <u>Email:</u> cto.han@bambooairways.com
Bamboo Airways Trang Tien Office	30 Trang Tien, Hoan Kiem District, Hanoi	+ 08:00 - 18:00 (Monday - Sunday)	<u>Tel:</u> Hotline: + 84 963 841 876 + 84 24 3233 3233 (ext 1901, 1902 ,1903 ,1904) <u>Email:</u> cto.han@bambooairways.com

Bamboo Airways Ho Chi Minh Branch	No 112 Ly Chinh Thang, Ward 8, District 3, Ho Chi Minh city	+ 08:00 - 18:00 (Monday - Friday) + 08:00 - 12:00 (Saturday)	<u>Tel:</u> Hotline: + 84 963 841 876 + 84 28 7100 1666 <u>Email:</u> cto.sgn@bambooairways.com
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Note: Please present your passport at the ticket office. Please note that we will keep a copy of your passport biographical page. We accept payment by cash, debit card, or credit card.

2. Book and make payments at our Airport Ticket Offices located in Hanoi, Ho Chi Minh and Da Nang:

Office	Address	Opening Hours	Contact
HAN ATO	Floor 2nd, Departure Hall A, T1 Terminal, Noi Bai International Airport, Phu Minh, Soc Son, Hanoi.	05:00 – 14:50 14:50 – 19:20 (Monday – Sunday)	<u>Tel:</u> Hotline: + 84 963 841 876 + 84 24 3233 3233 (ext 1901, 1902,1903,1904) + 1900 1166
SGN ATO	Floor 2nd, Departure Hall D2, Domestic Terminal, Tan Son Nhat International Airport, Tan Binh District, Ho Chi Minh.	04:00 – 20:00 (Monday – Sunday)	Or <u>Email:</u> + cto.han@bambooairways.com
DAD ATO	Departure Hall D4, Domestic Terminal, Da Nang International Airport, Hai Chau District, Da Nang.	12:00 – 21:00 (Monday – Sunday)	

Note: Please present your passport at the ticket office. Please note that we will keep a copy of your passport biographical page. We accept payment by cash, debit card, or credit card.

3. Make reservation by phone call

Step 01: Make a phone call at (+84 243 233 3233) and provide the following information,

- Full name | Birthdate | Gender | Nationality
- Passport Number | Passport Issuance Date | Passport Expiration Date
- E-mail Address (*important) | Telephone Number

QH will provide you a temporary reservation code (both by call and email).

Step 02: For your temporary reservation code to be ticketed, you must make payments at least three (03) hours before the flight depart time by the following options,

No	Payment Option	Details
1	At our city & airport ticket offices in III.1 and III.2	Please refer to III.1 and III.2
2	Make transfer payment to Bamboo Airways official account (only VND)	Account Number: 55810003286868 Beneficiary Name: Joint Stock Commercial Bank for Investment and Development of Vietnam Address: Quy Nhon Branch Swift Code: BIDVNVX

Once we confirm your payment, your reservation will be ticketed, and email confirmation will be sent to your email address.