

CHAPTER-ONE

INTRODUCTION

This chapter consists of many subchapters. The very first subchapter entitled general background gives the short glimpse of introduction to language discussing on various scholars' definitions and opinions. Next subchapter deals with the levels of language. In the following subchapter, types of the sentence are dealt with; then, grammatical categories. Another subtopic is the varieties of the linguistic codes in which various linguistic codes are discussed. Mass media, airline tickets, their types and functions are discussed in the following sub chapter. Then review of the related literature is discussed. Next, objective and significance of study. Then finally, definitions of the key terms have been listed.

1.1 General Background

Language, in every common sense, is the means of communication. OALD has defined language as “the system of communication speech and writing that is used by people of a particular country or area”. Similarly, Barber (1999, p. 1) has said, “It is language more obviously than anything else that distinguishes as human kind from the rest of the animal world ... humans have often been described as tool-making animals; but language itself is the most remarkable tool that they have invented”. In light of Barber's definition, we can conclude that language is species specific in the sense that only the human beings owe it and the language has made humans distinct from other animals like chimpanzees, monkeys, cows, oxen, etc.

“A human language is a signaling system. As its material, it uses vocal sounds. Basically, a language is something which is spoken; the written language is secondary and derivative” (ibid. p. 2). The previous definition focuses on the spoken form of language. From this, we can say that language is what we speak not what we write. Writing is derivative and an imperfect imitation of speech.

Language is only the property of human being - no other species owe it nor do they possess any physiological apparatus that are able to use/produce language. However, some living creatures do communicate but they are not capable of talking of present, past and future - the quality of displacement.

Language is the means of communication. We do not speak in vacuum. We do speak to convey some message - to communicate. In this way, we can define language as “voluntary vocal system of human communication”.

To understand the language better, it is wise to consider its features. These features are duality of structure, creativity/productivity, arbitrariness, interchangeability, specialization, displacement and cultural transmission.

The characteristics of the human language are here briefly discussed to make the concept of the language clearer.

- 1 Language is a form of communication. (It allows for an exchange of information).
- 2 Language is intentional. (Unlike when we yawn, we intend to communicate when we speak).
- 3 Language uses meaningful symbols. (e.g., words, signs to communicate).
- 4 These symbols are arbitrary. (A horse could just as easily be called something else).
- 5 Language is rule-governed. (We use rules of phonology, morphology, syntax, etc. in order to speak)
- 6 Language has a syntax (It is composed of parts, which we combine according to the rules).
- 7 Language is creative (We can talk about brand new ideas and create brand new sentences).
- 8 Language has displacement. (It can transcend time and place: we can speak about things of present, past, future or about abstract ideas).
- 9 Language is learned/acquired without special training.

10 Our knowledge of language is largely subconscious.

(Source: http://en.m.wikipedia.org/wiki/language?was_redirected=true.)

Thus, language is the means of communication, which is voluntary - not like reflex actions, rule governed not haphazard nor random containing displacement and carrying the productive feature.

In the case of the English language, more than 380 million people speak English as the mother tongue; more than 300 million people use it as the second language whereas more than thousand millions people use it as foreign language in the world, (Harmer, 2001, p. 8). The English language is used as the link language, i.e., linguafranca, the language of science of technology, mass media, trade, commerce, meetings and seminars.

1.1.1 Levels of Language

Language is the total sum of various levels. Crystal (2003, p. 264) has said, “Level is a general term in linguistics to refer to a major dimension of structural organization held to be susceptible of independent study.” As previously discussed, in light of this definition, language is a system of systems. As soon as it is said language is a system of systems, there are obviously certain levels that comprise the system. These levels are called the levels of language. “The most widely recognized levels of analysis are phonology, grammar and syntax.” (ibid.). These levels can be represented in the following figure with each level of analysis corresponding to each level of the structure of the language.

Levels of Analysis	Levels of Structure
Phonetics and Phonology	SOUND
Morphology	WORD FORMATION
Syntax	SENTENCE FORMATION
Semantics	MEANINGS
Discourse	CONNECTED SENTENCE

Adapted from Syal and Jindal (1999, p. 18).

These levels of language follow each other. That is, they are in either ascending or descending order but not random nor hap-hazard.

The very fundamental level of language is sound. The analysis of sound is carried out by phonetics and phonology. “Thus phonetics studies language at the level of sounds: How sounds are articulated by the human speech mechanism and received by auditory mechanism. How sounds can be distinguished and characterized by the manner in which they are produced. Phonology studies the combination of sounds into organized units of speech, the formation of syllables and larger units...” (Syal and Jindal, 1999, p. 18).

Next level of language is the morpheme which is studied under morphological level. “Morphology studies the patterns of formation of words by the combination of sounds into minimal distinctive units of meaning-morphemes” (ibid.). That means, morphology studies how morphemes are arranged to form a minimal meaningful distinctive units. In this regard, Hockett (1958, p. 177) has said “Morphology includes the stock of segmental morphemes and the ways in which words are built on of them”. Hockett, too, has agreed with Syal and Jindal, i.e., morphology studies the formation of word(s).

Another level of language is syntax where how the words are combined to form phrases, phrases to form clauses and clauses to form sentence(s). This level of language also involves the description of the rules positioning of elements in the sentence such as noun/nouns; syntax studies whether the sentences are grammatically correct.

Not only the sentences should grammatically be correct but also should they be meaningful. This level of study is carried out in semantic level. According to Syal and Jindal (1999, p. 17), “Semantics deals with the level of meaning in language.” It attempts to analyze the structure of meaning in a language. It also tries to give an account of both word meaning and sentence meaning and

attempts to analyze and define that which considered being abstract or which to be concrete.

Moreover, the meaning is studied with a bit more extension which is called pragmatics. Pragmatics deals with the contextual aspects of meaning in particular situation(s).

The highest level of study is called discourse level. It studies the chunks of language which are bigger than a single sentence. In this level, the links between the sentences that form a connected or cohesive text is studied. Cohesion is the relation established in a sentence between its constituents and the sentences preceding and following it.

Additionally, we also study Graphology - the study of the writing system of a language and the connections used in representing speech in writing. Similarly, Lexicology studies the manner in which lexical items are grouped together as in the compilation of dictionaries.

Figure1 clarifies that sentence consists of several units; their linguistic units are sentence, clauses, words, morphemes and phonemes. A phoneme is the smallest unit while sentence is the largest unit. Phonemes combine to make a morpheme. Morphemes combine to form a word. Words are arranged to form a phrase. Phrases are grouped together to form a clause. In addition, clauses combine to make sentence.

1.1.2 Types of Sentence

Sentence type refers to the types of sentence according to the structural point of view. Structurally, sentences are classified into three types: simple, compound and complex.

A simple sentence can be defined as a sentence in which none of the functions is realized by a clause. In other words, a simple sentence does not contain an embedded sentence as realization of one of its functions. A simple sentence is

always independent sentence that is capable of occurring on its own. For example:

The children have been quarreling all day.

A compound sentence is one in which two or more sentences (called conjoins) have been coordinated. Each of the conjoins is independent, since there is no question of embedding. For example:

I have bought a new shirt, but it does not fit me.

Sentences in which one or more sentence functions are realized by a clause (finite or non-finite) are complex sentences. A sentence or clause that contains one or more clauses is called super-ordinate. For example:

I do not mind telling you that I am bored as soon as I come home.

1.1.3 Grammatical Categories

A grammar of any language makes provision of various categories to group items having similar characteristics. The term category does not have any precise definition of its own. Linguists have tried a lot to define it, still many hundred of them have been wasting their time on it, on contrary, and the result is an inconsistent description all the time. None of the treatment of grammatical theory has uniformity. Many times, category has been employed as a set or a class or referring to parts of speech. Grammatical categories include: gender, number, person, case, tense, aspect and mood. However, for the purpose of this research, only tense and aspects have been discussed here.

a Tense

Tense is a category which is directly associated with verb. Tense refers to the relationship between form of the verb and the time of action or state it describes. English has two tense systems; the past tense and the non-past tense. The sentences having verb with suffix '-ed' as in 'walked' in the sentence 'He

walked carefully while returning home' is said to be in the past tense and rest of the others are in the non-past tense.

b Aspect

Aspect refers to the manner in which a verbal form is completed or in progressive form. Aspect is a grammatical category which deals with how the event described by the verb is viewed, such as whether it is in progress or complete or habitual, etc. There are four aspects in English namely; simple, progressive, perfective and perfective progressive. Simple aspect refers to the events that conceptualized as complete wholes. There is no possibility of further development. The meaning of progressive aspect is imperfective. It shows the incompleteness of event which is somehow limited and allows further development. The meaning of the perfect is 'Prior' and it is used in relation to some other points in time. And perfective progressive aspect combines the sense of prior of the perfect with the meaning of incompleteness inherent in the progressive aspect.

1.1.4 Varieties of the Linguistic Codes

Language is a social phenomenon. It takes place in the society. And the society is changeable. The societies differ from one to another. In this regard, we can draw a perception codes also vary from one place to another and from one person to another. Likewise, society is composed of various ethnic community, groups, different age groups, etc. That is to say, the situations also differ and the language is also conditioned by the context. Ultimately, different variations of the same language can be created and realized which are more or less similar and/or different from the standard form of a language. These types of variations in language according to the geographical locality, ethnic group and individuals are referred to varieties of language (linguistic codes). On these criteria, dialect, register and idiolect are the linguistic codes of which brief synopsis is mentioned in the following section.

1.1.4.1 Dialect

Dialect is the form of a language that is spoken in one area with grammar, words and pronunciation that may be different from other form of the same language. In laymen term, dialect is one of the varieties of one language. In this regard, Crystal (2003, p. 136), conceded:

Dialect is regionally or socially distinctive variety of language, identified by horticulture set of words and grammatical structures”. Spoken dialects are usually also associated with a distinctive pronunciation, or accent. Any language with reasonably large member of speakers will develop dialects, specially, if there are geographical barriers separating groups of people from each other, or if there are division of social class.”

Likewise, according to Haugen (1996, cited in Wardaugh 2002, p. 28), “A dialect is almost certainly no more than a local non-prestigious (therefore powerless) variety of a real language ... In fact, it is equivalent to non standard or even substandard...”

From this discussion, we can define dialect as the same language interpreted and represented in many different forms in pronunciation, grammar and vocabulary that may vary either from one geographical territory to other or from one social (economical) ethnic class/community to another. Synthesizing the discussion it won't be senseless to say that dialect is a variety of language according to the user.

As mentioned in the aforementioned discussions, variety of language may be caused ethnic due to geographical boundary or social, economic, ethnic community; dialects are also of two types viz. geographical dialect and social dialect.

Wardaugh (2002, p. 43) has defined geographical dialect as “... Regional varieties in the way a language is spoken is likely to provide the easiest ways of observing variety in language.” That is to say, the variety of a language spoken in different geographical locations is termed as geographical dialect or geolect.”

Whereas regional dialects are geographically based, social dialect, originate among social groups and are related to a variety of factors, the principal ones apparently being social class, religious and ethnicity. (ibid. p. 49). In light of this extract, one can make a hypothesis that language variation in accordance with the diversity in socio-economic status of the people, their gender, ethnicity, religion etc. is social dialect or socio-lect.

Geographical dialect depicts the speaker’s locality whereas social dialect the socio-economic status of the speaker.

1.1.4.2 Idiolect

Idiolect refers to the personal type of dialect. It is a unique individual linguistic system of a speaker. Crystal (2003, p. 225), has defined dialect as “The linguistic system of an individual speaker-one’s personal dialect.” That is to say, even if the individuals speak the same dialect/language differently-one’s style does not match with another’s. This variation includes voice, quality of pitch, speech rhythm, etc. Another variety of linguistic code register is discussed in 1.1.6.

1.1.5 Mass Media

Mass media refer to the means of mass communication, which send messages to a large number of scattered people over area of high coverage at the same time. Regarding the introduction to mass media, the following section discusses in a bit detail.

1.1.5.1 General Introduction to Mass Media

Literally, the term mass refers to ‘a large number of people’ and media refer to ‘the means of mass communication’. Etymologically, thus, the term ‘mass media’ refer to the means of communication for sending messages to a large number of scattered people over area of high coverage simultaneously.

Therefore, they are called the voice of the voiceless and the leg of lamb. Mass media have made mass communication possible. Under the umbrella term mass media’ the print media and the electronic media are included. Between these two types of media the print media like newspapers, magazines, books etc. have a longer history compared to the electronic media like radio, TV, cinema that are the innovation of modern scientific technology. Whatever the types of the media may be, all the media inform, educate entertain, instruct, influence, alert, persuade, etc. to the general people.

In this connection, Katia (2007, cited in Durant and Lambrou, 2010, p. 192), have conceded:

Currently media generally refers to news media in popular parlance despite the influence of advertising revenue for all kinds of news dissemination, including the internet. The press, however, is no longer a close synonym, since this tense to be used of traditional printed news papers (which may themselves be obsolete within a generation). Popular magazines, terrestrial and satellite (broadcast media) are better served by media....

This definition has focused on the same thing that the means of communication which can provide message(s) to a large number of audiences in the same time are called the mass media.

Mass media play a significant role in shaping public perceptions on a variety of important issues both through the information that is dispensed through them and through the interpretation they place upon this information. They also play an important role in shaping modern cultures, by selecting and portraying a particular set of beliefs, values and tradition as reality, they shape reality to be more in time with that interpretation.

1.1.5.2 History of Mass Media

Mass media include print media like newspapers and magazines, electronic media like radio, television and video and new age digital media like internet blogs and mobile phones -but the personal status of mass media have not arrived at once, it has under gone various stages and has a long-back history.

The date of the history of mass media goes back to 5000 B. C. where cave paintings and carvings at different locations in different periods were in practice. In 5000 B. C., writing was invented. Similarly, in 2000 B. C. the earliest alphabetic writing appeared while in 1200, B. C. Egyptians used pigeons as carrier of the message for military communications. In this regard, Durant and Lambrou (2010, p.239) have said, “At Alexandria, in 295 B. C., library was founded.” Similarly, in the course of development of mass media in 195 B. C., carving of the Rosetta stone in three simultaneous language forms; hieroglyphics, hieratic script and Greek were found. In 350, development of xylography or printing of books from wooden blocks in China was developed and in four hundred B. C., books were cut into pages and bound in a codex manner which is thought to have replaced scrolls (ibid.).

In the course of development of mass media, in 615 B. C., the first record of teaching of Mohammed was found. In a bit more recent date, in China, the first book was printed. In a more advance way, in 1472 A. D., Guttenberg invented the first printing press which in the history of mass media is thought to be a milestone. In 1500, the English people started using lead pencils which was another brick onto the wall of mass media (ibid.).

As the result of the curious human nature some other important incidents took place in the course of development of mass media. In 1517 A. D., Martin Luther Nailed his 95 theses to a Church door in Wittenberg. His theses were printed in vernacular German while in 1536 A. D., a proto newspaper ‘the Gazetta’ was started to publish in Venice which is another remarkable achievement in the realm of mass media. In the course of development of mass media, in London, in 1576 A. D., the theaters were brought into practice while in 1702 A. D., the publication of the first daily newspaper in English ‘the Daily Courant’ was commenced and in 1755 A. D., Dr. Johnson’s dictionary was published (ibid.p.240).

