

## **Buying an electronic ticket via web site**

The sale method over the Internet has a number of unquestioned advantages, two of which are very important nowadays at the time of high speeds and practicality: first, the entire purchase cycle will only take 5 to 10 minutes and, second, the site offers tickets for the availability of selected flights.

To buy an air ticket, you should only have a computer with the Internet access, a printer and a plastic Visa or MasterCard card.

### **The ticket buying procedure over web site**

It is necessary to make five simple actions to buy the ticket.

#### **Search flight**

On the main page of [www.miat.com](http://www.miat.com) in a bookmark «Booking» or «Flight requirements» you should set up parameters of booking, having chosen names of cities you need to departure and to arrive, date of traveling and quantity of supposed passengers (adults, children, infant). Also the passenger should choose a class: economy or business.

#### **Select flight**

Then it will be offered accessible fares for the requested date. If flight to the requested date is absent, it is necessary to repeat inquiry about other date. You should pass to the following bookmark where the Internet sales system will suggest entering your data. Thus, if the flight cost is more important, you can quickly select the cost of air transportation most suitable to you.

#### **Passenger details**

In this bookmark it is necessary to specify the passport and contact data, and also it is provided possibility to know application conditions of fares and fees.

#### **Payment data**

On this bookmark you should enter plastic card details of the buyer: number, a name of the owner and it is obligatory CVC-code (number at underside of credit card). Data

transmission is carried out under the protected Internet protocol that excludes possibility of snatching information by third parties. It is necessary for buyer to get know and agree with «Terms of payment and carriage».

### **Confirmation**

The sum of money necessary for buying the ticket is blocked on your card. **Confirmation arrives over indicated e-mail to the effect that booking has been made under the request showing its particulars and identifier.**

It is arrived an Itinerary receipt of the electronic ticket within 10 to 15 minutes after the booking confirmation. It can be printed out or you may just come to the airport with your passport for check-in. Your electronic ticket shall be stored in the database, which eliminates the possibility of its theft or loss.

Once you have bought electronic ticket our web site, it can not be changed between classes.

### **Boarding Pass**

At the airport check-in desk you should show your passport and receive a boarding card — and you may fly!

To get any additional information you may contact the MIAT Mongolian Airlines by phone: 976 (11) 379935, e-mail: [helpdesk@miat.com](mailto:helpdesk@miat.com)

### **Payment with VISA, Master Card cards**

Bank cards calculations are made by a redirection on a [www.golomtbank.com](http://www.golomtbank.com) site. Payments' safety in Golomt bank system is provided by using the SSL protocol for transmission of the confidential information from the client to payment system server for further processing. The further information transfer is carried out by closed bank networks of the higher degree of protection. Collection and processing of the received client's confidential data (essential elements, the registration data and etc.) is made in processing center. Thus, MIAT-Mongolian Airlines or other third parties cannot obtain the personal data of the holder, the data of credit card and the other information, including the information on the purchases of the client made in other shops.

### **Payment with VISA and MasterCard credit cards**

All VISA and MASTER card types are acceptable for payment air tickets purchased via the Internet on MIAT- Mongolian Airlines.

### **What you have to know:**

- number of your credit card;
- expiration of your card, month/year;
- CVV code Visa cards / CVC for Master Card: 3 last digits on the signature band on the card rear side.



If your card does not have the CVC / CVV code, then your card is not meant for CNP transactions (meaning such transactions where the card is not present, but its requisites are only used), and you should apply to the bank for detailed information.

### **Refund of tickets purchased via the Internet**

Money for e-tickets can be returned through MIAT-Mongolian Airlines only by remittance to a bank card. In case of e-ticket money return will be deducted service fee of the total cost of transportation and penalty specified in tariff application rules, if any, shall be retained.

To get your money returned through you need to make a request for the e-ticket return by e-mail [helpdesk@miat.com](mailto:helpdesk@miat.com). Please you indicate some information related to the specified for e-ticket purchase. Money will be returned within 7 days.