

Online Domestic Ticketing Manual:

For purchasing Domestic Flights E-ticket, you have to go through following steps.

1. Go to Nepal Airlines official website, <https://nepalairlines.com.np>
2. Click on Domestic Flight.
3. Choose One Way or Round Trip.
4. Select Destinations From and To.
5. Select Departure Date (AD) and if it is Round Trip select Returning Date (AD).
6. Give the number of passengers flying (Adult and/or Child).
7. Select Nationality.
8. Click Book Now.

The screenshot shows the Nepal Airlines website interface. At the top, there is a red header with the Nepal Airlines logo. Below the header, there are two tabs: "Search Flight" (active) and "Manage Booking". The "Search Flight" section contains a form with the following fields:

- Trip Type:** Radio buttons for "One Way" (selected) and "Round Trip".
- From:** Dropdown menu with "KATHMANDU" selected.
- To:** Dropdown menu with "BIRATNAGAR" selected.
- Departure Date:** Text input with "8/13/2019" and a calendar icon.
- Returning:** Text input with a calendar icon.
- Adult:** Dropdown menu with "1" selected.
- Child(2-12):** Dropdown menu with "0" selected.
- Nationality:** Dropdown menu with "Nepalese" selected.

At the bottom of the form is a blue "Book Now" button.

9. You will see different fares with different fare codes, select any one suitable for you.

The screenshot shows the flight selection and fare summary page. On the left, there is a table for "Outbound Flight" with the following details:

- Depart: KATHMANDU-KTM
- Arrive: BIRATNAGAR-BIR
- Flight Date: 8/13/2019

Flight No	Flight Time	Fare Code	Total NPR Fare	
103	07:30	N0019	7985	<input type="radio"/>
103	07:30	SPBR	3880	<input type="radio"/>
103	07:30	HPBR	3580	<input type="radio"/>
103	07:30	EPBR	3080	<input checked="" type="radio"/>

At the bottom of the table is a blue "Book Now" button.

On the right, there is a "Fare Summary" section with a red box indicating "Total Fare 3080.00". Below this is a "Fare" table:

Description	Fare
1 Adult @NPR 1500.0	1500.0
	1500

Below the fare table is a "Taxes and Other Charges" table:

Description	Fare
Passenger Service Ch...	200.0
Fuel Surcharge	1380.0
	1580

10. Click Book Now.
11. Give Passenger Details.

Passenger Detail

PaxType
ADULT 1

Title
Mr. ▼

* FirstName
Ram

* LastName
Thapa

Gender
Male ▼

Nationality
NEP

Fare Summary

Total Fare 3080.00

Fare

Description	Fare
1 Adult @NPR 1500.0	1500.0
	1500

Taxes and Other Charges

Description	Fare
Passenger Service Ch...	200.0
Fuel Surcharge	1380.0
	1580

Contact Detail

* ContactPerson ContactPhone

Ram Thapa

* ContactAddress ContactEmail

Newroad, Kathmandu

* ContactMobileNo

9841222333

Continue

12. Click Continue that will redirect you to Payment page.
13. Select your Payment Gateway and Click Pay Now.

Select Payment Option

Pay Now

Fare Summary

Total Fare 3080.00

Fare

Description	Fare
1 Adult @NPR 1500.0	1500.0
	1500

Taxes and Other Charges

Description	Fare
Passenger Service Ch...	200.0
Fuel Surcharge	1380.0
	1580

Flight Detail

Outbound Flight

Flight No	Arrive	Flight Date
103	BIRATNAGAR-BIR	8/13/2019
Depart	Flight Time	Fare Code
KATHMANDU-KTM	07:30	EPBR

Passenger Details

Pz Ty	Pax Name	Gender	Nationality
AL 1	Thapa/Ram MR	M	NEP

14. You will be landed to Login page of payment gateway you selected.

eSewa | epay

Please login to make your payment

Transaction Details	
Nepal Airlines-Domestic NPR	
Product Amount:	3,080.00
Tax Amount:	0.00
Service Charge:	0.00
Delivery Charge:	0.00
Total Amount:	3,080.00

Login

eSewa ID:

Password:

Or

IMEpay

Please confirm your payment details as below:

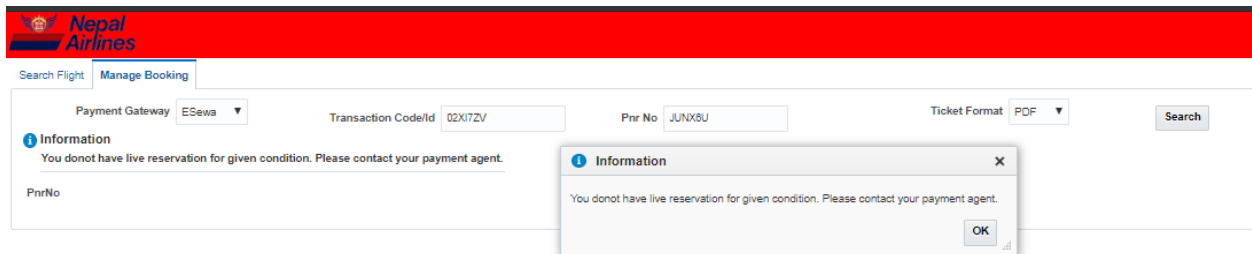
Payment Reference:	OMOX6U-HK-null
Payment Amount (Npr):	3,080.00
Merchant Name:	Nepal Airlines Domestic

15. Login with your credentials and make the required payment.

Manage Booking:

You can check if your web-ticket has been generated or not in the system going through following steps;

- i. Go to Nepal Airlines official website, <https://nepalairlines.com.np>.
- ii. Click on Domestic Flight.
- iii. Click on Manage Booking.
- iv. Select payment gateway and give details as Transaction Code/Id, PNR (Product Id) then click Search.
- v. If the web-ticket has been generated in system, it will display on screen and you can download and/or print the e-ticket.
- vi. If the web-ticket has not been generated in the system for any reason, you get an error message to contact your payment agent. In such case, you are requested to purchase another ticket following same procedure and the previous amount will be full refunded.



The screenshot shows the Nepal Airlines website interface for the 'Manage Booking' section. The header is red with the Nepal Airlines logo. Below the header, there are navigation tabs for 'Search Flight' and 'Manage Booking'. The main form area contains the following fields and controls:

- Payment Gateway: ESewa (dropdown menu)
- Transaction Code/Id: 02X172V (text input)
- Pnr No: JUNXBU (text input)
- Ticket Format: PDF (dropdown menu)
- Search button

Below the form, there is an 'Information' message: 'You donot have live reservation for given condition. Please contact your payment agent.' Below this message is a 'PnrNo' label. A modal dialog box is also present, displaying the same error message and an 'OK' button.

Refund:

You can claim for refund of web-ticket by either contacting your Payment Agent or Domestic Web-Ticket Refund Section at NAC.

Full refund will be done for Ticket not generated case and Flight canceled case. And if passenger cancels his/her ticket, refund will be done applying 25% cancellation charge if ticket is canceled one day before the flight date and 50% will be charged if ticket is canceled on same day of flight.