Passing through the various fallings and risings, in 1821 A. D., Louis Braille invented Braille system of writing for blind people which was based on rectangles representing character by means of six raised positions. This was another corner stone in the chronology of achievement in mass media (ibid.).

Till 1830s the typewriter had been invented while in 1873 western typewriters had adopted QWERTY keyboard, which is yet thought to be the most precious achievement (ibid., p. 241).

Regarding the radio waves, 1880 was the significant year where radio waves were discovered and in 1886 motion picture camera was developed. Now, we can claim that mass media had been equipped with modern tools. And, in 1911, Hollywood studio was set for the first time. 1921 is the year where public addressed system of amplifiers and loud speakers were first used for the military ceremony (ibid., p. 244).

Moreover, British Broadcasting Corporation (henceforth BBC) went on air which was another striking point in the field of mass media. In the same time, 1936 was the year to broadcast the first regular television service by BBC - three hours a day. Further, FM radio and walkie-talkie appeared in 1943 A. D. (ibid., p. 245).

Until 1962, the satellite television had started and 1966 was the year of the development of optical fibre. Another dazzling achievements were invention of cell phone in 1967 and starting of present Microsoft in 1975 by Bill Gates and Paul Allen (ibid., p.246).

1983 A. D. was the year of appearance of compact discs by the world renowned companies Sony and Philips whereas in 1984 the machine for translation was invented and in 1995 internet was open to commercial interests of which process was started in 1980. In the same way, 2001 became the year of invention of wireless laptops. 2005 was the year of delivery of the first video by You Tube. 2006 A. D. became the year of another excitement where the first reports of telemedicine appeared in which doctors can see patients in distance (ibid., p.247).

More recently, 2009 onwards, there is a ceaseless attempts and successes have been occurring in the field of digital media including specially internet delivery systems and increased Wi-Fi communication factors such as, participants and goals (ibid.).

The journey has not stopped yet. Rather it will pass with more than more newer and more advanced technologies' achievement and inventions.

1.1.5.3 A Glimpse on the History of Mass Media in Nepal

In the Nepalese context, 'mass media' is thought to be the third arm of the country and regarded to be a very powerful aspect of the nation while talking of the history of mass media in Nepal, one should try to go to its root.

Decades, in Nepal, there was the system of Katuwal (the person who was responsible for the dissemination of the information throughout the village) Karauney (shouting). In society it is also heard that also the horses and the pigeons were used to transfer the information through letters in previous era. 'Gainays' and 'Gandharvas' were said to be transferring the news through songs. (Khadka, 2011, p. 3)

Before the arrival of the printing press, then king Prthvi Narayan Shah had established postal systems. But the modern history of mass media in Nepal begins with the coming of the printing press by Jung Bahadur Rana in 1851 A.D. (1908 B.S.) from Britain. This printing press was named 'Giddhe Press'. After Giddhe Press 'Manoranjan Press' was established after of which establishment, 'Muluki Ain' (The Civil Act) was published (ibid.). Meanwhile, the first magazine in Nepali language was published in Banaras-India namely 'Sudha Sagar' in 1898. Like these two presses, other were 'Jungi Press', 'Chandra Prabha Press' and 'Pashupati Press' (ibid.).

In the chronology of development of the time, the Gorkhapatra started to be published in 2000 B.S, twice a week and since 2003 B.S, it got published thrice a week. In this chain, in 1913 A.D., telephone service started in Nepal.

After the uprootment of the Ranarchy in 1951 A.D., the newspapers started to be published in higher rate. The first daily Nepali newspaper 'Aawaj' got published. Some of the daily newspapers were Samaj, Nepal Samachar, Fillingo, Naya Samaj etc. The establishment of the Radio Nepal in 20th Chaitra 2007 B.S. a new stone added in the pillar of the Nepalese mass media. (ibid.). After the royal coup in 2017 then king Mahendra, the growth of the Nepalese mass media were found to be more or less limited. However, the project to enter satellite communication with the joint of then HMG, Nepal and British Government happened in the year 1982 A.D., which helped in the telephone service, telex, fax and other many more elements. Next remarkable step in the field of the Nepalese mass media was the establishment of the Nepal Television in 2042 B.S. formally although it was tough for journalists and mass media to disseminate the information freely, (ibid.)

After the public movement-I in 1990 A.D. (2046 B.S.), mass media gradually went on growing. Even in the private sectors so many newspapers, magazines televisions and the FM radios have been established. The cell phones and internet are also equally powerful and wide-spreading.

1.1.5.4 Types of Mass Media

Media that can interact and communicate among large numbers of audience are termed as “Mass Media”. Anything that serves the source for communication amongst a large audience is included in the category of mass media. Be it the pictorial messages of the early ages, or the high technology media are an inseparable part of our lives. Whatever may be called, but the essence is the same, i.e., all the media convey message(s) to the general people. But the difference is the means they use to convey the message.

Bhattarai (2002, p. 19) has divided mass media into two groups: print media and electronic media. This division may not be very exact however this provides an overall impression of what the total picture looks like Another division, according to Bhattarai (2002, p. 19), is that press (daily news media) ... and main line media or they are also known as the core media.

In light of this extract, we can broadly categorize mass media into following three types:

- a Print media
- b Electronic media
- c New-age media

a Print Media

By name, print media refer to such media which use a kind of device called printer to transfer a text or a kind of device sheets of papers/clothes or metal through mechanical process. Print media is the oldest form of mass communication (Bhattarai, 2002, p. 19). With the invention of printing press, handwriting texts proliferated and people became widely educated which preserved the treasure of knowledge. Print media include books, manuals, newspapers, magazines, periodicals, brochures and prospectuses, pamphlets, posters, banners, traffic signs and signals, charts, graphs, diagrams, captions, menus, bills, etc. There exists a majority of audience who prefer the print

media for various communication processes despite the claim that print media have been replaced by the electronic or new media.

b Electronic Media

Electronic media are the media that use electronics or electromechanical energy for the end-user to access the content. “The term electronic refers to things or results produced or operated by a flow of electrons.” (Bhattarai, 2002, p. 45).

From this, we can derive that any media that runs from electronics or an extremely small piece of matter with a negative electrical charge are called electronic media. The term electronic media, in this sense, as print media also use electronic current during printing, seem to be similar but in fact, they are different. “Although the distinction is no longer clear-cut today because a best seller (fiction book) can also be read through electronic media” (ibid.).

Electronic media includes radio, television, cinema, etc. For many people, it is impossible to imagine a life without their television sets, be it the daily news dose or even the soap operas. Nowadays electronic media have been the most dominating media in the society whatever their impacts may be positive or negative.

c New-Age Media

With advent of new technologies like internet, we are now enjoying the benefits of high technology mass media, which is not only faster than the old schools of mass media but also has a widespread range. Mobile phones, computers and internet are often referred to as the new-age media. Internet has opened up several new opportunities for mass-communication which include e-mail, web-sites, blogging, internet, TV and other mass media which are booming today.

1.1.6 Register

Register is the level and style of a piece of writing or speech that is usually

appropriate to the situation that is used in. Crystal, (2003, p. 393) has said, “The variety of language according to its use in social situations.”

In the connection of defining register, Wardaugh (2002, p. 52), has said, “Registers are sets of language items associated with discrete occupational or social groups. Surgeons, airline pilots, bank managers, sales clerk, jazz fans and pimps employ different registers.”

Similarly, Ferguson (1994, cited in Wardaugh, 2002, p. 52), put the idea forward, “people participating in recurrent communication situations tend to develop similar vocabularies, similar features of information and characteristics bits of syntax and phonology that they use in these situations. This kind of variety is a register.”

From this, it is obvious that language not only differs socially, regionally but also contextually. The same speaker should or has to use language different by according the different situation that s/he faces. So, register is the variation of the language according to the use in specific situation. Register, in linguistics, is of a language used for a particular purpose or in a particular social setting. Trudgil (1995, p.101), conceded:

Linguistic varieties are linked ... to occupations, professions or topics have been termed registers. The register of law, for example, is different from the register of medicine, which in turn is different from the language of engineering and so on. Register are usually characterized solely by the use of particular words, or by the use of words in a particular sense.

The definition put forward by Trudgil insists on that as fields differ, the language i.e., registers also differ and the different fields use different words that they have specific meaning in the field which differ from the other fields.

Likewise, Catford (1965, cited in Varshney, 1983, p. 299 , has put the idea forward , “By register we mean a variety correlated with a performer’s social role on a given occasion . Every normal adult plays a series of different social –one man, for example, may function at different time as head of a family, motorist, cricketer, member of a religious group, professor of bio-chemistry and so on, and within his idiolect he has shared by other persons and other idiolect appropriate to these rules.”

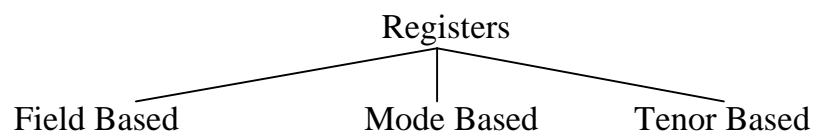
This definition of register has highlighted that a single speaker, say a member of a society has to perform various roles with different diction. A young lecturer may speak in different ways while communicating with his wife, his children, his father, colleagues and so on. Each of these variations will be a register.

Language like other forms of social activity has to be appropriate to the speaker, register, situation and subject matter. To be an effective communication, it demands not only grammatically correct utterances but also situationally appropriate. The utterance ‘Shut the door’ is grammatically correct but may not be suitable while an employee speaking to his boss. In the same way, the use of literary language in the realm of science would not be suitable. That is, both of the fields have separate words/lexicons that may /do not be suitable in another field. Such words are called to be registers. In this regard, Bhandari and Karan (2008, p. 73), have said, “Register is the variation in the use of language according to situation and subject matter.” The selection of words according to the topic to be talked on and the situation in which speech occurs differs. Such differences in the selection of words are register.

Register is also known as style. Richards et al. (1999, p. 313), have defined register as “speech variety used by a particular group of people usually sharing

the same occupation.” This is a variety used by a particular group of people usually sharing the same occupation for example, doctors, lawyers, engineers, physicist, linguist, etc. speak in different style and their styles do not match with the style of another. This uniqueness in the words according to the difference in the field or occupation is what we call register. Let’s share another example of a word ‘quench’, in common language, it means ‘to alleviate a person’s thirst’ whilst in Physics, it means, ‘rapidly decrease the temperature of hot gases.’ Even the same word means different when it is used in different field. Such difference in meaning of even a single word is register.

But the matter is not over yet. Register is determined by other determinants, they are; subject matter or field, medium used in the use of language - mode and the relationship between the participants in a discourse – tenor. In this respect, Halliday (1978, cited in Hudson 1999, p. 46), has distinguished three general types of dimensions: field, mode and tenor. Field is concerned with the purpose and subject matter of the communication, mode refers to the means by which communication takes place – notably by speech or writing and tenor depends on the relations between the participants. In light of the dimension the types of registers can diagrammatically be shown as follows:



Despite the three classifications of registers, for the purpose of this study only field based register is discussed in the following section:

Field based register is connected with the purpose and the subject matter of communication. The subject of conversation or discourse matters, as particular situation call for particular kinds of vocabulary which are called jargon, but are sometimes simply the form of a particular profession. For example, priests use ritual language; lawyers use legalese, philosophers use the language of subjectivity or rationality, journalists use journalese and others use according to

their own fields. Beside these Varshney (1983, p. 300), has listed the following types of field based registers:

accounts	ecclesiastical	naval
aerospace	electricity	pathology
algebra	engineering	philosophy
anatomy	farming	phonetics
architecture	finance	photography
arithmetic	football	physics
art	gambling	psychology
astronomy	geology	politics
ballet	geometry	physiology
biblical	grammar	racing
biology	journalism	radiotelegraphy
book-keeping	mathematics	rugby
botany	mechanics	science
business	medical	sports
chemistry	meteorology	tennis
cinema	military	theater
commerce	music	trigonometry
cricket	nautical	zoology

Though this list covers a fairly a wide range of registers, yet it should not be regarded as final and complete.

Registers are mainly of three types namely- field based register, mode based register and tenor based register. The variety of language change is according to the subject matter or field about which one is speaking is referred to as field-based register while the same speaker in different situations refers to language type manifested through spoken or written mode as mode-based register and the variety of the language can be called as tenor-based register. It is related to 'where' and 'with whom; aspect.

1.1.7 Airline Tickets

A ticket is a printed piece of paper that gives the right to travel on a particular bus, train, aircraft, etc. or to go into a theater. Tickets are the commercial documents showing the holder is given with the right to travel on a particular bus, train or to enter a theater. While we compound the two independent words 'airline' and 'ticket' it becomes the document used to gain access to an airplane as a passenger or a traveler. Without purchasing an airline ticket, one will not be able to board his or her flight. Such airline tickets are usually bought and issued from the airline carrier or a third party agency. Airline tickets include identification information of the passenger such as name, address, telephone number along with the data and time of arrival and departure, flight number (if any) and airline.

From this discussion, we can draw the conclusion that airline tickets are classified on the basis of three criteria - classes of seats, style and refundability. On the basis of the classes of seats, the airline tickets are of four types viz. first class, business class, premium economy and economy class. Similarly, on the basis of the style, the airline tickets are of two types, namely; paper ticket and electronic ticket (henceforth e-tickets)

(Source:http://www.ehow.com/about4564683_airline-tickets.html).

Regardless of the type, in practicality all the tickets contain the details of the following information:

-) The passengers' name.
-) A ticket number, including the airline's 3 digit code at the start of the number.
-) The cities the ticket is valid for travel between.
-) Baggage allowance.
-) Date that the ticket is valid for, etc.

1.1.7.1 History of the Airline Tickets

Twonsend (2011, p. 4) has said, “The history of airline tickets coincides with the history of the airline history. Airline tickets were introduced when the very first passenger flights were available.” The first airlines offering flight was DELAG airlines in Germany in 1910. The first United States commercial flights were available about five years later. Many airline companies were formed soon after including American Airlines, Trans World Airlines and Delta Airlines. Each of these companies issued airline tickets, which were usually typed with a typewriter. However, sometimes airline tickets at the time were actually handwritten (ibid.).

1.1.7.2 Types of Airline Tickets

Tickets are classified on the basis of three criteria (see, figure 1 page 20). One distinction of the airline tickets is the class of the seat in the flight. Flights can consist of up to four different types of classes namely, first class, business class, premium economy class and economy class. The most expensive is the first class while economy class is the least expensive as the class of the tickets refers, the luxuries also vary. Airline tickets can further be classified on the basis of refundability, i.e., whether or not a ticket is refundable. The tickets which can be refunded are termed as refundable tickets whereas which cannot as nonrefundable.

Besides, these two classification, on the basis of class and refundability, the tickets can also be categorized on the basis of the style- the older style with coupons now referred to as a paper ticket or a manual ticket and the newer and more common ticket usually referred to as an ‘e-ticket (ibid.).

