

From: British Airways e-ticket <BA.e-ticket@email.ba.com>
Date: 29 September 2012 17:37:22 GMT+01:00
To: _____
Subject: BA e-ticket receipt YACCRB: LHR-YYC 9 Oct 2012 17:30
Reply-To: British Airways e-ticket <BA.e-ticket@email.ba.com>



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e-ticket receipt

BRITISH AIRWAYS 

Dear DR HENSHALL,

Booking reference: YACCRB

Thank you for booking with British Airways.

Ticket Type: e-ticket

This is your e-ticket receipt. Your ticket is held in our systems, you will not receive a paper ticket for your booking.

If the payment cardholder is travelling, you must bring the card used to pay for this booking to the airport with you, for verification, before you can travel.
Your itinerary is detailed below.

What to do next

Visit Manage My Booking and print "Your Itinerary", a customer friendly up-to-date summary of your booking. We suggest you take this with you on your trip, as some authorities will need to see a printed flight itinerary.

Please check the details of the items purchased are correct. If you have made a mistake, you may cancel your flight booking and claim a refund without penalty, up to 24 hours from when you made the original booking. Refunds under these circumstances can only be requested by calling our contact centres.

> More information

We also recommend the following services to help you get the most out of your journey:



Book a great value hotel Need somewhere to stay? We've got a wide range of carefully selected hotels to suit your budget.



Request special meals If you have special or medical dietary requirements then request your special meal online.



Add car rental now Explore your destination. Competitively priced car rental in partnership with Avis.



Passport and visa service Check the passport and visa requirements for your trip

This is only a selection of the services available for you in Manage My Booking. To use these, or to see what else is available please click below*:

[Manage My Booking](#)

** Please note that this link provides direct access to your booking, so please only forward this email if you want the recipient to access your booking and the related services.*

Your flight

British Airways booking reference.

Passenger(s)	DR CHRISTOPHER HENSHALL
Flight number	BA0103
From	Heathrow (London) Terminal 5
To	Calgary
Depart	9 Oct 2012 17:30
Arrive	9 Oct 2012 19:55
Cabin	Club World
Operated by	British Airways
Booking status	Confirmed
Flight number	BA0102
From	Calgary
To	Heathrow (London) Terminal 5
Depart	12 Oct 2012 21:35
Arrive	13 Oct 2012 13:25
Cabin	Club World
Operated by	British Airways
Booking status	Confirmed

Checked baggage	Adults and children: 3 bags at 23kg (51lbs) per bag per passenger You may be charged for extra or overweight bags. There are restrictions on what you may pack and on the dimensions of your bags. You may be charged for extra or overweight bags. There are restrictions on what you may pack and on the dimensions of your bags. > British Airways baggage information
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> Baggage Charges

Hand baggage on BA operated flights

1 piece of hand baggage (56cm x 45cm x 25cm/22in x 18in x 10in) plus a briefcase, laptop or handbag (45cm x 36cm x 20cm/18in x 14in x 8in) per person.

> Hand baggage policy information

Your seats

If you have paid to reserve seats for this booking, you will receive a separate seating email. If seats were not reserved and you wish to choose your seats before check-in opens, please visit:

> Manage My Booking

Ticket Number(s)

Card Type American Express
Card Holder DR CHRISTOPHER HENSHALL
Card Number
Payment Total GBP 5028.89
Date 29 Sep 2012
Flight tickets issued by British Airways, Newcastle, UK
IATA Number
Endorsements Pax -shareholder/ba only
Fare Details GBP 4468.00

Fare breakdown

The price of your ticket includes a credit card surcharge of GBP 4.50, a security and insurance surcharge and a fuel surcharge per sector levied by the carrier.

Please note that air travel is not subject to VAT therefore we do not issue VAT receipts.

Where applicable, if you wish to change the date or time of your flight, or cancel your booking, the cost of doing so will generally be lower on ba.com than over the telephone or at a ticket desk. Service charges are subject to change. For further details and a list of the current charges, please visit:
> <http://ba.com/servicefees>

Taxes/fees/charges

Government, authority and airport charges		Per adult
Air Passenger Duty - United Kingdom		GBP130.00
Passenger Service Charge - United Kingdom		GBP34.49
Air Travellers Security Charge - Canada		GBP16.30
Goods & Services Tax (Gst) - Canada		GBP0.80
Airport Improvement Fee - Canada		GBP15.80
Total government, authority and airport charges*		GBP197.39
> More information		
British Airways fees and surcharges		Per adult
Fuel Surcharge**		GBP359.00
Credit Card/PayPal Surcharge		GBP4.50

Total British Airways fees and surcharges

GBP363.50

> More information

Total taxes, fees and surcharges per person

GBP560.89

*Government and/or airport taxes are refundable, however some countries will apply a Value Added Tax, Sales Tax or equivalent, which will only be refunded on fully flexible tickets.

