



Travel Updates - July 2009

1) HAJ AND UMRAH VISA HOLDERS ENTERING INTO KINGDOM OF SAUDI ARABIA VIA RIYADH

Kindly note that Immigration Authorities in Riyadh (RUH) have highlighted that passengers with Umrah and Haj Visas are not allowed to land in RUH. Recently there have been several cases of Haj and Umrah Visa holders entering into the Kingdom of Saudi Arabia via Riyadh. However, passengers departing ex-RUH are allowed. Please be reminded that Haj and Umrah Visa holders are **STRICTLY NOT** allowed to enter via RUH. A fine of SAR3000 will be imposed if passengers are found arriving into RUH without the airline's knowledge. Passengers will not be allowed to land and will be deported back to origin station.

[Source SQ]

2) PASSENGER CONTACT ON MALAYSIA AIRLINES SERVICES

Further to the advised made as effective **23rd February 2009**, it is a mandatory requirement that all passengers booked on Malaysia Airlines (MH) services must be accompanied with passengers contact information in accordance with Standard AIRIMP Code.

As effective **24th June 2009**, further enhancement has been made that it is a mandatory and compulsory to enter both contact for Valid Email Address (CTCE) and Valid Mobile Number (CTCM) information in addition to the other contacts information's entered such as House Phone Number (CTCH), Business Phone Number (CTCB) etc.

It is critical that every effort must be made to obtain passenger contact information not only at the Original Board-points but also at all subsequent stopover points. We (MH) need this information in the event of any flight discrepancies after business hours or public holidays to enable MH to contact and advise passengers accordingly. Please take note that the information provided on the passenger contact will only be able to view by "**Authorized Person**" in Malaysia Airlines for the purpose mentioned above. Malaysia Airlines nor the respective travel agent will not be held responsible should we are not able to call or contact passenger due to non-availability of such information in the Booking

[Source MH]

3) QANTAS JETSTAR ASIA (3K) INTERLINE

Effective 18May 2009, for travel from 01Aug 09, Jetstar Asia (3K) can be included in Qantas international journeys sold on QF (081) tickets. Jetstar Asia flights will only be offered in Qantas international through fares, which include our Supersaver fares from Kuala Lumpur, Penang, Kota Kinabalu and Kuching. Some of the benefits include passenger and baggage through check will be available to customers transferring between QF and 3K services at Singapore, Bangkok and Hong Kong. Expansion of the Qantas network into and within Asia also offer additional connectivity options to Qantas Intl services operating between Australia and Europe into and out of Singapore

[Source QF]

4) QANTAS INTERNATIONAL ONLINE CHECK-IN

Commencing 18th Jun09 Qantas customer whose sector of their itinerary is on a Qantas operated and marketed flight to check in at their leisure at qantas.com between 24hrs and 2hours prior to their flight departure – before they arrive at their airport. Customers can check in from home, their office or anywhere they can access the internet and a printer – to print a boarding pass.

[Source QF]

5) NON REFUNDABLE TICKET

Customers are to be advice that any fuel surcharge refund will be subjected to applicable fare rules. Any ticket purchase with the fare condition **non- refundable**, the fuel surcharge will **not** be refundable.

[Source QF]