From this discussion, the types of airline tickets can diagrammatically be categorized as follows:

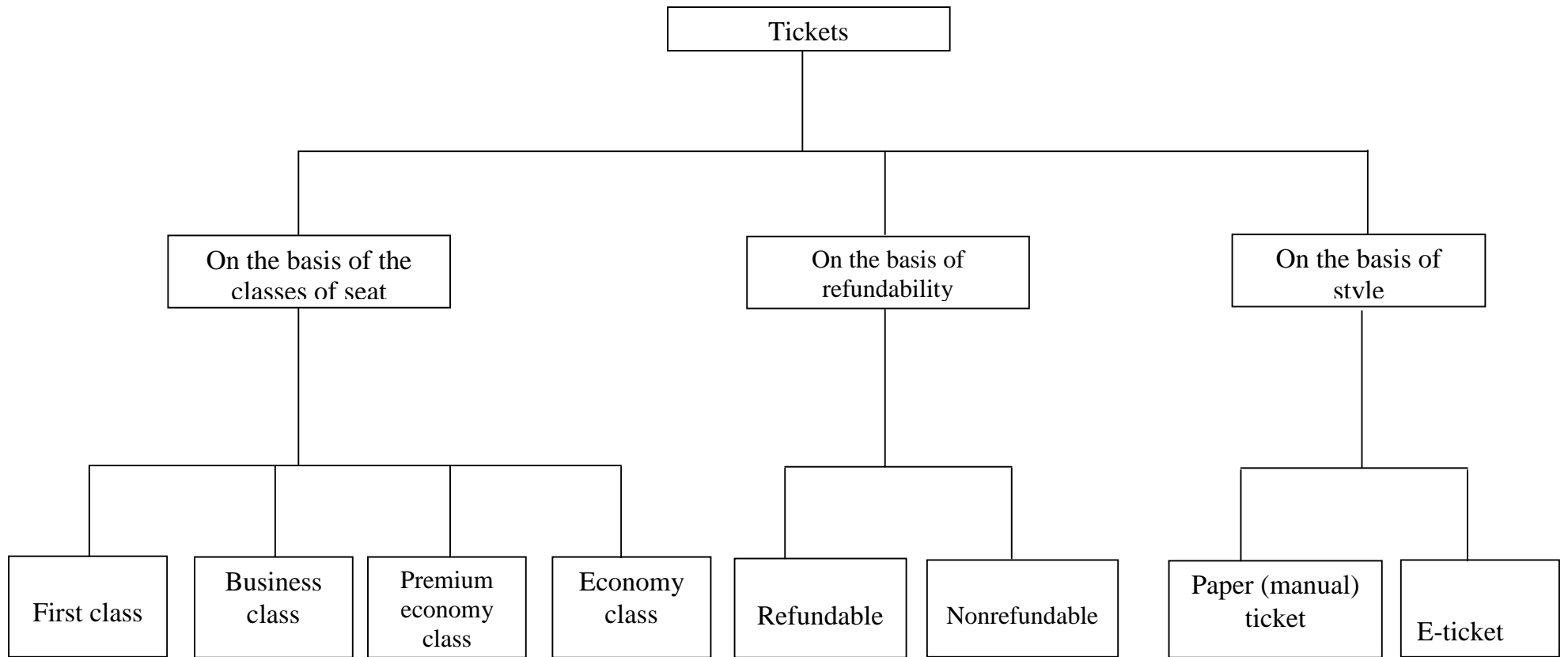


Figure 1: Types of Airline Tickets

Regardless of the types, all tickets contain the details related to flight (see, page 22).

1.1.7.3 Functions of Airline Tickets

The basic function of an airline tickets is to verify that the passenger has the authority to board the flight and has paid her/his fare. Before the internet was widely used, passengers would need to call the airliner or a travel agency to purchase tickets. After booking and paying for their trips, a ticket would be mailed to the passengers but with advancements in recent years, most airlines, travel agencies and travel companies issue electronic tickets. Look up his/her reservation on the computer by his/her name and/or confirmation number.

1.2 Review of the Related Literature

The Department of the English Language Education encourages the students for research work to enhance the habit of finding newer and newer things in the field of language. In this era, as the world is being globalised with media campaign, many researchers have thrown their lights on the study of media language.

In the process of carrying out the research, **Baral (1999)** conducted a research on **Language Used in the Field of Tourism**. He found out that language used in the field is far different from the common language and concluded that there is not any similarity in the use of structure of this field.

Similarly, **Sapkota (2005)** made a research on the title **A study of Language Used in E-mail, Chat and Text Message**. He drew the conclusion that language of E-mail, chat and the text message is not similar to the usual language. He says generally incomplete sentences are used. And also abbreviated forms are used in this type of area of language use.

Regarding the serial of doing research the language use in different fields, **Sharma (2007)** preferred a research entitled **Language used in Economics Journals** concluding such journals have their own structure different from the ordinary language. The technical terms, economic register vocabularies, unfamiliar abbreviations to laymen people, different tables, graphically rich

texts etc were found to have been used that are capable of distinguishing economic journals from others. He also found out in his research that it is very difficult to understand for those people who are unfamiliar with the field economics.

In the same connection, **Poudel (2008)** carried out a research on the title **Language used in Business Texts** concluding the texts in business have their own distinct register that do not match with other. He noticed that the language is highly formal. Further, he also discovered the mismatch of past and non past structures even in a single sentence.

And, **Tiwari (2010)** did a research on **Language used in Prospectuses**. He found out that in individual academic prospectuses, the use of simple sentences was found at the greatest frequency. And, compound and complex sentences were found less than simple sentences. In the case of aspects, simple aspect was frequently used than others. Regarding the use of voice, he found active voice more than passive. He has said the simple language is used in the academic prospectuses.

My research is distinct and different from the researches because my research has different objectives. Likewise, this research has been carried out in the separate field than that of previous researches. Furthermore, it is different in analysis, interpretation and findings.

1.3 Objectives of the Study

The study had aimed to:

- i analyze the register used in air travel.
- ii describe the language used in the airline tickets in terms of types of sentence, aspect, tense and voice.
- iii suggest some pedagogical implications for further teaching learning activities.

1.4 Significance of the Study

This study is a small piece of work - a single drop in the vast ocean of language. It intends to throw some lights on the language used in air travel focusing on register. I hope the findings of the study will more or less be fruitful for the interested people in the language and its wide range of use. The research, so far as I suppose, will equally be beneficial for the upcoming researchers to take off from where I land. Further, the curriculum designers will be benefitted to design curriculum, for language teachers to teach language in the classroom. The linguists can also be benefitted from this research's findings to develop, add and refine theories.

1.5 Definition of the Key Terms

Register: Register is a variety of language used for a particular purpose or in a particular social setting. It is the variety of language according to its use.

Tense: Tense refers to the relationship between form of the verbs and the time of action or state it describe. English has two tense systems; past tense and non-past tense.

Voice: Voice refers to the way in which a language express the relationship between verb and noun phrases which are associated with it. English has two types of active and passive.

Aspect: Aspect refers to the manner in which a verbal form is completed or in progress. Aspect is a grammatical category which deals with how the event described by the verb is viewed, such as whether it is in progress or complete, habitual etc. There are four aspects in English namely simple, progressive, perfective and perfective progressive.

Types of sentence: Sentence type refers to the types of sentence according to its structural point of view. From this view, there are three types of sentences namely simple, compound and complex.

CHAPTER-TWO

METDODOLOGY

This chapter introduces the methodology. Methodology comprises source of data, sampling procedure, tools for data collection, process of data collection and limitations of the study. The research has adopted the following methodology to accomplish objectives of the study.

2.1 Secondary Sources of Data

In order to fulfill the intended objectives, I used only the secondary sources of data. I collected register words from related books and websites (see, appendix D). And the airline tickets issued by 10 different airline companies which were related to English, because they were accessible from Pokhara.

I also consulted other convenient materials in print and electronic media which were directly and/or indirectly related to this study especially the previously carried out research works related to mass media, newspapers, articles, journals, periodical and related information in internet which were related to the study as secondary sources of data. I had consulted related books like Wardhaugh (2002), Lyons (1972), Crystal (2003), Walter (1983), Trudgil(1995), Hudson (1999), Rai (2000), Varshney (1983), Bhandari and Karan (2008), etc.

2.2 Sampling Procedure

I, while collecting register and tickets, applied judgmental sampling which is one of the most useful non-probability sampling designs. It is used when the number of the population is either unknown or cannot be individually identified. I selected those data that can provide the best information to achieve the objectives of this study. For this study, I collected 10 tickets from the different airline companies (see appendices). As this is a small research, I believed that 105 register and 10 tickets would be a baseline to generalize the findings to the language

2.3 Sample Population

All the register and airlines were the total population of the research. But this small research could not cover the whole register and tickets at one time. As I had compulsion to make the population representative, I selected only 105 register and 10 airline tickets because of the constraints of resources and availability.

2.4 Tools for Data Collection

For this study, observation was the tool for data collection. I collected 105 register and 10 tickets from different airlines which were issued by concerning airlines. I compared the meaning of register word with their common meaning. Then, I read and reread the tickets to get the required information for the study.

2.5 Process of Data Collection

The following steps were followed for data collection:

- a I visited 8 websites (see appendices I and II) and related books and noted the register words down.
- b I visited different airline companies and their agents-different travel agencies, the passengers who had previously made journeys and collected the required tickets.
- c I compared the common meaning of register words with the specific meaning.
- d I read and re-read their until I got the required information.
- e Finally, I noted down the data systematically under types of sentence (simple, compound & complex), aspect (simple, progressive perfective & perfective progressive), tense (past and non-past) and voice (active & passive).

2.6 Process of Data Analysis

I read the register words. Then, I consulted the dictionary, report of

International Civil Organization (ICAO) and websites to find out specific meanings. I noted the words in the list of registers which had specific meaning. The word which had only specific meaning they were not compared with any other meaning (see, appendix I). I applied descriptive tool for the analysis of the register. Regarding the analysis of the language of the airline tickets, I tabulated all the raw data. Then, the data were counted, recounted, and again tabulated in accordance with their categories. Next, I used the simple statistical tools to find out percentage, average, frequency of occurrences of each category; then, the brief description of the result of the analysis was given

2.7 Limitations of the Study

This was the first research in this particular field for the specific purpose. Due to the constraints of time and resources, I carried out it taking the following limitations and considerations to make the study precise and systematic.

- a The register was analyzed at word level.
- b Only 105 registers were analyzed.
- c The study was based on only the English language of the tickets any other language of the tickets than English was excluded.
- c The study was restricted to 10 tickets only.
- d The area of the study as pointed by the title was limited to the language used in air travel only.
- d The study of the language of tickets was limited to the analysis of the following categories: types of sentence (simple, compound & complex), aspect (simple, progressive perfective & perfective progressive), tense (past and non-past) and voice (active & passive).

The study was based on the tickets of the following airline companies:

- 1 Agni Air (10)
- 2 Avia Club Nepal (10)
- 3 Guna Airlines (10)
- 4 Nepal Airlines (10)
- 5 Sarangkot Paragliding (10)
- 6 Yeti Airlines (10)
- 7 Qatar Airways (06)
- 8 Gulf Air (08)
- 9 RNAC (08)
- 10 Qatar Airways (10)

CHAPTER-THREE

ANALYSIS AND INTERPRETATION

This chapter deals with the analysis and interpretation part of the research. Here the meaning of register and types of the sentence, aspects, tense and voice in the text of airline tickets have been analyzed using descriptive technique and simple statistical tools. For clarification, it has been tried to justify with necessary tables and diagrams.

3.1 Analysis of Register in Air Travel

In the analysis of registers (at the world level), the words were categorized into 12 groups according to their field(s) of occurrence viz. announcement, boarding, booking, cancellation, confirmation, food catering, landing, reception, transit, weather and others out of total 105 registers found, 76 were nouns, 25 were verbs and 4 were adjectives.

Table 1

Distribution of Register in Air Travel According to Word Class

S.N.	Group	Adjectives	Nouns	Verbs	Total
1	Announcement	0	11	2	13
2	Boarding	0	1	1	2
3	Booking	0	0	1	1
4	Cancellation	0	1	0	1
5	Confirmation	0	1	0	1
6	Food Catering	0	4	0	4
7	Flight	0	0	10	10
8	Landing	0	2	6	8
9	Reception	0	7	0	7
10	Transit	1	1	0	2
11	Weather	0	11	0	11
12	Others	3	37	5	45
Total		4	76	25	105

In table 1, in group 1 announcement, altogether 13 registers were found out of which 11 were nouns and rest others verbs. No adjective was found in this group. Each register had different meaning from word in common. For example:

The word airspeed in sentence ‘As the aircraft becomes lighter, it flies higher in air of lower density to maintain the same airspeed.’ (Source: <http://www.sentence.yourdictionary.com/airspeed>) gives specific meaning.

Once the life ends, it cannot be reacquired.

They are scating on a raft.

Life rafts are located below your seats and emergency landing lead you to close exits and slide.

The first two sentences use life and raft in common but the third one uses life rafts (compounding of life and raft) in specific sense (see, appendix II).

Another example altitude has accordingly different meaning from the common as in the sentence ‘The plane made a dive to a lower altitude’ (see, appendix I).

Group 2 was boarding which contained only two register - one verb and one noun. Each of them has different meaning. For instance:

The common use of the word boarding in the sentence ‘Nowadays the private schools have hiked the boarding fees’ (OALD). The same word is used specifically in the sentence, ‘If you don’t have any bags to check you can get your boarding pass from the automatic checks.’ (Source: <http://www.idiomeanings.com/idioms/boardingpass>) (see, appendix I)

Group 3 booking, contained only one register; book (v). Let’s see its common and specific use in sentence:

Prof. Dr. Govinda Raj Bhattarai has written books in linguistics and literature. Now, the specific use of the word book in the sentence ‘I would like to book a seat in the flight RA at 9:50 from Pokhara to Kathmandu.’ In these two

examples, the same word book is used as noun in common use and verb in registral use (see, appendix I).

Group 4 cancellation had only one register; cancellation. In the sentence:

‘When the weather does not support I will make the cancellation of my flight and will remain at home.’ The word cancellation is used as a noun which has same meaning in air travel and common use (see, appendix I).

Group 5 confirmation contained only 1 register; confirmation. Let’s see its common and specific meaning in the following two sentences:

I am still waiting for confirmation of test result. In this sentence, confirmation is used as a noun in a common sense. In its specific meaning in the sentence:

‘I have confirmation and why to hesitate to board the flight!’ Here also the word confirmation used as noun slightly different from the common meaning (see, appendix I).

Group 6 was named food catering where 4 register were found all of them were nouns. For example, in the sentences:

I am terrifying of flying.

John is a chef in Phoolbari Resort.

The words flying and chef are in common sense. When they are compounded it becomes flying chef as in the sentence:

One of my neighbours serves food in a aircraft. People call him flying chef (see, appendix I).

In group 7 flight, 8 registers were found out of which 2 were nouns and 6 were verbs. Each register differs from the common meaning. For example:

Bees buzzed lazily among the flowers (OALD).

Planes buzzed the crowds in the square (<http://www.thefreedictionary.com>)

He kited a cheque to obtain money from his father's account.

The pilot kited for a long time over the mountains

(<http://www.thefreedictionary.com>)

In these two couple of sentences, the first one gives the common meaning and the second one specific meaning which are entirely different (see, appendix I).

In group 8 landing, 8 registers were found. Out of them 2 were nouns and 6 were verbs. For example:

Don't stand for a long time in landing, go to upstairs.