**In line with the fare rules, a refund of fuel surcharge can be made on fully flexible tickets only with unused flights in your itinerary.

Please note that air travel is not subject to VAT therefore we do not issue VAT receipts.

Yours sincerely,

British Airways Customer Services

British Airways may monitor email traffic data and also the content of emails, where permitted by law, for the purposes of security and staff training and in order to prevent or detect unauthorised use of the British Airways email system.

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How to contact us

Although we are unable to respond to individual replies to this email we have a comprehensive section that may help you if you have a question about your booking or travelling with British Airways.

> Help and contacts

If you require further assistance you may contact us on:
0844 493 0787

If you have received this email in error

This is a confidential email intended only for the British Airways customer appearing as the addressee. If you are not the intended recipient please delete this email and inform the sender as soon as possible. Please note that any copying, distribution or other action taken or omitted to be taken in reliance upon it is prohibited and may be unlawful.

Passenger notices

Dangerous articles in baggage

For safety reasons, dangerous articles such as those listed below, must not be carried in passengers checked or hand/cabin baggage:



Oxidising
Substances



Radioactive
Material



Explosives



Toxic or
Infectious
Substances



Gases



Corrosives



Flammable
Substances

or other articles or substances which present a danger during air transport

> More information on dangerous articles in baggage is available here

> More information on Security Prohibited Items (PDF, 29 kb, English only)

Notice

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw Convention or the Montreal Convention may be applicable and these Conventions govern and may limit the liability of carriers for death or bodily injury and in respect of loss of or damage to baggage. Many air carriers have waived the Warsaw Convention limits for death or bodily injury. Further information may be obtained from the carrier. For further information see the Notice of Liability Limitations.

Conditions of Carriage

It is important that you read this section carefully as it contains important information about the terms on which carriage and other services are provided to you.

Carriage and other services provided by the carrier are subject to Conditions of Carriage and the Conditions of Contract, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier.

Copies of the Conditions of Contract and the British Airways General Conditions of Carriage are available on request or can be obtained at the airport or online here:

- > Conditions of Contract
- > British Airways General Conditions of Carriage

Notice of liability limitations

The Montreal Convention or the Warsaw Convention system may be applicable to your journey and these Conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay. For more information, please visit:

- > Liability limitations

Passenger service charge and security and/or insurance and fuel surcharge

The price of your ticket includes a security and/or insurance surcharge and a fuel surcharge. They are shown in the "TAX/FEE/CHARGE" area of your ticket. These sums are levied by British Airways and are not a tax, fee or charge imposed by a Government Authority or by a third party. UB is the Passenger Service Charge which carriers pay to UK airport operators for each passenger's use of airport facilities.

Notice of government and airport 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 and Airports. 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, fees and charges not already collected.

Overbooking

For a copy of British Airways' overbooking policy, please visit:
> Overbooking policy

From: Air Canada <confirmation@aircanada.ca>

Date: 29 September 2012 17:55:04 GMT+01:00

Subject: Air Canada - 09-Oct: Calgary - Edmonton (booking ref: PUUGTV)

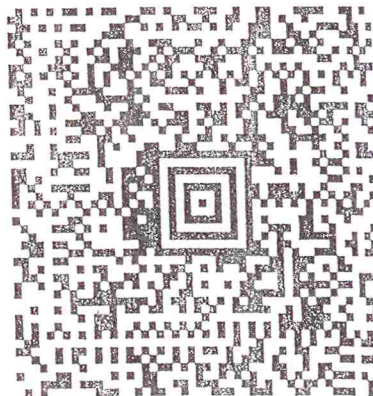
***** PLEASE DO NOT REPLY TO THIS E-MAIL *****

AIR CANADA 

Itinerary/Receipt

Your booking is confirmed. Please print/retain this page for your financial records (e.g. for taxation, expense claim or payment card reconciliation purposes). We thank you for choosing Air Canada and look forward to welcoming you on board.

Scan this barcode to
check in at any
Air Canada check in
kiosk.

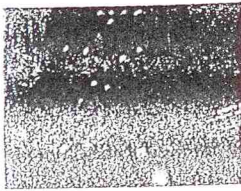


Hotels in Edmonton

From (per night)	From (per night)	From (per night)
<u>\$176</u> USD	<u>\$308</u> USD	<u>\$106</u> USD

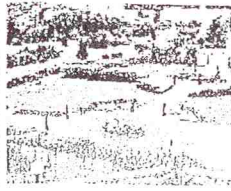
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exclusive to aircanada.com



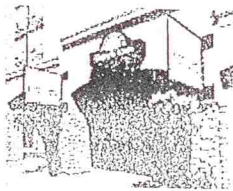
The Sutton Place
Hotel - Edmonton:

★★★★



The Fairmont Hotel
Macdonald:

★★★★



Days Inn Edmonton
Downtown:

★★★

More Hotel Offers

Hotels provided by WWTMS.

