



## **Travel Updates as of 8 May 2009**

### **1. IMPORTANT: PASSENGER'S CONTACT INFORMATION PRIOR TO TICKET RESERVATION**

With immediate effect, it is a requirement that all passengers booked on any airlines services to be accompanied with passengers contact information in accordance with Standard AIRIMP Code.

It is important for passenger information to be recorded in the event of any flight discrepancies after business hours or public holidays to enable the airlines to contact and advice passengers accordingly. Please take note that the information provided on the passenger contact will only be able to view by "Authorise Personnel" int he airlines for the purpose mentioned above.

The following contact information is required and to be provided to the travel agents upon passenger making any flight ticket reservations: -

- 1. Mobile Contact**
- 2. House Contact**
- 3. Business Contact**
- 4. Valid email address**

Travel agent nor airlines will not be held responsible for inability to call or contact passenger due to non-availability of such information in the passengers bookings/PNRs or in the event passengers refuse to provide such informations upon making their flight reservations.

### **2. AIRLINE CHECK-IN COUNTERS AT AIRPORT**

Passengers travelling on code share flights are required to check-in at the operating carrier counter. For example:- KUL/SIN ticket issued on Malaysia Airlines ticket (4 digit flight) but operated by Singapore Airlines is required to check-in at Singapore Airlines counter and not at Malaysia Airlines counter.

### **3. MALAYSIA AIRLINES: FREE BAGGAGE ALLOWANCE FOR STUDENTS TRAVEL**

Please be informed that effective 28 April 2009. There is a revision to student's Free Baggage Allowance entitlement of 10 Kilograms. Below are the guidelines to be followed:

- Ticket should be purchased through Ticketing Offices, Call Centre and all MH appointed agents in Malaysia (i.e. Point Of Sales- Malaysia). However, there is no restriction to the Point of Sales Malaysia for ticket purchased through Internet Booking Facilities.
- Travel must be originating from Malaysia to Australia, New Zealand, Europe or Jakarta (one way or round trip).
- Applicable on MH sectors only.
- The students are required to present their MH student card (GRADS) or international Student Identity Card (ISIS) during check-in.
- Applicable only for travel in Economy Class. Does not apply to Business Class and First Class.
- Card holder benefits are not transferable. The additional FBA of 10 kg is available only to the card-holding student.

*[Source by MAS]*

### **4. SINGAPORE AIRLINES STEPS UP MEASURES AGAINST SWINE INFLUENZA**

Singapore Airlines is increasing its vigilance against swine flu and has adopted various measures to ensure the well-being of all customers and staff across the organization. To keep customers up to date on the disease, pamphlets containing a list of Frequently-Asked-Questions on swine flu will be distributed on flights to and from the affected areas<sup>1</sup> prior to departure. On board, health kits containing a thermometer, masks and antiseptic towels, will be provided to all customers on board flights to the United States. Thermometers will be made available to customers on flights from the United States. These will be provided on a request basis should they feel unwell. To ensure that the strictest hygiene standards are

met, all Singapore Airlines aircraft which have operated to affected areas will undergo additional cleaning while they are on the ground. Singapore Airlines values the well-being and health of our staff, and measures are in place to ensure that they remain physically fit to carry out their duties. All employees are strongly advised to keep abreast of the developing situation, and to seek immediate medical attention should they feel unwell. Cabin and flight crew will undergo mandatory temperature checks prior to operating a flight, while all frontline staff at Singapore's Changi Airport are tasked with carrying out temperature checks twice a day, in line with requirements set by the Civil Aviation Authority of Singapore. Non-operational employees are kept updated on the latest developments via the Airline's internal communication channels. Based on the definition of affected areas as set by Singapore's Ministry of Health. As of 30 April 2009, these are: Mexico, the United States (California, Texas, Kansas and New York), and Canada (Novo Scotia). As Singapore Airlines only operates flights to and from the United States, only US flights are affected.