The plane was almost out of control but the captain made a perfect landing.

In the first sentence, landing gives the common meaning whereas in the second specific meaning.

Another register in this group was undercarriage which was compound word of under and carriage. For example:

Have you looked under the bed? (OALD)

A railway carriage carries a lot of passengers.

The undercarriage in aviation is the structure that supports an aircraft on the ground.

(Source:http://www.dictionary30.com/search.php?cx=3a0535889856&cof=Forid%3a10&ie=utf_8&q=Undercarriage&sa=Search&siteurl=www.dictionary30.com%2Fmeaning%2Fundercarriage) (see, appendix I).

Next register found in this group was the compound form of power and dive.

The aim is to give people more power over their lives.

She dived into the water.

The airplane power dived (<http://www.thefreedictionary.com>)

In these sentences, the two sentences deliver the common meaning whereas the third gives the specific meaning (see, appendix I).

Likewise, group 9 reception, included 7 registers all of them were nouns. For example:

She was carrying a lot of emotional baggage (OALD).

As soon as you arrived at airport go to baggage check in to get your baggage checked.

He claims that he was not given a fair hearing (OALD).

After the aircraft has landed one should go to baggage claim to find his/her.

In the first sentence, baggage is used as common meaning and in second and third sentences, it is used as specific meaning (see, appendix I).

In group 10 transit, 2 register were found - an adjective and a noun. For example:

Many goods are damaged in transit.

I am waiting at Bangkok airport as I am a transit passenger but I have to fly to Heathrow after a few hours.

In the first sentence transit is used as common meaning and in the second sentence it is used as specific meaning (see, appendix I).

Regarding weather - group 11, out of 11 register, all of them were nouns with independent and different meaning. For example:

The visibility of his eyes is lessened because of old age.

The weather was so clean the pilot could see everything perfectly because of the visibility (there were not any dust, fog, and cloud in the sky).

The first sentence uses visibility as common meaning and the second sentence as specific meaning (see, appendix I).

Beside these groups, other 42 registers were found which were listed under the group 'others' where 37 were nouns, 5 were verbs and 3 were adjectives. For example:

We made a short diversion to go and look at the castle (OALD).

Captain, if the weather does not support take a diversion to Kathmandu.

Here, the first sentence gives the common meaning of word diversion and the second specific meaning.

The accident was caused due to pilot.

The captain piloted the plane at the speed of 250mile/hour.

In these two sentences, both of them use pilot as register (see, appendix I).

3.2 Types of Sentences in Airline Tickets

Structurally, in English, there are three types of sentences

-) Simple sentence (CS)
-) Compound sentence (CPS)
-) Complex sentence (CMS)

After the observation of the airline tickets selected, the researcher found that more or less all types of sentences were used in all the airlines' tickets however the number of the sentences was different-somewhere nil also. But, in totally, all the tickets used CPS more frequently than CS and CMS.

Table 2 shows that out of the selected airlines tickets, in average, the use of complex sentence is so high i.e., 61.13%. Similarly, the manual ticket of present Nepal Airlines (10) has used the highest number of compound sentences i.e., 89.47% and Avia Club Nepal has used the highest number of complex sentences, i.e., 80% also it has used simple sentence in the highest frequency among the selected airlines tickets i.e., 20%. Likewise, the e-tickets were found to use less numbers of simple sentences in i.e., 0.21%. The Qatar Airways (06) used less simple sentences than Qatar Airways (10).

Table 2
Types of Sentence Used in Airline Tickets

S.N.	Company	Freq SS	%	Freq CPS	%	Freq CMS	%	Remarks
1	Agni Air	1	4.76	8	38.09	12	57.14	
2	Avia Club Nepal	1	20.0	-	-	4	80.0	
3	Guna Airlines	1	4.76	8	38.09	12	57.14	
4	Nepal Airlines	-	-	17	89.47	2	10.0	
5	Sarangkot Paragliding	-	-	3	42.0	4	57.14	
6	Yeti Airlines	1	4.76	8	38.09	12	57.14	
7	Qatar Airlines (06)	7	20.58	2	5.8	25	73.5	
8	Qatar Airways (10)	3	20	4	26	8	53.34	
9	Gulf Air (06)	7	20.58	2	5.8	25	73.5	
10	RNAC (06)	7	20.58	2	5.8	25	73.5	
	Total/Average	28	13.27	54	25.59	129	61.13	

From the analysis of the table 2 and figure 2 Agni Airlines, Avia Club Nepal, Guna Airlines and Yeti Airlines, Qatar Airways (06), Qatar Airways (10), Gulf Air (06) and RNAC (06) used 1, 1, 1, 1, 7, 3, 7, 7 simple sentences respectively. Whereas Nepal Airlines, Sarangkot Paragliding used no simple sentence.

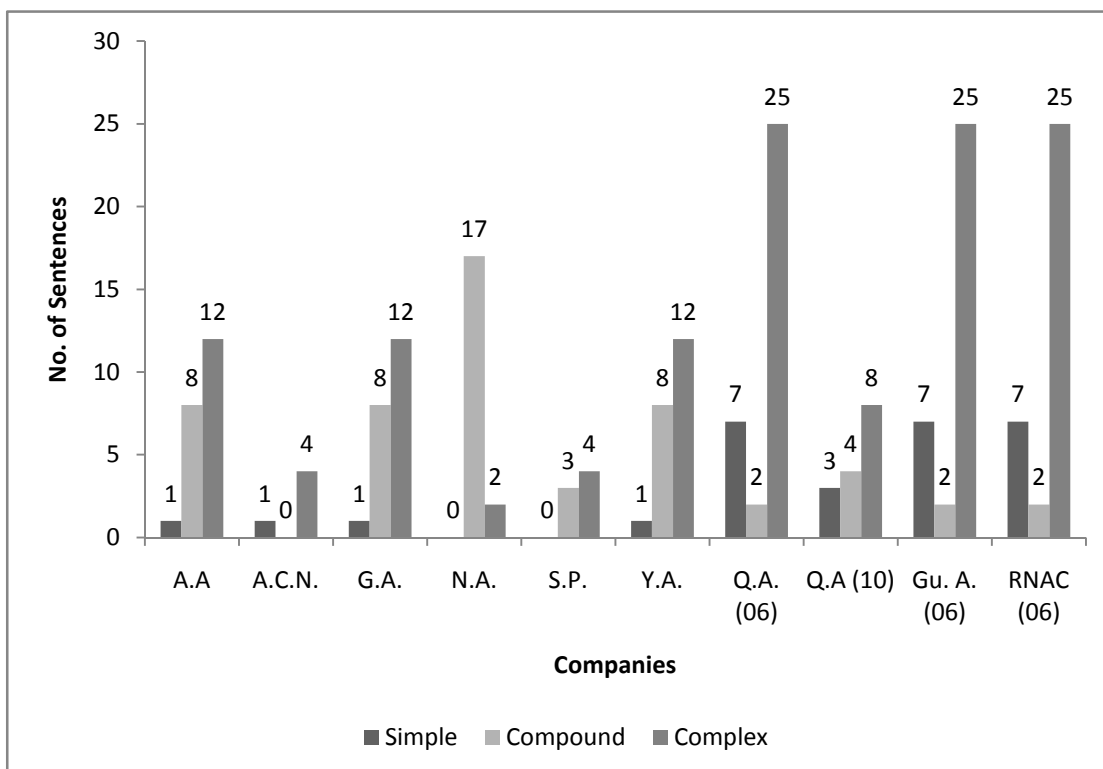


Figure 2
Types of Sentence in Airlines Tickets

3.3 Aspects in the Text of Airline Tickets

Table 3 clearly presents that simple aspect has highly been used in all the selected tickets. It was found that Agni Air, Guna Airlines and Yeti Airlines used the most whereas it they have used perfective aspect least. None of the selected tickets were found to use perfect progressive aspect. Meanwhile, Nepal Airlines, Sarangkot Paragliding and Yeti Airlines did not use progressive aspect. Moreover, Sarangkot Paragliding used only simple aspect. Sarangkot Paragliding used no any other aspects.

Figure 3 shows that, in A. A., 22 sentences of simple aspect were used and same happened in the case of G. A. and Y. A. Likewise, A. A. used three sentences of progressive aspect; in A. C. N. and G. A., 1 sentence each was used whereas N. A. and S. P. used none. Regarding perfect aspect, A. A. 3, A. C. N. 1, G. A. 1 and Y. A. three sentences respectively used. Whereas S. P. used 0. Q. A. (06), Q. A. (10), Gu. A. (06) and RNAC (06) used only simple aspect.

Table 3
Aspect Types Used in Airline Tickets

S.N.	Company	Sim.	%	Pro.	%	Per.	%	Per.	%
								Pro.	
1	Agni Air	22	88	0	0	3	12	0	0
2	Avia Club Nepal	5	71.42	1	14.28	1	14.25	0	0
3	Guna Airlines	22	88	0	0	3	12	0	0
4	Nepal Airlines	26	89.65	0	0	3	10.35	0	0
5	Sarangkot Paragliding	6	100	0	0	0	0	0	0
6	Yeti Airlines	22	88	0	0	3	12	0	0
7	Qatar Airlines (06)	34	100	0	0	0	0	0	0
8	Qatar Airways (10)	13	100	0	0	0	0	0	0
9	Gulf Air (06)	34	100	0	0	0	0	0	0
10	RNAC (06)	34	100	0	0	0	0	0	0
	Total / Average	218	93.96	1	0.43	13	5.60	-	-

Table 3 can also be shown in the following bar diagram.

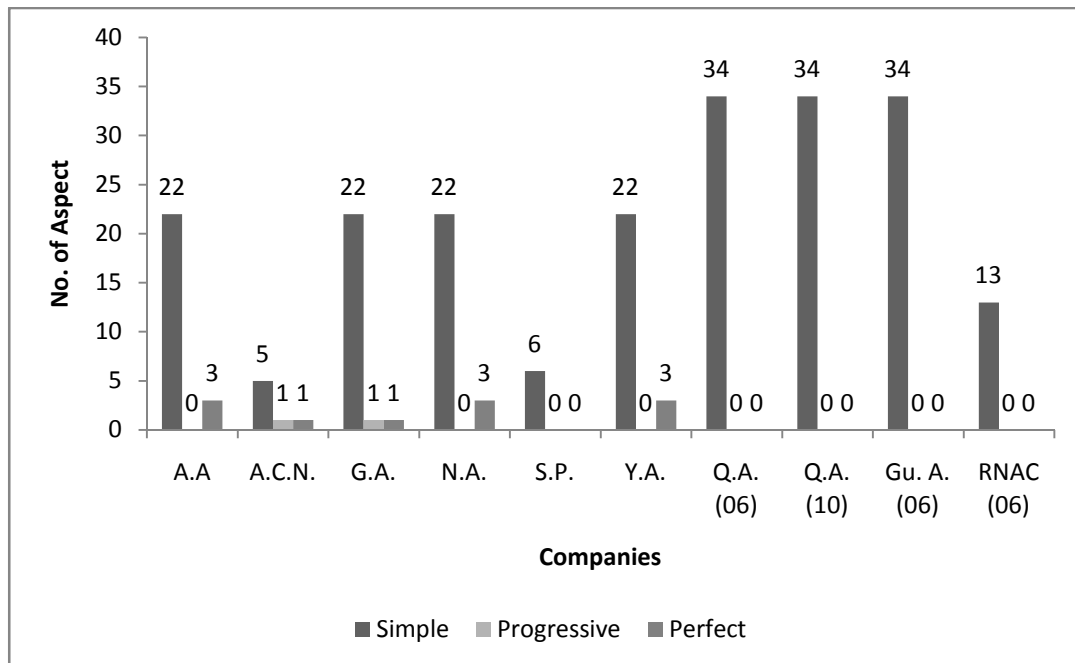


Figure 3
Aspects Used in Airline Tickets

While analyzing the aspects of the airline tickets texts, 218 sentences were found to be in the simple aspect, which comes to be 93.96% while only 0.43% of sentences in progressive aspect were used. While 5.60% sentences in perfective aspect were found to use but perfect progressive aspect was nil (not used at all).

3.4 Tense Used in Airline Tickets

Regarding the analysis of tense in the text of airline tickets, it was found that non-past form of tense was maximally used. The frequency of distribution of tense in the texts of the selected tickets is mentioned below.

Table 4

Tenses used in Airline Tickets

S.N.	Company	Freq. of past	%	Freq. of non-past	%
1	Agni Air	1	4.76	20	95.23
2	Avia Club Nepal	1	20.0	4	80.0
3	Guna Airlines	1	0.21	20	95.23
4	Nepal Airlines	1	5.26	18	94.73
5	Sarangkot Paragliding	1	14.28	6	85.71
6	Yeti Airlines	1	0.21	20	95.23
7	Qatar Airlines (06)	0	0	68	100
8	Qatar Airways (10)	0	0	14	100
9	Gulf Air (06)	0	0	68	100
10	RNAC (06)	0	0	68	100
	Total / Average	6	1.96	306	98.07

In table 4, it is seen that non-past tense has the higher frequency than that of past, non-past is used in 98.07% whereas past 1.96% in average. The frequency of past and non-past sentences is given also in figure 4.

From the ten selected airline tickets, 312 sentences were studied. Out of them 306 sentences were in non-past form which comes to be 98.07% whereas only 6 sentences were in past form, i.e., 1.96%. This outcome of the analysis proves that the airline tickets use non-past form.

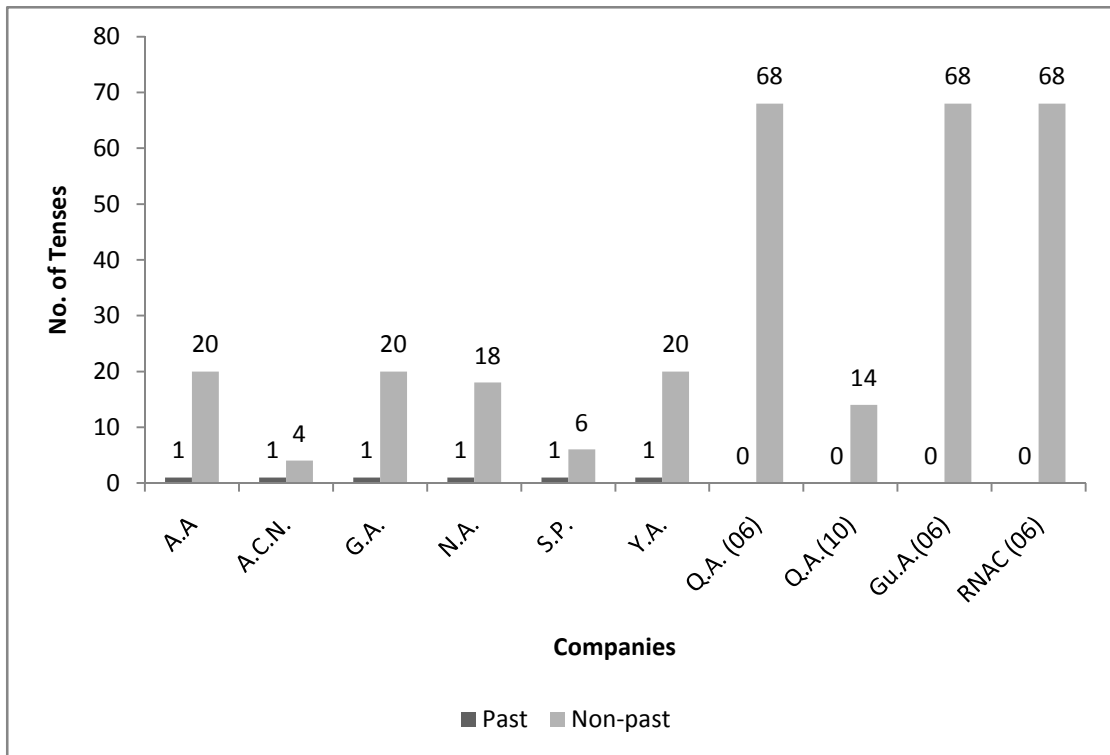


Figure 4
Tense Used in Airlines Tickets

3.5 Voice Used in Airline Tickets

In the analysis of voice, the criteria for distinction of the voice were: the sentence in which the subject of a clause is most often the agent or doer of some actions and verb form is thought to be of active voice while the sentence in which the subject is affected by the action of the verb and form of the verb is treated to be passive voice.

