

### Our Services

Introduction

AIR TICKETING

VISA SERVICES

HOTEL RESERVATIONS

**TOURS & PACKAGES** 

UMRAH & HAJJ

TRANSPORT SERVICES

RENT A CAR

**GROUP TOURS** 

Flight Connection Travel & Tours (Pvt) Ltd.

is an IATA approved 360 degree travel solution

provider focus on targeting corporate,

established in March 2012. We are registered under

department of tourist services

Government of Pakistan as GL No. 3423.

he license enables the company to book

passengersor air,

organizing group tours and

accommodation for them.

We are a member of Travel Agents

Association of Pakistan (TAAP) as

F-41 and a member of

Karachi Chamber Of Commerce

and Industry (KCCI) as 89863.

### Travel Services

Flight Connection - Travel & Tours (Pvt) Ltd has a modern and fully Computerized office. To stay up to date with latest technology Changes, We work with Galileo, Abacus and Amadeus reservation System. Our Travel Partners:

Include Travel Port, Emirates, Qatar, PIA, Turkish, Etihad, Thai, Air Blue, Shaheen Airways and many more...

# Air Ticketing

Flight Connection - Travel & Tours (Pvt) Ltd is committed to offer its clients with competitive fares, guaranteed seats, child & infant fares, mixed class journey and the best deals possible. We can issue tickets from anywhere in the world whether domestic or international destinations. We use Abacus, Galileo and Amadeus reservation system for ticketing. For convenience of our client, we provide tickets and all other travel related documents at their door step.

## Visa Services

Our visa experts can handle all your travel visa requirements, whether you're planning a visit with family or a business trip. We offer visa assistance for all major destinations like Schengen (Europe), Thailand, Malaysia, Singapore, China and many other destinations around the globe.





### Hotel Reservations

We are affiliated with around 250,000 hotels across the world. We have an experienced team to look after your hotel requirements. Our affiliations with hotels and resorts around the globe give us the opportunity to offer our clients a range of hotels to choose from.









#### profile

## Tours & Packages

We have set - up a separate Tours & Operations department which have an experience team. We further offer all kinds of tours whether cost effective or luxurious.





### Transport Services

Flight Connection - Travel & Tours (Pvt) Ltd provides all transport services like transfer from airport to hotel, city tours, and transfer from one city to other.





### Travel Insurance

Travel insurance is insurance that is intended to cover medical expenses, financial default of travel suppliers and other losses incurred while traveling, we offers our clients travel insurance around the world.





#### Umrah

We are fully authorized and registered agents approved by the Government of KSA. We offer complete Umrah Packages for Corporate, families, groups and individuals.



Our Corporate sales team assists our clients with exclusive corporate deals with domestic and International travelling. When you relegate your company's travelling on Flight Connection -Travel & Tours (Pvt) Ltd, you are guaranteed that we will meet all your travel needs.





### Travel Desk Services

Flight Connection Travel & Tours (Pvt) Ltd. will allocate a travel desk within your premises. It will take care of all queries, will try to facilitate the company as maximum as we can.





#### profile

#### Dedicated Customer Service

#### 4 Account Manager

Flight Connection - Travel & Tours (Pvt) Ltd makes sure that our corporate clients concentrate on their work and rely their entire travelling on us. Our sales team is online 24/7 for our corporate clients to provide up-to-date flight details and to book flights for them immediately. We would cater your entire hotel and transport requirement.

An experience dedicated resource will be allocated, who will be responsible to entertain the company by all means. Our motive is to provide our clients the service for value of their money, whether its an individual client or a corporate.



## Visa & Passport Tams : Conditions

Visa are subject to Immigration, in case of Rejection (by any reason or without reason) or delay the Visa Fee is Non Refundable and Flight Connection – Travel & Tours (Pvt) Ltd will not be held responsible.

14 days TT (Tourist as a Transit) Visa cannot be used for more than 14 days, if proceeded otherwise, a penalty would be charged

Original Passport should be valid for minimum six months.

Rates are subject to change.

When making your booking you must ensure that the names you provide match those shown on the passengers' passports.



### Air Ticketing & Services

- · All fares are subject to change to seats availability.
- You should ensure that you travel with your booking confirmations, e-tickets and any other travel documentation at all times.
- Reservation request must be sent in writing by fax or e-mail on Company official publications.
- If you wish to cancel your booking and attempt to claim a refund, please telephone/ email us in the first instance, so we can advise you if the conditions of your travel arrangements permit any refun If you

wish to proceed with the cancellation, you must notify us in writing. If you do not advise us of your intention to cancel a booking before the scheduled departure time, or do not check-in, this will be recorded by the airline as a 'no show' and is likely to result in the forfeit of all monies paid.