Singapore Airlines is closely monitoring the situation, and will adopt additional measures as necessary in line with the recommendations of global and local health authorities. As a gesture of goodwill, the Airline is waiving cancellation and itinerary change fees on a worldwide basis. The waiver is valid for tickets issued prior to 28 April 2009 for travel up to, and including 27 May 2009 on Singapore Airlines flights only. Customers may change the routing of their journey, defer the date of travel until 31 October 2009, or cancel, without penalty. Any change of date or routing will be charged at the new fare for that journey less the fare for the journey paid, with no amendment fee (e.g., if travel is in a higher class, or deferred to a higher season, the seasonal fare difference will still apply). The same conditions apply for KrisFlyer redemption tickets.

*[Source by SQ]*

## **5. SINGAPORE AIRLINES - LAUNCH OF SIA MOBILE CHECK-IN**

Effective 04 May 2009, all Singapore Airlines passengers who have a confirmed booking and a valid ticket will be able to check-in using their mobile phone anytime and anywhere. Through the SIA mobile check-in facility, passengers are able to select their seats on Singapore Airlines operated flights. The "SIA Mobile" Check-In feature is available on all sectors of Singapore Airlines flights. Passengers may check in for their confirmed flights anytime between 2 and 48 hours prior to flight departure. Using SIA Mobile is free of charge. However, kindly note that prevailing 3G/GPRS data charges apply and may vary across service providers and service plans. Passengers will be able to access SIA Mobile when they are overseas and roaming charges will apply. For more details on the SIA Mobile Check-In feature, please visit <http://www.singaporeair.com/mobile>. We have also attached the step-by-step guide for your reference.

*[Source by SQ]*

## **6. VISA REQUIREMENTS FOR MEXICAN NATIONALS TO ENTER JAPAN & SINGAPORE**

With immediate effect, the below visa requirement is applied to Mexican nationals to enter Japan and Singapore.

### **1. Japan**

Mexican nationals who are holders of Mexican Passports will require visas to enter Japan.

### **2. Singapore**

Mexican nationals who are holders of Mexican Passports (including holders of diplomatic, service/official and ordinary passports) will require visas to enter Singapore.

Mexicans transiting through Singapore enroute to another destination, and not intending to enter Singapore will also require a visa.

As a reminder, in connection with the influenza A (H1N1) outbreak, many countries may tight-up the local entry requirement without advance notice, especially for Nationals of Mexico

*[source by CX]*

## **7. ANTI-H1N1 INFLUENZA MEASURES FOR ALL ARRIVALS AT PRC AIRPORTS**

We have been advised that the General Administration of Quality Supervision, Inspection & Quarantine of the People's Republic of China have imposed Anti-H1N1 Influenza Measures on all travellers arriving in any airports in Mainland China. This arrangement applies to all travellers and crew members with immediate effect and until further notice.

Key aspects of these measures are:

### **Entry Documents: -**

All arriving passengers and operating crew members are required to fill out H&Q cards which will be supplied to carriers to ensure all passengers and operating crew members have the cards completed prior to arrival.

### **Entry Inspection: -**

All passengers and operating crew members arriving from countries with confirmed H1N1 cases must be processed through two separate thermo scanning checkpoints in the arrival hall prior to Immigration checkpoint. Passengers and operating crew members arriving from other countries will only be required to go through one thermo scan checkpoint as per normal process.

### **Quarantine:-**

Any one coming from a country with confirmed infected cases who is found to have fever and/or influenza-like symptoms (temperature of 38°C/100°F or greater) may be subjected to further medical evaluation and possible quarantine.

### **Entry Disinfectant Requirement: -**

All passenger luggage, goods, cargo, mail and packages from flights coming in from a country with confirmed infected cases are to be inspected. The transporting vessels, including aircraft and bridges to the vessels, are to be disinfected.

### **Exit Requirement: -**

Aircraft should be disinfected by local H&Q with specific designated chemicals

*[source by CX]*