After the careful study and observation of the text of the selected tickets, the frequency of occurrences of the voice was found which is presented in table 4. Table 5 shows that passive voice is excessively used in the text of the airline tickets whereas active voice is less used than passive voice. Active voice is used only 55.45%. Whereas passive voice was used 44.55%. The average status of voice is presented in figure 5.

Table 5

Voices Used in Airline Tickets

S.N.	Company	Freq. of Active	%	Freq. of Passive	%
1	Agni Air	7	33.34	14	66.66
2	Avia Club Nepal	3	60.0	2	40.0
3	Guna Airlines	7	33.33	14	66.67
4	Nepal Airlines	9	47.36	10	52.63
5	Sarangkot Paragliding	4	57.14	3	42.85
6	Yeti Airlines	7	33.33	14	66.67
7	Qatar Airlines (06)	26	65	14	35
8	Qatar Airways (10)	12	80	3	20
9	Gulf Air (06)	26	65	14	35
10	RNAC (06)	26	65	14	35
	Total / Average	127	55.45	102	44.55

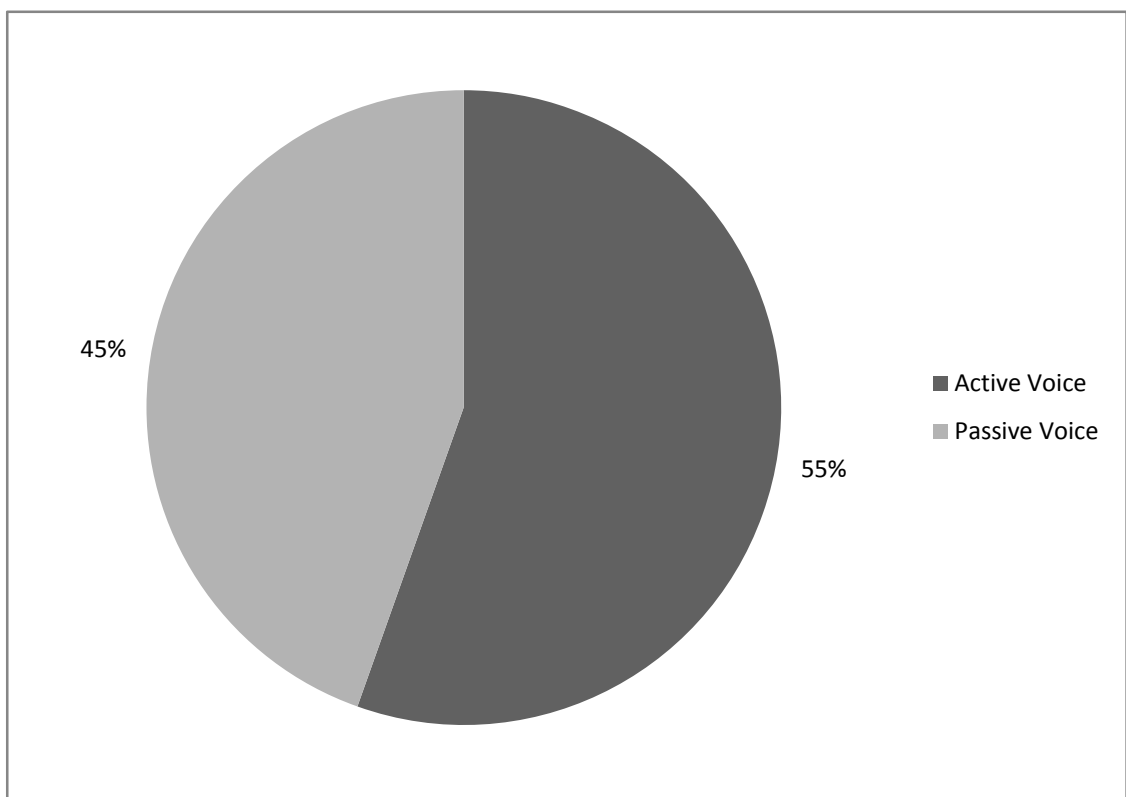


Figure 5

Average Status of Voice Used in Airline Tickets

3.6 Analysis of the Sentences in Air Travel

After the thorough analysis of types of sentences, aspect, tense and voice of individual tickets in the bygone sections, the overall analysis of language of the airline tickets is here presented (see, appendix III).

Out of the total sentences, 28 were simple sentences, 54 were compound sentences and 129 were complex sentences which in percentage 11.60, 28.91 and 58.28 respectively. From this, we can conclude that airline tickets use complex sentences in the greatest frequency. In turn, compound sentences occupy the second position and simple sentences third.

Out of 232 aspects analyzed, 218 were simple aspect, 1 progressive aspect, 13 perfective aspect were found in use which in percentage, comes to be; 82.50, 14.28 and 4.86 respectively. The interesting fact is that the perfective progressive aspect was not in use at all.

Concerning the use of tense, 306 sentences of non-past tense were found in use while 6 sentences of past tense, i.e., 94.63% and 5.38% respectively.

Likewise, in the case of voice, 127 sentences were in active voice and 102 in passive i.e., 55.45% and 44.54% respectively.

The sentences used in air travel have specific meaning with specific words. In the absence of the certain words in those sentences they remain meaningless in air travel. For example, ...welcome onboard flight 4B7 with service from Hong Kong to San Francisco; this is the final boarding call for passenger Erin and Fred Collins booked on flight 372A to Kansas city. In these sentences, 'onboard' and 'boarding call' are registers which give the specific meaning and make the meaning of the sentence specific (field based). That is how the language of is specific and different from common meaning.

CHAPTER-FOUR

FINDINGS AND RECOMMENDATIONS

The main objectives of this research were to analyze register used in air travel and to describe the language used in the tickets of airlines in terms of types of sentence, aspects, tense, voice and register words. On the next fold, since this research was carried out with limited resources and materials, the findings of this research can vary from context to context. The research was limited to the language used in writing the necessary essentials of the airline tickets.

In order to find out the fact and exact figure I collected register words. They were compared with their common and specific meaning and the collected tickets were deeply analyzed. I collected all the necessary data under different categories and sub-categories being based on the objectives of the research. Those data were presented in accordance with their categories by using descriptive and simple statistical tools like average, percentage and data display diagrams, tables and charts for analysis and interpretation.

4.1 Findings

The findings of this research based on the analysis and the interpretation of the data is synopsized below:

- 1 In the analysis of the register, it was found that the words used in air travel are different from the words used in general language. The same word also meant different from its common meaning when it was used in this field and the words do not match in other realms (see, appendix I).
- 2 Regarding the use of types of sentence in each airline ticket, the use of the complex sentences (CMS) was found at the highest frequency of occurrence. Considering the average of the airline tickets, more than half of the sentences were complex sentences. Likewise, the use of compound sentences and simple sentences was relatively less, i.e., 28.91% and 11.60% in average respectively. So, in light of this outcome

of the analysis, it can be concluded that complex sentences are mostly used in airline tickets.

- 3 In the use of aspects in airline tickets, I came to the finding that simple aspect was used at the greatest frequency of occurrence. Its average percentage of frequency was 82.50%. Relatively, in less frequency progressive aspect was found of which average is 14.28% and perfective aspect was used at the least frequency of occurrence i.e., 4.86 %. I found only one sentence used in progressive aspect. But interestingly, the use of perfective progressive aspect was found nil-none of the airline tickets was found using this aspect.
- 4 While analyzing the use of tense in the airline tickets, the conclusion is that non-past tense was found maximally used. Out of 312 tenses, 306 sentences were found in non-past and only 6 were found in past; in average that comes to be 94.63% and 5.38% respectively.
- 5 Similarly, in regard of the voice in airline tickets, the findings of this research is that active voice was used at the higher frequency than that of passive voice. In percentage, in average occurrence of active voice is 55.45% and passive voice 44.54%.
- 6 In a nut shell, I found that the language of airline tickets was simple, straight forward and contained register word of which meaning is different from the common meaning.

4.2 Recommendations and Pedagogical Implications

On the basis of the findings of the study, some recommendations have been given as follows:

- 1 The findings of the research in terms of register will be of importance for those who are involved in teaching learning process of mass media and linguistics.
- 2 The curriculum designers should include sufficient topics and exercises of registers used in air travel, aspects, tense, voice and types of sentence so that the learners would be acquainted with the terms used in air travel and the aspects, tense, voice and types of sentence.

- 3 This research was limited only to the certain register and airline tickets. So, it cannot be claimed that the findings of this research are applicable elsewhere; researchers can carry out this type of researches including more sample.
- 4 This research was limited to only intra-language study. As the bilingual tickets are also available, the forthcoming researchers can carry out the researches on comparison of the two languages too.

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APPENDIX-I

The register used in aviation are listed below and categorized them into other sub headings. The words in bold letter represent the sub headings. The words which have both common and specific meaning have been presented with both of the meanings. But the words having only specific meaning have been presented with specific meaning only. (SM) stands for specific meaning and (CM) for common meaning.

1 Announcement

- a Airspeed (n) the speed of an aircraft relative to the air through which it is moving (SM).
 - b Altitude (n) the height above sea level (SM).
 - c Captain (n) the person in charge of a ship or commercial aircraft (SM).
 - d Cruise (n) a journey by sea, visiting different places, especially as a holiday (CM).
 - e Cruise (v) to travel in a plane (SM).
 - f Fasten (v) to tighten the seatbelts of a seat in an aircraft by the passenger (SM).
 - g Flight (n) an aeroplane scheduled to fly a certain route at a certain time (SM)
 - h Inflight movie (n) a services of moving pictures with sound shown to the passengers during the journey in an aircraft (SM).
- Life (n) ability to breathe, grow, reproduce etc. which people, animals, plants have before they die (CM).
- Raft (n) a flat structure made pieces of wood tied together and used as a boat or flat platform.
- i Life raft (n) an open rubber boat filled with air, used for rescuing people from sinking ships or planes (SM).

- j Overhead Compartment (n) one of the separate sections above seat of a plane in which safety materials are kept (SM).
- k Oxygen mask (n) a device placed over the nose and mouth through which a person can breathe oxygen, for example, in an aircraft, hospital (SM).
- l Tailwind (n) a wind that blows from behind a moving vehicle, a runner/aeroplane (SM).
- m Takeoff (n) to leave the ground and begin to fly (SM).

2 Boarding

Board (n) a long thin piece of strong hard material, specially wood, used (CM).

- a Board (v) to get on or enter an aeroplane (SM).

Boarding (n) the arrangement by which school students live at their school, going home during holidays.

Pass (v) to move past or to the other side of somebody something (CM).

- b Boarding pass (n) special ticket showing that a passenger has checked in and may board a plane (SM).

3 Booking

Book (n) a set of printed pages that are fastened inside a cover so that you can turn them and read them (CM).

Book (v) to arrange, somebody to have a seat in a plane, etc. (SM).

4 Cancellation

Cancellation (n) a decision to stop to board a flight (SM).

5 Confirmation

Confirmation (n) a statement that a passenger has right to board a flight (SM).

6 Food Catering

- a Cuisine (n) a style of cooking: Italian cruising (SM).

- b Flying chef (n) a professional cook to provide service during the flight (SM).
- c Food gourmet (n) a person who knows a lot about good food and wines who enjoys choosing eating and drinking (SM).
source: <http://en.m.wikipedia.org/wiki/airline-meal>, retrieved on, August 10, 2011.
- d Kosher (n) food prepared according to the rules of Jewish law (SM).

7 Flight

Buzz (v) to make a continuous low sound (CM, OALD)

- a Buzz (v) to fly very close to somebody /something (SM)
(source: <http://www.thefreedictionary.com>)

Cruise (n) a journey by sea, visiting different places, especially as a holiday (CM).

- b Cruise (v) to travel at a moderate speed (SM)
(source: <http://www.thefreedictionary.com>)

Fly (v) to travel in an aeroplane (CM)

Blind (adj) not able to see (CM)

- c Fly blind (v) to fly an aeroplane solely by relying on instruments (SM)
(source: <http://www.thefreedictionary.com>)

Fly (v) to travel in a plane (CM).

Contact (n) the act of communicating with somebody, specially regularly (CM)

- d Fly contact (v) to fly a plane by using visible landmarks or points of reference (SM)

(source: <http://www.thefreedictionary.com>)

Kite (v) to use an illegal cheque to obtain money or dishonestly change the amount written on a cheque (CM)

- g Kite (v) to soar a flight like a kite (SM)
(source: <http://www.thefreedictionary.com>)

Fly (v) to travel in a plane (CM).

Over (adj) downwards and away from vertical position (CM).

h Overfly (v) Pass (SM)

(source: <http://www.thefreedictionary.com>)

i Red – eye(v) to travel on an overnight (SM)

(source: <http://www.thefreedictionary.com>)

Solo (adj) done by a person alone, without anyone helping them (CM)

j Solo (v) to fly a plane alone, without a co-pilot or passengers(SM)

(source: <http://www.thefreedictionary.com>)

Stooge (n) a person who is used by somebody to do things that that are unpleasant or dishonest (CM)

k Stooze (v) to cruise in slow or routine flights(SM)

(source: <http://www.thefreedictionary.com>)

8 Landing

Belly (n) the part of the body below the chest (stomach (CM)

Land (v) to come down through the air onto the ground or another surface(CM)

a Belly land (v) to land on the underside without the landing gear (SM)

(source: <http://www.thefreedictionary.com>)

Crash (n) an accident in which a vehicle hits something (CM)

Dive (v) to jump into water with your head and arms in front of you (CM)

b Crash dive (v)to descend steeply and rapidly (SM)

(source: <http://www.thefreedictionary.com>)

Crash (n) an accident in which a vehicle hits something (CM)

Land (v) to come down through the air onto the ground or another surface(CM)

c Crash land (v) to make an emergency landing (SM)

(source: <http://www.thefreedictionary.com>)

Ditch (n) a long channel dug at the side a field or road, to hold or take away water (CM)

Ditch (v) to get rid of something/somebody because you no longer want or need it (CM)

d Ditch (v) to make an emergency landing on water (SM)

(source: <http://www.thefreedictionary.com>)

Landing (n) the area at the top of a stairs where you arrive before you go into an upstairs room or move onto another set of stairs (CM).

e Landing (n) act of bringing an aircraft down to the ground after a journey (SM).