 **Want travel insurance?** Protect yourself and your family against unforeseen circumstances.

 **Need a car in Edmonton?** Great rates and additional Aeroplan Miles.

AVIS Budget

Booking Information

Booking Reference:	PUUGTV	Customer Care Air Canada 0871 220 1111 Flight Arrivals and Departures +44 871 220 8220
Electronic Ticketing confirmed. This is your official itinerary/receipt.		
Main Contact: Dr Christopher H Henshall		
Mobile:		
Online Services		
Manage my booking online (view/change my booking; select seats*). Check-in online and print my boarding pass.		
* Can my booking be changed online?		

Flight Itinerary

Flight	From	To	Stops	Duration	Aircraft	Fare Type	Meal
AC8369 ¹	Calgary (YYC) Tue 09-Oct 2012 20:55	Edmonton, Edmonton Int'l (YEG) Tue 09-Oct 2012 21:47	0	0hr52	DH3	Tango, P	
AC8171 ¹	Edmonton, Edmonton Int'l (YEG) Fri 12-Oct 2012 18:30	Calgary (YYC) Fri 12-Oct 2012 19:22	0	0hr52	DH3	Tango, P	
Operated by: ¹ Air Canada Express - Jazz							

Passenger Information

1: Dr Christopher H Henshall : Adult (16+), Ticket Number:			
Air Canada - Aeroplan	563905926	Meal Preference :	None
Payment Card:		Special Needs:	None
Seat Selection:	None		

Purchase Summary

Fare Summary

Passenger Type	Adult
Departing Flight - <u>Tango</u>	62.29
Return Flight - <u>Tango</u>	68.59

 Your credit card processing

Surcharges	15.12
Taxes, Fees and Charges	
Canada Airport Improvement Fee	31.60
Canada Goods and Services Tax (GST/HST #10009-2287 RT0001)	8.90
Total airfare and taxes before options (per passenger)	186.50
Number of passengers	1
Grand Total - pounds Sterling	£186.50

bank may assess a transaction fee based on the fact that Air Canada is a foreign vendor. Please consult your credit card issuer for details.

The following charges (tax inclusive) will appear on your credit or debit card statement:

- Air Canada: £186.50 (Airfare - per ticket)

Ticket number(s):

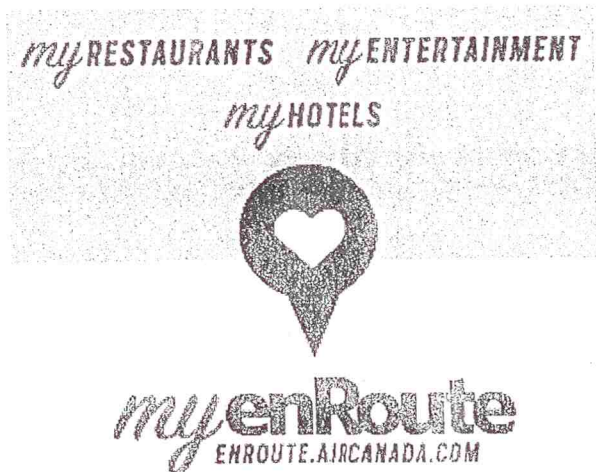
enRoute City Guide

Edmonton

Sitting on the 53rd parallel, Edmonton is the most northern city in the Americas with a population of over one million. Though it does feel northerly, it doesn't feel particularly crowded, maybe because it straddles the North Saskatchewan River to create the largest urban green space in North America...

 **Read the complete guide**

What do you think of our new City Guide feature?



Fare Rules

Departing Flight Calgary (YYC) To Edmonton (YEG) - **Tango**

Return Flight Edmonton (YEG) To Calgary (YYC) - **Tango**

• Changes:

- Prior to day of departure - **Change fee** per direction, per passenger, is £46 GBP plus applicable taxes and any additional fare difference. **Changes** can be made up to 2 hours prior to departure.
- **Airport same-day changes** are subject to availability and are permitted only for same-day flights at a fee of \$150 CAD/USD per direction, per passenger, except for passengers travelling on a flight between Toronto and Montreal, or Toronto and Ottawa (connecting flights excluded), for whom the flat fee is \$75 CAD/USD. Same-day flights only.
- **Same-day standby** is not permitted.
- Flights can only be used in sequence from the place of departure specified on the itinerary.

• Cancellations:

- Tickets are **non-refundable** and **non-transferable**.
- **Cancellations** can be made up to 45 minutes prior to departure.
- Provided the original booking is cancelled prior to the original flight departure, the value of the unused ticket can be applied within a one year period from date of issue of the