- If you wish to change your booking, please telephone/email us in the first instance, so we can advise you if the conditions of your ticket permit any changes. If a change is permitted, we may ask you to confirm in writing that you wish to change the booking. Changes of any kind will also be subject to Flight's usual administration fees.
- Where a refund is permitted, this may take some time, to be authorized by the airline.
- Airlines reserve the right to make time changes, or in rare cases, to cancel flights, for operational reasons.
- t is your responsibility to advise us if you do not receive your tickets/ e-tickets.





## Air Ticketing & Services

- It is your responsibility to ensure that you understand and comply with all the passport, visa and health requirements of all the countries involved in your itinerary (including those that you transit).
- It is your responsibility to ensure that you are in possession of a valid passport for your journey.
   Your passport must also be legible and intact.
- Tickets returned to us after their issue are classe as expired and must be submitted to the airline for a refund to be considered; a refund is not guarante in these cases. Most airlines will not make a refund on partially used tickets.
- We apply a service charge for certain services we provide. These charges are non-refundable.
   These are in addition to any fees charged by the supplier.
- If you lose your paper tickets, you must notify us as soon as possible.
- It must be emphasised that the vast majority of airline tickets are non-transferable, and as such name changes are not normally permitted. It is therefore essential that you enter passengers
  - names as per passport at the time of booking.
- Note that where transfers are necessary between different airports/ terminals, any charges for these are at your own expense.
- Please note that some itineraries may require change/s of aircraft en route. Some flights which are classified as 'direct' may still have stops en route. This information will be shown during the booking process.

- If you require special assistance (for example due to disability, or if you are of reduced mobility), you should notify us at the time of booking.
- We do not guarantee any requests for special assistance, but will pass these to the travel supplier.
- If you require specific seats, you are advised to check in early. Flight Connection has no control over seat allocations.
- In relation to airline frequent flyer schemes, we are happy to insert your card number in the booking.
   Please bear in mind that not all fare types permit the accrual of frequent flyer miles; please check with the relevant airline before confirming your booking.
   You are advised to keep boarding card stubs in case of subsequent query.

### Hotel Reservation Policies

### Complaints & Conduct

- Reservation request must be sent in writing by fax or e-mail on Company official publications.
- Accommodation order must be sent informal and official publication Company with guest to complete the checking in procedures.
- Hotel star ratings shown on the site are for guidance only, and are not necessarily the official local rating. You should also be aware that different countries have different standards; therefore a 3 star hotel in one country is not necessarily equivalent to a 3 star hotel in another country.
- Check-in and check-out times may vary so for specific timings please contact us.
- Breakfast and other meals are not included unless specifically stated.
- Please note that for some hotels, additional local taxes may be charged locally. We will endeavour to notify you at the time of booking if this is the case. In addition, hotels may apply additional charges for extra beds or cots.
- Descriptions, images and other information on a commodation displayed on the site are intended to give a general overview of such accommodation, and are for guidance only. This information is provided by relevant travel suppliers, and as such, whilst we do endeavour to ensure that such details are an accurate and up to date representation of the property, we are unable to guarantee this.
- Rates are subject to change without prior notice as per hotel policy.
- Hotel cancelation policy may very

- We want you to be completely satisfied with the travel arrangements you make with Flight Connection, from making your initial enquiry until the completion of your travel arrangements. In the unlikely event that you have a complaint, please contact us by telephone in the first instance and we will do our best to assist.
- In some cases, we may be unable to provide a response on the spot. You may be asked to submit full details in writing (either by post or email) so that we can investigate your complaint fully.
- We do not sell, trade, or otherwise transfer to outside parties any personally identifiable information.
- We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety.

\*Conditions Apply.

#### profile

#### FEW OF OUR CORPORATE CLIENT INCLUDES





#### **OFFICE DETAILS**

Mezzanine Floor, 17-E, Shahbaz Commercial Area, Phase 6 DHA. Karachi Pakistan

P: 021-38946720 | 03021-FLIGHT

M: 0300-0202252 | 0301-8377747

Email: Sales@FlightConnection.net.pk

Website: www.FlightConnection.net.pk

#### **OFFICE TIMINGS**

Monday to Saturday 1000 to 2000 hours

#### **AFFILIATIONS**