(source: <http://www.thefreedictionary.com>)

Nose (n) the part of the face that sticks out above (CM).

Dive (v) to jump into water with your head and arms in front of you (CM)

f Nose dive(v) to plunge the nose first, to drop with the nose or front of an aircraft (SM)

(source: <http://www.thefreedictionary.com>)

Dive (v) to jump into water with your head and arms in front of you (CM)

Power (n) the ability to control people or things (CM)

g Power dive (v) to make a power dive (SM)

(source: <http://www.thefreedictionary.com>)

h Under carriage (n) the part of an aircraft including the wheels, that supports it when it is landing and taking off (SM)

(source: <http://www.thefreedictionary.com>)

9 Reception

a Baggage (n) belongings of passengers while travelling in a plane (SM).

b Baggage check in (n) a place where the baggage of a passenger is checked manually or with x-ray (SM).

Security (n) the activities involved in protecting a country, building or person against attack, danger, etc (CM).

Check (n) to examine something to see if it is correct (CM).

Baggage (n) the beliefs and attitudes that somebody has as a result of their past experiences (CM).

Claim (v) to say that something is true although it has not been proved and other people may not believe it (CM).

- c Baggage claim (n) place where passengers go to find their luggage at the end of the flight (SM).
 - d Check in (v) to register for a flight, checking of tickets, passports, luggage, etc (SM).
 - e Departure (n) the act of leaving a place (SM).
- Board (n) a long thin piece of string hard material, specially wood (CM)
- f Departures board (n) a large display in the airport showing times, destinations etc. of departing flight (SM).
 - g Security check in (n) a place in the airport where the passengers' bodies are checked (SM).

10 Transit

Stop (v) to no longer move (CM).

Over (adj) downwards and away from vertical position (CM).

Stop over (n) a short stay somewhere between two parts of a journey (CM)

- a Stopover (n) a break on an international flight (SM). (n) the process of being moved or carried from one place to another (CM).
- b Transit (adj) a transit passenger is one stopping at an airport that is not in destination (SM).

(Source: http://www.englishclub.com/vocabulary/20_air_travel, retrieved on, August 11, 2011).

11 Weather

- a CAVOK cloud and visibility OK (SM).
- b Cumulonimbus (n) a high mass of thick cloud with a flat base, often seen during thunderstorms (SM).
- c Dust storm (n) a storm that carries clouds of dust in the wind over a wide area (SM).
- d Haze (n) air that is difficult to see through because it contains very small drops of water (SM).

Icing (n) a sweet mixture of sugar and water, milk, butter or egg white

that is used to cover and decorate cakes (CM).

e Icing (n) collecting ice onto the wings of a plane due to some cold as the plane flies in high altitude (SM).

f Nimbostratus (n) a thick grey layer of low cloud from which rain or snow often falls (SM).

g Point of no return (n) a point place in the sky from where a plane can neither reach to the destination nor can return back to the departed airport (SM).

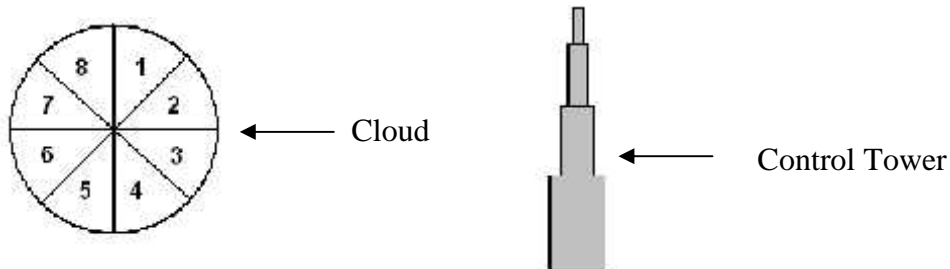
h Speci. (n) special metrological report (SM).

i Strato cumulus (n) a type of cloud which forms a thick grey layer low down in the sky (SM).

Tempo (n) the speed or rhythm of a piece of music (CM).

j Tempo (n) temporary forecast about something in the flight (SM).

k Visibility (n) something that can easily be noticed/seen because of the good weather (SM).



Adapted from, DOC 4444, International Civil Aviation Organization (ICAO) 2010.

In this picture, 1 to 8 are the parts of the cloud divided from the control tower.

When only $\frac{2}{8}$ portion of the sky is covered with cloud, that is called few

invisibility. Similarly, when $\frac{4}{8}$ portion of the sky is covered with cloud, it is

called scattered invisibility. Likewise, when $\frac{7}{8}$ portion of the sky is covered

with cloud, this is called the broken invisibility. And when the whole portion of the sky is covered with cloud, it is called overcast or octa.

(DOC 4444, 2010, International Civil Aviation Organization (ICAO))

12 Others

a Aerodrome (n) a small airport (SM).

Air (n) the mixture of gases that surrounds the earth and that we breathe (CM).

Port (n) a place where ships load and unload goods (CM).

b Airport (n) a place where planes take off and land that has buildings for passenger to wait in (SM).

Air (n) the mixture of gases that surrounds the earth and that we breathe (CM).

Craft (n) an activity involving a special skill at making things with hands (CM).

e Aircraft (n) any vehicle that can fly and carry goods and passenger (SM).

Air (n) the mixture of gases that surrounds the earth and that we breathe (CM).

Freight (n) goods that are transported by ships, planes, train, lorries/trucks (CM).

f Airfreight (n) goods that are transported by an aircraft (SM).

g Airhostess (n) a female flight attendant (SM).

h Air lane (n) a route regularly used by an aircraft (SM).

Air (n) the mixture of gases that surrounds the earth and that we breathe (CM).

Travel (v) to go from one place to another

i Air travel (n) travel via aircraft (SM).

i Aisle (n) corridor in an aeroplane between the seats (SM).

article (n) a piece of writing about a particular subject in a newspaper or magazine (CM).

c Articles (n) goods of passengers during flight (SM).

j Attendant (n) a person whose job is to serve or help passenger in a flight (SM).

k Aviation (n) the designing, building and flying of aircraft (SM)

d Black box (n) a small machine in a plane that records all the details of each flight, and is useful for finding out the cause of an accident (SM).

l Cabin (n) one of the areas for passengers to sit in a plane (SM).

m Communication failure (n) the disconnection between the control room and the pilots (SM).

Control (n) the power to make decision about how a country, or area, an organization, etc. is run (CM).

Zone (n) an area or origin with a particular feature or use (CM).

n Control zone (n) a controlled airspace extending upwards for the surface of the earth to a specified upper limit (SM).

o Crew (n) all the people working in a plane (SM).

Crew (n) all the people working a in a plane (CM).

Rest (n) the remaining part of something (CM).

p Crew rest (n) an area of the plane that is reserved rest area for the flight attendants and crew members during takeoff and landing on which passengers are not allowed to sit (SM).

Diversion (n) the act of changing the direction that the direction that somebody/something is following (CM).

q Diversion (n) returning a plane back before reaching to the destination (SM)

r Duty free (adj) of products: cigarettes, perfumes, etc not taxable except from customs taxes (SM).

Excess (adj) more than is necessary (CM).

Baggage (n) belonging of passenger while travelling in a plane (CM).

s Excess baggage (n) luggage that is more than the permitted or allowed weight (SM).

Gate (n) a barrier like a door that is used to close an opening in a fence or a wall outside a building (CM).

t Gate (n) the point in an airport at which a particular flight arrives and departs (SM).

u Hand luggage (n) light bags, brief cases etc. that may be carried on board by passengers (SM).

v Indemnity (v) to promise to pay passengers an amount of money if the passengers suffer and damage or loss during the flight (SM).

Jet (n) a plane driven by jet planes (CM).

Way (n) a method, style or manner of doing something (CM).

- w Jetway (n) the bridge from an airport gate to an aircraft (SM).
- Leg (n) one of the long parts that connect the feet to the body (CM).
- Room (n) a part of a building that it has its own walls, floor and ceiling and is usually used for a particular purpose (CM).
- x Legroom (n) the space available for legs while sitting in a plane (SM).
- y Long haul flight (n) journey typically made by wide body aircraft that involves long distances, typically beyond six and a hours in length (SM). (source: http://en.m.wikipedia.org/wiki/long_haule retrieved on, August 10, 2011).
- z Medium haul flight (n) flight between 3 to 6 hours (SM). (source: http://en.m.wikipedia.org/wiki/medium_haule retrieved on, August 10, 2011).
- aa Montreal convention (n) Convention for the Unification of Certain Rules for International Carriage by Air (SM). (source: http://en.m.wikipedia.org/wiki/montreal_convention, retrieved on, August 11, 2011).
- Mountain (n) a very high hill, often with rocks near the top (CM).
- View (n) a personal opinion about something (CM).
- ab Mountain view (n) flight made near the mountain to show the passenger the mountains/places (SM).
- Nose (n) the part of the face that sticks out above (CM).
- ac Nose (n) the front most part of the plane (SM).
- Open (adj) allowing people or things to go through (CM).
- Sky (n) the space above the earth that you can see when you look up, where clouds and the sun, moon and stars appear (CM).
- ad Open skies (n) an aviation treaty between countries that promotes free and open competition (SM).
- Peel (v) to take the skin off fruit vegetables (CM).
- ae Peel off (v) to live a group of vehicles, aircraft, etc. and turn to one side (SM). (source: <http://www.thefreedictionary.com>)
- af Pilot (n) a person who operates the controls of an aircraft (SM).

- ag Pilot (v) to fly an aircraft (SM).
- Red (adj) having the colour of blood or fire (CM).
- Coat (n) a piece of outdoor clothing that is worn over other clothes to keep warm and dry (CM).
- ah Red coats (n) Delta's (i.e., air Delta in Germany) elite airport customer service, experts, identifiable their bright red coats (SM).
- ai Rudder (n) a piece of wood or metal at the back of an aircraft that is used for controlling its direction (SM).
- aj Short haul flight (n) flight no longer than 500 miles (800 km); 1-5 hours in length (SM). (source: http://en.m.wikipedia.org/wiki/short_haule retrieved on, August 10, 2011).
- Spoke (n) one of the thin bars or long straight pieces of metal that connects the centre of wheel to its outer edge (CM).
- ak Spoke (n) a city with non-stop flights to an airlines hub airport (SM). (Source: <http://www.news.delta.com.index.php?=18&item=114>, retrieved on, August 10, 2011).
- Stall (n) a table or small shop with an open front that people sell things from, especially at a market (CM, OALD).
- Stall (n) a situation in which an aircraft loses speed and goes steeply downwards (CM).
- al Stall (v) to experience a stall in flight (SM). (source: <http://www.thefreedictionary.com>)
- Test (n) an examination of somebody's knowledge or ability, consisting of questions for them to answer or activities for them to perform (CM, OALD).
- Fly (v) to travel in an aeroplane (CM)
- am Test fly (v) to test a plane (SM).
- an Turbulence (n) moving or shaking of plane during flight because of wind (SM).

- ao Two way communication (n) exchange of the message about weather, status of the airport and something other related to flight between the pilots and the control tower (SM).
- ap Warsaw convention (n) the convention for the unification of certain rules relating to international carriage by air signed at Warsaw on 12th Oct 1929 (SM). (see, appendix VIII)

APPENDIX II

Attention please. Attention please. Will United Airlines passenger William James on flight 287 to Miami please report to United Airlines ticket counter? Passenger William James please report to the United Airlines ticket counter. Thank you (Walter 1983, p. 79).

Pre Boarding Announcement

Good afternoon passengers. This is pre boarding announcement for flight 89B to Rome. We are now inviting those passengers with small children, and any passengers requiring special assistance, to begin boarding at this time. Please have your boarding pass and identification ready. Regular boarding will begin in approximately ten minutes time. Thank you.

Final Boarding Announcement.

This is the final boarding call for passengers Erin and Fred Collins booked on flight 372A to Kansas City. Please proceed gate 3 immediately. The final checks are being completed and the captain will order for the doors of the aircraft to close in approximately five minutes time. I repeat. This is the final boarding call for Erin and Fred Collins. Thank you.

Pre flight Announcement

Ladies and gentlemen, welcome onboard Flight 4B7 with service from Hong Kong to San Francisco. We are currently third in line for takeoff and are expected to be in the air in approximately seven minutes time. We ask you please fasten your seatbelts at this time and secure all baggage underneath your seat or in the overhead compartments. We also ask that your seats and table trays are in upright position for takeoff. Please turn off all personal devices, including laptops and cell phones. Smoking is prohibited for the duration of the flight. Thank you for choosing Mountain Airlines. Enjoy your flight. Thank you.

Captain's Announcement

Good afternoon passengers. This is your captain speaking First I'd like to welcome everyone to Rightwing Flight 86A. We are currently cruising at an altitude of 33000 feet at an airspeed of 400 miles per hour. The time is 12:15pm. The weather looks good and with the tailwind on our side we are expecting to land in London approximately fifteen minutes ahead of schedule. The weather in London is clear and sunny, with a high of 25 degrees for this afternoon. If the weather cooperates we should get a great view of the city as we descend. the cabin crew will be coming around in about twenty minutes time to offer you light snack and beverage, and the inflight movie will begin shortly after that. I'll talk to you again before we reach our destination. Until then, sit back, relax and enjoy the rest of the flight

Safety Briefing

Ladies and gentlemen, on behalf of the crew, I ask that you please direct your attention to the monitors above as we review the emergency procedures. There are six emergency exits on this aircraft. Take a minute to locate the exit closest to you. Note that the nearest exit may be behind you. Count the number of rows to this exit. Should the cabin experience sudden pressure loss, stay calm and listen for instructions from the cabin crew. Oxygen masks will drop down from above your seat. Place the mask over your mouth and nose like this. Pull the strap to tighten it. If you are traveling with children, make sure that your own mask is on first before helping your children. In the unlikely event of an emergency landing and evacuation, leave your carry-on items behind. Life rafts are located below your seats and emergency landing will lead you to your close exits and slide. We ask that you make sure that all carry-on luggage is stowed away safely during the flight. While we wait for takeoff, please take a moment to review the safety data card in the seat pocket in front of you.

(Source:www.englishclub.com/english-for-work/airline_announcement.htm, retrieved, August 6,2011).

APPENDIX III

Overall Analysis of Language Used in Airline Tickets

S.N.	Company's Name	Types of sentence				Aspects					Tense			Voice		
		SS	CPS	CMS	Total	Sim.	Pro.	Per.	Per. Pro.	Total	Past	Non - past	Total	Act.	Pas.	Total
1	Agni Air	1 4.76%	8 38.09%	12 57.14%	21 100%	22 88%	-	3 12%	-	25 100%	1 4.76%	20 95.23%	21 100%	7 33.34%	14 66.66%	21 100%
2	Avia Club Nepal	1 20%	-	4 80%	5 100%	5 71.42%	1 14.28%	1 14.28%	-	7 100%	1 20%	4 80.0%	5 100%	3 60.0%	2 40.0%	5 100%
3	Guna Airlines	1 4.76%	8 38.09%	12 57.14%	21 100%	22 88.0%	-	3 12.0%	-	25 100%	1 4.76%	20 95.23%	21 100%	7 33.33%	14 66.67%	21 100%
4	Nepal Airlines	-	17 89.47%	2 10%	19 100%	26 89.65%	-	3 10.35%	-	29 100%	1 5.26%	18 94.73%	19 100%	9 47.36%	10 52.63%	19 100%
5	Sarangkot Paragliding	-	3 42.0%	4 57.14%	7 100%	6 100%	-	-	-	-	1 14.28%	6 85.71%	7 100%	4 57.14%	3 42.85%	7 100%
6	Yeti Airlines	1 4.76%	8 38.09%	12 57.14%	21 100%	22 88.0%	-	3 12.0%	-	25 100%	1 4.76%	20 95.23%	21 100%	7 33.33%	14 66.67%	21 100%
7	Qatar Airlines (06)	7 20.58%	2 5.8%	25 73.5%	34 100%	34 100%	-	-	-	34 100%	-	68 100%	68 100%	26 65%	14 35%	40 100%
8	Qatar Airways (10)	3 20%	4 26%	8 53.54%	15 100%	13 100%	-	-	-	13 100%	-	14 100%	14 100%	12 80%	3 20%	15 100%
9	Gulf Air (06)	7 20.58%	2 5.8%	25 73.5%	34 100%	34 100%	-	-	-	34 100%	-	68 100%	68 100%	26 65%	14 35%	40 100%
10	RNAC (06)	7 20.58%	2 5.8%	25 73.5%	34 100%	34 100%	-	-	-	34 100%	-	68 100%	68 100%	26 65%	14 35%	40 100%
	Total / Average	28 11.60%	54 28.91%	129 58.28%	211	218 82.50%	1 14.28%	13 4.86%	-	232	6 5.38%	306 94.63%	312	127 55.45%	102 44.54%	229

APPENDIX IV

http://reservation.ath.cx/agmair/v2agent037/eticket_individual.jsp



Airport Time

One and half hour before flight time

THIS **ELECTRONIC TICKET** IS NOT TRANSFERABLE AND MUST BE PRESENTED AT CHECK-IN. AT CHECK-IN PLEASE PRESENT ID CARD AND ALL NECESSARY TRAVEL DOCUMENTS.

BOOKING REF [PNR NO]

JYVT7Z

TICKET NUMBER:

4300 0003061

NAME:

GABRIELE / SOEHLING MS

PASSENGER TYPE:

ADULT [FOR]

ISSUED ON :

**ESSENC TOURS AND TRAVEL -PKR-E
08-APR-2011 15:19 [ESSENC]**

CR	FLT	DATE	DEP	FROM	TO	STATUS	CLASS
AG	704	17-APR-2011	11:40	PKR	KTM HK	Y	
US\$	FARE	86	TAX	7	TOTAL	93	

TERMS AND CONDITIONS: 1. This passenger Ticket and Baggage Check is issued by Agni Air Pvt.Ltd, herein after referred to as the "Carrier", and accepted by the passenger who hereby agrees to the conditions set forth herein.
2. Passengers and their baggage(registered and personal articles) are accepted for carriage upon condition that:
3. The carrier shall be liable for damage to passengers or their baggage only when such damage takes place on board the aircraft or in the course of embarking on or disembarking from the aircraft and such damage is proved to have been caused by the negligence of the carrier; any contributory negligence of the passenger shall be subject to the applicable law. 4. For death, wounding or bodily injury of passenger liabilities shall be limited to the maximum amount equivalent to US\$20,000 in local currency, or for loss of or damage to:
a. Registered baggage shall be limited to amount equivalent to US\$20 per KG, in local currency.
b. Personal articles retained by the passenger shall be limited to the maximum amount equivalent to US\$ 400 in local currency.
5. Subject to condition 2 above and unless the applicable law otherwise requires, the Carrier shall be under no liability of passengers or for their baggage and personal articles and passengers' remuneration for themselves their representatives and dependents all claims for compensation for injury (fatal or otherwise) loss, damage or delay howsoever caused whether directly or indirectly to the passengers or their baggage or to persons who, but for this condition, might have been entitled to claim and whether caused or occasioned by the act, neglect or default of Carrier and otherwise howsoever and the passengers for themselves and their state will indemnify the Carrier against such claim.
6. The limitation of and exclusion from liability of Carrier referred to in condition 2 and 3 respectively shall apply to and be for the benefit of agents, servants and representatives of the Carrier and any person whose aircraft is used by Carrier for carriage and its respective agents, servants and representatives.
7. Registered baggage will be delivered to bearer of the baggage check in case of damage to or loss of baggage complaint must be made in writing to Carrier forthwith in the airport counter of the carrier after discovery of damage or loss.
8. This ticket is good for carriage for one year from date of issue, except as otherwise provided in this ticket, in Carrier's tariffs, conditions of carriage or related regulations. The fare for carriage hereunder is subject to change prior to commencement of carriage. Carrier may refuse transportation if the applicable fare has not been paid.
9. Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and form no part of this contract. Carrier may without notice substitute alternate carriers or aircraft, and may alter or omit without notice. Carrier assumes no responsibility for making connections.
10. No agent, servant or representative of Carrier has authority to alter, modify or waive any provision of this contract.
11. The contract of carriage comprised in this ticket shall be construed according to the Nepalese law and any action arising there from shall be sought only in a Court of Nepal.

RESTRICTED ARTICLES IN PASSENGERS BAGGAGE

Articles such as the following shall not be carried by passengers in their baggage or else where with out the consent of and prior arrangement with Carrier.
Compressed gases (flammable, non-flammable and poisonous);
Corrosives (such as acids, wet batteries);
Explosives, munitions, fireworks and articles which are easily ignited;
Flammable liquids and solid (such as flammable aerosols, lighter or heating fuel, matches);
Oxidizing materials; Poisons; Radioactive materials;
Other restricted articles (such as mercury, magnetic material, offensive or irritating materials);
Further information on request.

BOOKING REF [PNR NO]

JYVT7Z

TICKET NUMBER:

4300 0003061

NAME:

GABRIELE / SOEHLING MS

PASSENGER TYPE:

ADULT [FOR]

ISSUED ON :

**ESSENC TOURS AND TRAVEL -PKR-E
08-APR-2011 15:19 [ESSENC]**

ISSUED IN EXCHANGE FOR:

TOUR CODE:

CR	FLT	DATE	DEP	FROM	TO	ST	CL
AG	704	17-APR-2011	11:40	PKR	KTM HK	Y	
US\$	FARE	86	TAX	7	TOTAL	93	

APPENDIX V

http://202.63.245.226/gunsairlines/v2airline006/eticket.js



Airport Time
One hour before flight time

THIS ELECTRONIC TICKET IS NOT TRANSFERABLE AND MUST BE PRESENTED AT CHECK-IN.
AT CHECK-IN PLEASE PRESENT ID CARD AND ALL NECESSARY TRAVEL DOCUMENTS.

BOOKING REF [PNR NO]

VFZT3A

TICKET NUMBER:

4300 6942

NAME:

KAVFMUAN/ FTPHEN MR

PASSENGER TYPE:

ADULT [FOR]

ISSUED ON :

**ACE EXPRESS TRAVEL SERVICES P. LTD., KTM
12-MAY-2011 14:43 [GN0284]**

CR	FLT	DATE	DEP	FROM	TO	STATUS	CLASS
GNA	055	13-MAY-11	12:55	KTM	PKR	HK	Y
US\$	FARE	86	TAX	7	TOTAL	93	

TERMS AND CONDITIONS: 1. This passenger Ticket and Baggage Check is issued by Guna Airlines Pvt.Ltd. herein after referred to as the "Carrier", and accepted by the passenger who hereby agrees to the conditions set forth herein.

- Passengers and their baggage (registered and personal articles) are accepted for carriage upon condition that:
 - The carrier shall be liable for damage to passengers or their baggage only when such damage takes place on board the aircraft or in the course of embarking on or disembarking from the aircraft and such damage is proved to have been caused by the negligence of the carrier; any contributory negligence of the passenger shall be subject to the applicable law.
 - For death, wounding or bodily injury of passenger liabilities shall be limited to the maximum amount equivalent to US\$20,000 in local currency.
 - For loss of or damage to:
 - Registered baggage shall be limited to amount equivalent to US\$20 per Kg. in local currency.
 - Personal articles retained by the passenger shall be limited to the maximum amount equivalent to US\$ 400 in local currency.
- Subject to condition 2 above and unless the applicable law otherwise requires, the Carrier shall be under no liability of passengers or for their baggage and personal articles and passengers renounce for themselves their representatives and dependents all claims for compensation for injury (fatal or otherwise) loss, damage or delay howsoever caused whether directly or indirectly to the passengers or their baggage or to persons who, but for this condition, might have been entitled to claims and whether caused or occasioned by the act, neglect or default of Carrier and otherwise howsoever and the passengers for themselves and their state will indemnify the Carrier against such claim.
- The limitation of and exclusion from liability of Carrier referred to in condition 2 and 3 respectively shall apply to and be for the benefit of agents, servants and representatives of the Carrier and any person whose aircraft is used by Carrier for carriage and its respective agents, servants and representatives.
- Registered baggage will be delivered to bearer of the baggage check in case of damage to or loss of baggage complaint must be made in writing to Carrier forthwith at the airport counter of the carrier after discovery of damage or loss.
- This ticket is good for carriage for one year from date of issue, except as otherwise provided in this ticket, in Carrier's tariffs, conditions of carriage or related regulations. The fare for carriage hereunder is subject to change prior to commencement of carriage. Carrier may refuse transportation if the applicable fare has not been paid.
- Carrier undertakes to its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and form no part of this contract. Carrier may without notice substitute alternate carriers or aircraft, and may alter or omit without notice. Carrier assumes no responsibility for making connections.
- No agent, servant or representatives of Carrier has authority to alter, modify or waive any provision of this contract.
- The contract of carriage comprised in this ticket shall be construed according to the Nepalese law and any action arising there from shall be sought only in a Court of Nepal.

RESTRICTED ARTICLES IN PASSENGERS BAGGAGE

Articles such as the following shall not be carried by passengers in their baggage or else where with out the consent of and prior arrangement with Carrier:
Compressed gases (flammable, non-flammable and poisonous);
Corrosives (such as acids, wet batteries);
Explosives, munitions, fireworks and articles which are easily ignited;
Flammable liquids and solids (such as flammable aerosols, lighter or heating fuels, matches);
Oxidizing materials; Poisons; Radioactive materials;
Other restricted articles (such as mercury, magnetic material, offensive or irritating materials);
Further information on request.

BOOKING REF [PNR NO]

VFZT3A

TICKET NUMBER:

4300 6942

NAME:

KAVFMUAN/ FTPHEN MR

PASSENGER TYPE:

ADULT [FOR]

ISSUED ON :

**ACE EXPRESS TRAVEL SERVICES P. LTD., KTM
12-MAY-2011 14:43 [GN0284]**

ISSUED IN EXCHANGE FOR:

TOUR CODE:

CR	FLT	DATE	DEP	FROM	TO	ST	CL
GNA	055	13-MAY-11	12:55	KTM	PKR	HK	Y

APPENDIX VI

Ticket No. **3398**
Ticket No.

Passenger's Details:

Name : _____

Nationality : _____

Flight Date : _____

Flight Type : _____

Fare : _____

Total : _____

Pilot Name : _____

Passenger's Sign.

Flight Ticket

Passenger's Name : _____

Nationality : _____ Agency : _____

Flight Date : _____

Time : _____

Flight Type : _____

Tel. : 00977-61-622344 (Head Office)
00977-61-465514 (Branch Office)
Fax : 00977-61-465517
E-mail : info@sarangkotparagliding.com Website : www.sarangkotparagliding.com

SARANGKOT PARAGLIDING
fly for fun....

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Important Information:

- Sarangkot Paragliding reserves the rights to delay postpone, or cancel the flight if weather condition are not suitable.
- Sarangkot Paragliding does not offer and guarantee clear mountain views during the flights, therefore any changes or cancellations made due to the visibility will not be accepted & are subject to the usual cancellation fees.
- Any medical conditions should be known to Sarangkot Paragliding prior to your flights.
- Choosing to fly with us not only are you at the best hands of worldclass pilots with latest equipment.
- Third Party legal liability sum NRs. 2,500,000 is insured with the Himalaya General Insurance Co. Ltd.

For more details, please contact :

Head Office : Sarangkot - 08, Gothadi, Kaski, Nepal
Tel. : 00977-61-622344
Branch Office : Pokhara - 06, Lakeside, Khahare
Tel. : 00977-61-465514, Fax : 00977-61-465517
E-mail : info@sarangkotparagliding.com, Website : www.sarangkotparagliding.com



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APPENDIX VII



Yeti Airlines
we fly with you

Pnr No XWSR80

Yeti Airlines Domestic Pvt.Ltd.
E-Ticket
Passenger Coupon

Date of Issue 22-MAY-11

Pax Type ADULT

Leg. 1 of 1

Passenger Name	Nationality	Charge Type	% Charged	Currency	Fare	FSC	Total
TRE SUPHAMMERMRS	FOR	ADULT	100	USD	88	12	98

Agent Name	Remarks	
TRUST IN TOURS AND TRAVELS (PKR)	Sector	Flight No Flight Date FLT Time- FLT Status Ticket No Fare Code
	POKHARA - KATHMANDU	672 25-MAY-11 08:45 HK 5100-212881 N001

Free Baggage - J41 - 20kg. per Adult pax / 10 kg. per Child pax. Twinotter - 15 kg. per Adult pax / 7 kg. per Child pax.

Reporting Time- One And Half Hour Prior Flight Time

ID card must be shown, at the time of check-in for verification. The passenger will be liable for any misuse of the

CONDITIONS OF CONTRACT

- The passenger ticket and baggage check issued by Yeti Airlines Domestic (P) Ltd. here-in-after referred to as the "Carrier" and accepted by the passenger who hereby agrees to the conditions set forth herein.
- Passengers and their baggage (registered and personal articles) are accepted for carriage upon conditions that:
 - The carrier shall be liable for damage to passengers or their baggage only when such damage takes place on board the aircraft or in the course of embarking on or disembarking from the aircraft and such damage is proved to have been caused by the negligence of the carrier; any contributory negligence of the passenger shall be subject to the applicable law.
 - For death, accident or bodily injury of the passenger, liability shall be limited to the maximum amount equivalent to US\$ 20,000 in local currency.
 - For loss or damage to:
 - Registered baggage shall be limited to amount equivalent to US\$ 20 per kg. in local currency.
 - Personal articles retained by the passenger shall be limited to the maximum amount equivalent to US\$ 400 in local currency.
- Subject to condition 2 above and unless the applicable law otherwise requires, the carrier shall be under no liability to passengers or for their baggage and personal articles and passengers renounce for themselves, their representatives and dependents all claims for the compensation for injury (fatal or otherwise) loss, damage or delay howsoever caused whether directly or indirectly to the passengers or their baggage or to persons in no, but for this condition, might have been entitled to claim and whether caused or occasioned by the act, neglect or default of carrier.

Contact Numbers:

Reservation 01-4464878, Airport KTM: 01-4493901, Bhadrapur 023-455232, Bhairahawa 071-527527, Nepalgunj 981-526556, Biratnagar 021-536612, Pokhara 061-464888, Dhangadi 091-523046, Janakpur 041-520047, Dharan 025-533004.



Yeti Airlines
we fly with you

Yeti Airlines Domestic Pvt. Ltd.
E-Ticket
Flight Coupon

Pnr No XWSR80

Date of Issue 22-MAY-11

Pax Type ADULT

Leg. 1 of 1

Passenger Name	Nationality	Charge Type	% Charged	Currency	Fare	FSC	Total
TRE SUPHAMMERMRS	FOR	ADULT	100	USD	88	12	98

Agent Name	Remarks	
TRUST IN TOURS AND TRAVELS (PKR)	Sector	Flight No Flight Date FLT Time- FLT Status Ticket No F Code EB SkyClub Id
	POKHARA - KATHMANDU	672 25-MAY-11 08:45 HK 5100-212881 N001

Printed By TRUST At TRUST IN TOURS AND TRAVELS (PKR)

Printed on: 22-MAY-2011 15:05

यती एअरलाइन्स डोमेस्टिकको हवाईयात्राको टिकट

APPENDIX VIII

यात्री टिकट और पंजीकृत सामान पत्र
Passenger Ticket and Baggage Check
 इस टिकट की शर्तों को पढ़ें।
 इस टिकट को वापस ले लेना आवश्यक नहीं है।
 इस टिकट को वापस ले लेना आवश्यक नहीं है।
 Subject to conditions of contract in this ticket.
 This ticket is not refundable and will not be accepted for carriage items purchased from the issuing carrier or its authorized travel agent.



BSP/IN

The price of this ticket may include taxes and fees, which are imposed on air transportation by governmental authorities. These taxes and fees which may represent a significant portion of the cost of air travel, 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 or fees not already collected.

NOTICE OF BAGGAGE LIABILITY LIMITATIONS

Liability for loss, delay, or damage to baggage is limited unless a higher value is declared in advance and additional charges are paid. For most international travel (including domestic portions of international journeys) the liability limit is approximately US\$ 9.07 per pound (US\$ 20.00 per kilo) for checked baggage and US\$ 400.00 per passenger for unchecked baggage. For travel wholly between U.S. points, Federal rules require any limit on an airline's baggage liability to be at least US\$ 2,500.00 per passenger. Excess valuation may be declared on certain types of articles. Some carriers assume no liability for fragile, valuable or perishable articles. Further information may be obtained from the carrier.

NOTICE

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw Convention may be applicable and the Convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage. See also notices headed "Advice to International Passengers on Limitation of Liability" and "Notice of Baggage Liability Limitations".

CONDITIONS OF CONTRACT

- As used in this contract "ticket" means the passenger ticket and baggage check, or the receipt, if applicable in the case of an electronic ticket, of which these conditions and the notice form part. "carrier" is equivalent to "transportation", "carrier" means all or certain that carry or undertake to carry the passenger or his baggage hereunder or perform any other service incidental to such air carriage. "Electronic ticket" means the electronic Receipt issued by or on behalf of Carrier, the Electronic Coupon and, if applicable, a boarding document. "WARSAW CONVENTION" means the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw, 12th October 1929, or that Convention as amended at The Hague, 28th September 1955, whichever may be applicable.
- Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw Convention unless such carriage is not "international carriage" as defined by that Convention.
- To the extent not in conflict with the foregoing carriage and other services performed by each carrier are subject to its provisions contained in the ticket, (if applicable tariffs), (if) carrier's conditions of carriage and related regulations which are made part hereof (and are available on application at the office of carrier), except in transportation between a place in the United States or Canada and any place outside thereof to which tariffs in force in those countries apply.
- Carrier's name may be abbreviated in the ticket, the full name and its abbreviation being set forth in carrier's tariffs, conditions of carriage, regulations or timetables, carrier's address shall be the airport of departure shown opposite the first abbreviation of carrier's name in the ticket; the agreed stopping places are those places set forth in this ticket or as shown in carrier's timetables at scheduled stopping places on the passenger's route; carriage to be performed hereunder by several successive carriers is regarded as a single operation.
- An air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its agent.
- CARRIER RESERVES THE RIGHT TO REFUSE CARRIAGE TO ANY PERSON WHO HAS ACQUIRED A TICKET IN VIOLATION OF APPLICABLE LAW OR CARRIER'S TARIFFS, RULES OR REGULATIONS, ISSUED BY THE CARRIER WHOSE NAME IS IN THE "ISSUED BY" SECTION ON THE FACE OF THE PASSENGER TICKET AND BAGGAGE CHECK. SUBJECT TO TARIFF REGULATIONS
- Any exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representatives of carrier and any person whose aircraft is used by carrier for carriage and its agents, servants and representatives.
- Checked baggage will be delivered to bearer of the baggage check. In case of damage to baggage moving in international transportation, complaint must be made in writing to carrier forthwith after discovery of damage and, in the latest, within 7 days from receipt; in case of delay, complaint must be made within 21 days from date the baggage was delivered. See tariffs or conditions of carriage regarding non-international transportation.
- This ticket is good for carriage for one year from date of issue, except as otherwise provided in this ticket, in carrier's tariffs, conditions of carriage, or related regulations. The fare for carriage hereunder is subject to change prior to commencement of carriage. Carrier may adjust transportation if the applicable fare has not been paid.
- Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and form no part of this contract. Carrier may without notice substitute alternate carriers or aircraft, and may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without notice. Carrier assumes no responsibility for making connections.
- Passenger shall comply with Governmental travel requirements, present and, entry and other required documents and arrive at airport by time fixed by carrier or, if no time is fixed, early enough to complete departure procedures.
- No agent, servant or representative of carrier has authority to alter, modify or waive any provision of this contract.
- Refund will be made provided that the unused coupons are surrendered within three years after the expiry date of their validity.

ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY

Passengers on a journey involving an ultimate destination or a stop in a country other than the country of origin are advised that the provisions of a treaty known as the Warsaw Convention may be applicable to the entire journey, including any portion entirely within the country of origin or destination. For such passengers on a journey to, from, or with an agreed stopping place in the United States of America, the Convention and special contracts of carriage embodied in applicable tariffs provide that the liability of certain carriers parties to such special contracts, for death or personal injury to passengers is limited in most cases to proven damages not to exceed U.S. \$75,000 per passenger, and that this liability up to such limit shall not depend on negligence on the part of the Carrier. For such passengers travelling by a carrier not a party to such special contracts or on a journey not to, from, or having an agreed stopping place in the United States of America, liability of the carrier for death or personal injury to passengers is

limited in most cases to approximately U.S. \$10,000 or U.S. \$20,000.

The names of carriers parties to such special contracts are available at all ticket offices of such carriers and may be examined on request.

Additional protection can usually be obtained by purchasing insurance from a private Company. Such insurance is not affected by any limitation of the carrier's liability under the Warsaw Convention or such special contracts of carriage. For further information please consult your Airline or Insurance Company Representative.

NOTE: The limit of liability of U.S.\$75,000 above is inclusive of legal fees and costs except that in case of a claim brought in a State where provision is made for separate award of legal fees and costs, the limit shall be the sum of U.S.\$58,000 exclusive of legal fees and costs.

APPENDIX IX

Passenger Ticket and Baggage Check

285:4223:052:728:6



Royal Nepal Airlines

Issued by
Royal Nepal Airlines
Kathmandu, Nepal

CHAPAGAUN/TARA P
KTM 20:40:00 RA 30 204
DUBAI/DXB RA 12:17
DXB RA 205

शही नेपाल
वायुसेवा

शही नेपाल वायुसेवा कम्पनी, नेपाल

RA 835626

Before traveling you should carefully examine the ticket — particularly the Conditions of Contract and relevant printed notes.

NOTICE

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw Convention may be applicable and the Convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage. See also notices headed "Advice to International Passengers on Limitation of Liability" and "Notice of Baggage Liability Limitations".

CONDITIONS OF CONTRACT

1. As used in this contract "ticket" means the passenger ticket and baggage check, or the itinerary receipt if applicable, in the case of an electronic ticket, of which these conditions and the notice form part; "baggage" is equivalent to "transportation"; "carrier" means all air carriers that carry or undertake to carry the passenger or his baggage hereunder or perform any other service incidental to such air carriage; "electronic ticket" means the itinerary receipt issued by or on behalf of Carrier, the Electronic Coupons and, if applicable, a boarding document. "Warsaw Convention" means the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw, 12th October, 1929, or that Convention as amended at The Hague, 28th September, 1955, whichever may be applicable.
2. Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw Convention unless such carriage is not "international carriage" as defined by that Convention.
3. To the extent not in conflict with the foregoing carriage and other services performed by each carrier are subject to: (i) provisions contained in the ticket; (ii) applicable tariffs; (iii) carrier's conditions of carriage and related regulations which are made part hereof and are available on application at the office of carrier; except in transportation between a place in the United States or Canada and any place outside thereof to which tariffs in force in those countries apply.
4. Carrier's name may be abbreviated in the ticket, the full name and its abbreviation being set forth in carriers tariffs, conditions of carriage, regulations or timetables; carrier's address shall be the airport of departure shown opposite the first abbreviation of carrier's name in the ticket; the agreed stopping places are those places set forth in this ticket or as shown in carriers timetables as scheduled stopping places on the passenger's route; carriage to be performed hereunder by several successive carriers is regarded as a single operation.
5. An air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its agent.
6. Any exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representatives of carrier and any person whose aircraft is used by carrier for carriage and its agents, servants and representatives.
7. Checked baggage will be delivered to bearer of the baggage check, in case of damage to baggage involving international transportation complaint must be made in writing to carrier forthwith after discovery of damage and, at the latest, within 7 days from receipt; in case of delay, complaint must be made within 21 days from date the baggage was delivered. See tariffs or conditions of carriage regarding non-international transportation.
8. This ticket is good for carriage for one year from date of issue, except as otherwise provided in this ticket, in carriers tariffs, conditions of carriage, or related regulations. The fare for carriage hereunder is subject to change prior to commencement of carriage. Carrier may refuse transportation if the applicable fare has not been paid.
9. Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and form no part of this contract. Carrier may without notice substitute alternate carriers or aircraft, and may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without notice. Carrier assumes no responsibility for making connections.
10. Passenger shall comply with Government travel requirements, present will, entry and other required documents and arrive at airport by time fixed by carrier or, if no time is fixed, early enough to complete departure procedures.
11. No agent, servant or representative of carrier has authority to alter, modify or waive any provision of this contract.

Page 4 **ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY**

Passengers on a journey involving an ultimate destination or a stop in a country other than the country of origin are advised that the provisions of a treaty known as the Warsaw Convention may be applicable to the entire journey, including any portion entirely within the country of origin or destination. For such passengers on a journey to, from, or with an agreed stopping place in the United States of America, the Convention and special contracts of carriage embodied in applicable tariffs provide that the liability of certain carriers parties to such special contracts for death or personal injury to passengers is limited in most cases to proven damages not to exceed U.S.\$75,000 per passenger; and that this liability up to such limit shall not depend on negligence on the part of the Carrier.

For such passengers travelling by a Carrier not a party to such special contracts or on a journey not to, from, or having an agreed stopping place in the United States of America, liability of the Carrier for death or personal injury to passengers is limited in most cases to approximately U.S.\$10,000 or U.S.\$20,000.

The names of Carriers parties to such special contracts, are available at

all ticket offices of such Carriers and may be examined on request. Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the Carrier's liability under the Warsaw Convention or such special contracts of carriage. For further information, please consult your airline or insurance company representative.

*Note: The limit of liability of U.S.\$75,000 above is inclusive of legal fees and costs except that in case of a claim brought in a State where provision is made for separate award of legal fees and costs, the limit shall be the sum of U.S.\$58,000 exclusive of legal fees and costs.

Note: Royal Nepal Airlines Corporation is not a party to the above special contracts.

NOTICE OF BAGGAGE LIABILITY LIMITATIONS

Liability for loss, delay, or damage to baggage for most international journeys (including domestic portions) is limited to approximately U.S.\$20.00 per kilo for checked baggage and U.S.\$400 per person for unchecked baggage unless a higher value is declared in advance and additional charges are paid. Excess valuation may be declared on certain types of valuable articles. Carrier assumes no liability for fragile or perishable articles. Further information may be obtained from the carrier.

Page 6 **ATTENTION** ध्यानकर्षण

LATEST CHECK-IN TIME
You will not be able to embark if you check-in at the counter after the time indicated below.
In certain towns, check-in takes place at the airport only. Please ask for information on means of transport to the airport.
धेरैको ठाउँमा तपाईंको उडानको लागि तपाईंको चेक-इन समय तोकिएको समय भन्दा अघि हुनुपर्छ ।
कुनै कुनै ठाउँमा तपाईंको उडानको चेक-इन मात्रै एअरपोर्टमा मात्रै हुन्छ ।
तपाईंको उडानको लागि तपाईंको चेक-इनको लागि जानकारी लिएर हेर्नु ।

Coupon No. कोषिका नम्बर	DEPARTURE STATION उडानको ठाउँ		AIRPORT एअरपोर्ट		Name नाम
	TIME समय	ADDRESS ठेका	TIME समय		
1					
2					

IMPORTANT NOTICE

If you break your journey for more than 72 hours at a point, please RECONFIRM your intention of using you continuing or return reservation.
To do so, please inform the airline office at the point from which you intend to resume your journey at least 72 hours before departure of your flight.
Failure to reconfirm will result in the cancellation of your reservation(s).

जरुरी सूचना

यदि तपाईं आफ्नो यात्राको सिक्कितामा बिचको कुनै स्थानमा पछेदा भन्दा बढी समयको लागि रोकित हुनुहुने भने सो रोकित भए स्थानबाट फेरौ तपाईंने आफ्नो यात्रा जारी राख्नु हुन्छ वा फर्केर हु सो कुराको पुनः निश्चित गर्दाई आफ्नो स्थान सुनिश्चित गर्ने पर्नेछ । त्यसको लागि तपाईंने आफ्नो रोकित भएको स्थानको इधार्ई सा समयमा आफ्नो प्रस्थान गर्ने भन्दा कम्तीमा ७२ घण्टा अगावै सूचित गर्नु पर्नेछ अन्यथा तपाईंको स्थान सुरक्षित रह भएको मानिनेछ ।

APPENDIX X

Important Information About Your travel

Contact Address

Please provide your contact and email address, telephone numbers in all destinations to our reservation staff, so that we can contact you if there are any unexpected changes to your flight such as rescheduling and cancellation etc.

Check in time

The time shown on the flight coupon is the flight departure time. You should allow sufficient time for all the airport formalities and we strongly recommend that you arrive at the time suggested by the airlines/agents, which is usually 2-3 hours before the flight.

Reservation / Reconfirmation

Most of the international airlines, with few exceptions, do not require reconfirmation of tickets. However, we suggest that you reconfirm your bookings with the airlines not more than 72 hours before departure. Passengers carrying OPEN dated tickets are requested to make reservation well in advance to avoid disappointment.

Our reservations staff will be able to advise you whether reconfirmation is required for the airline you are flying.

Miscellaneous

Please do not hesitate to speak to our ticketing staff, if you require any information on baggage allowance, refund charges, conditions, reissue & change of date charges, etc. We are open 9:30 AM to 6 PM, Sunday to Friday except major public holidays. Proper preparation will ensure you a hassle-free journey.