



S A U D I A
#SAFETRAVEL
UPDATED



We would like to present
#SafeTravelwithSAUDIA in coordination
Saudi Medical Service with
the Ministry of Health and G A C A



Safe Travels



Safe Travels with SAUDIA

What does this mean for you?



For your safety, we have implemented multiple safety measures in coordination with GACA and the Ministry of Health and SAUDIA Medical Services to ensure a safe and comfortable journey

#SafeTravelswithSAUDIA


 *Safe Travels*

Contactless travel
For your safety, please print your baggage tags on the SAUDIA website or app before heading to the airport

Travel Documents were prepared at home

 *Safe Travels*

ADVISORY
TO AVOID
FLIGHT DELAY

Issue your
boarding pass
online from home

*Your boarding pass is also your curfew permit


Digital and Electronic Service for
Safe Travel

Check In and print your baggage tags on
SAUDIA website and app at home

#SafeTravelswithSAUDIA

Perform Thermal check

Wear a face mask or other covers while entering at the Airport (It is forbidden to travel without wearing a mask)

At Airport, all terminal areas are sanitized regularly. Maintain social distancing

Domestic is 2 Hours Before Flight
International is 4 Hours Before Flight



#SafeTravelswithSAUDIA

S a f e T r a v e l, we would like to remind all
passenger for social distancing for **O u r S a f e**



The advertisement features a blue background on the left and a photograph of a woman in a white hijab and light pink dress walking through an airport terminal on the right. She is wearing a blue surgical mask and pulling a black suitcase. In the background, another person in a white thobe and ghutra is also wearing a mask. The text 'Safe Travels' is in the top right corner of the photo. A red octagonal sign with a white border is overlaid on the blue background, containing the text 'ADVISORY TO AVOID FLIGHT DELAY'. Below the sign, the text 'Maintain social distancing in jetways for your safety' is written. The Saudia logo is in the top left corner of the blue area. In the bottom right corner of the photo, there is a black box with white Arabic text 'نعود بحذر' (We return with caution).

SAUDIA

Safe Travels

ADVISORY
TO AVOID
FLIGHT DELAY

Maintain social
distancing in
jetways for
your safety

نعود بحذر

#SafeTravelswithSAUDIA

CABIN BAGGAGE AND HYGIENE KIT

السعودية
SAUDIA

Safe Travels



Carry on items

Please make sure all personal belongings are handled by yourself only

*Only 1 carry-on baggage allowed onboard

نعود بخذر

Ensure Passenger's Cabin Baggage only allowed 1 Piece onboard

Provide all guests with personal hygiene kits which include a hand sanitizer, wet wipes and a mask

Our delicious meal will be delivered individually-wrapped and sealed for the safety

السعودية
SAUDIA

Safe Travels



Personal hygiene kit

You will be provided with a personal hygiene kit onboard (wipes, mask, sanitizer)

نعود بخذر

السعودية
SAUDIA

Safe Travels



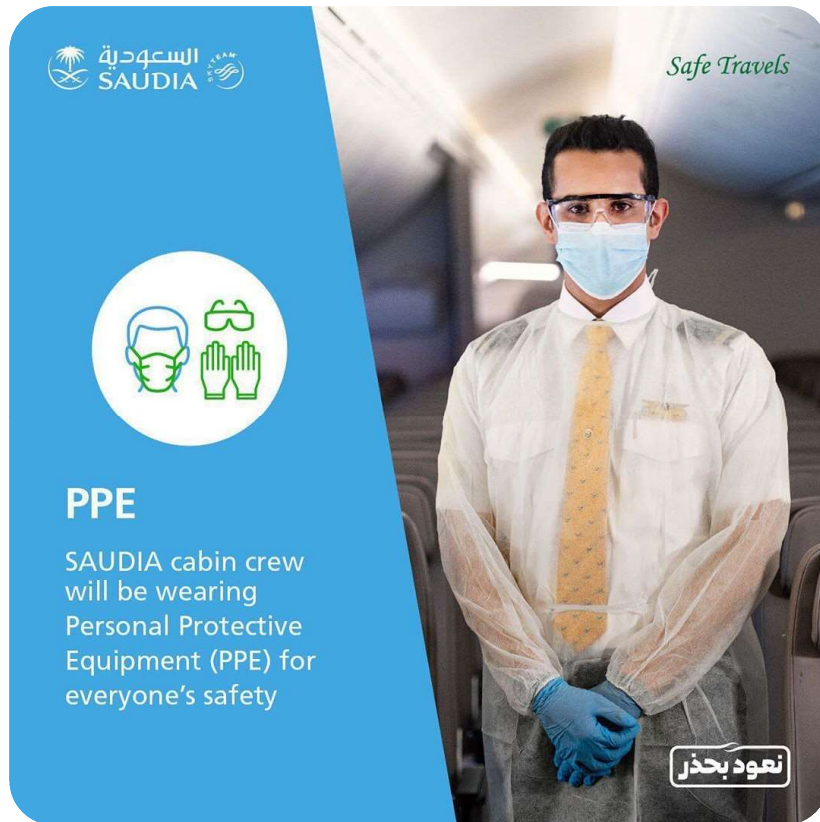
Snacks

For your safety, enjoy sealed snacks and beverages

نعود بخذر

#SafeTravelswithSAUDIA

PERSONAL PROTECTIVE EQUIPMENT (PPE)



**Ensure everyone's safety, we provide to SAUDIA
cabin crew wears PPE (Personal Protective
Equipment)**

#SafeTravelswithSAUDIA

HIGH EFFICIENCY PARTICULATE AIR (HEPA)

World Class HEPA air Filters
which purify and provide continuous high
quality air

#SafeTravelswithSAUDIA

Safe Travels

السعودية
SAUDIA SKYTEAM

HEPA

HEPA Filters

2-3 minutes
Air recirculation every two to three minutes

99.9%+
level of air purified from viruses

All our aircraft are equipped with HEPA filters to purify 99.9%+ cabin air from viruses, bacteria and fungi and recirculate air in the cabin

Fresh air from outside


AC Unit with HEPA Filters

Air Mixing Unit

نعود بحذر




Safe Travels




Aircraft sanitization

Aircraft will undergo deep cleaning and disinfection process before and after each flight



Unaccompanied Minors

Unaccompanied Minors under 15 will not be allowed to travel currently



Safe Travels

نعود بحدركم

Our Cabin Service Assistants who onboard to ensure the highest hygiene levels are maintained onboard and lavatories are after each use

Prayer Room onboard is temporary unavailable

To maintain social distancing onboard, the seat next to Passenger will always be unavailable for seating




Safe Travels




Masks

Remember to bring and wear your mask at all times

نعود بحدركم




Safe Travels




Prayer area

Prayer area will be temporarily unavailable to maintain social distancing

نعود بحدركم



Safe Travels



Blocked seat

For your safety, the seat next to you will remain unavailable at all times to ensure social distancing.

*In economy class only

نعود بحدركم

#SafeTravelswithSAUDIA

A g a i n , we are reminding for social distancing
anywhere for our safe

Safe Travel, aircraft will be disinfected regularly
after flight and all terminal areas

#SafeTravelswithSAUDIA



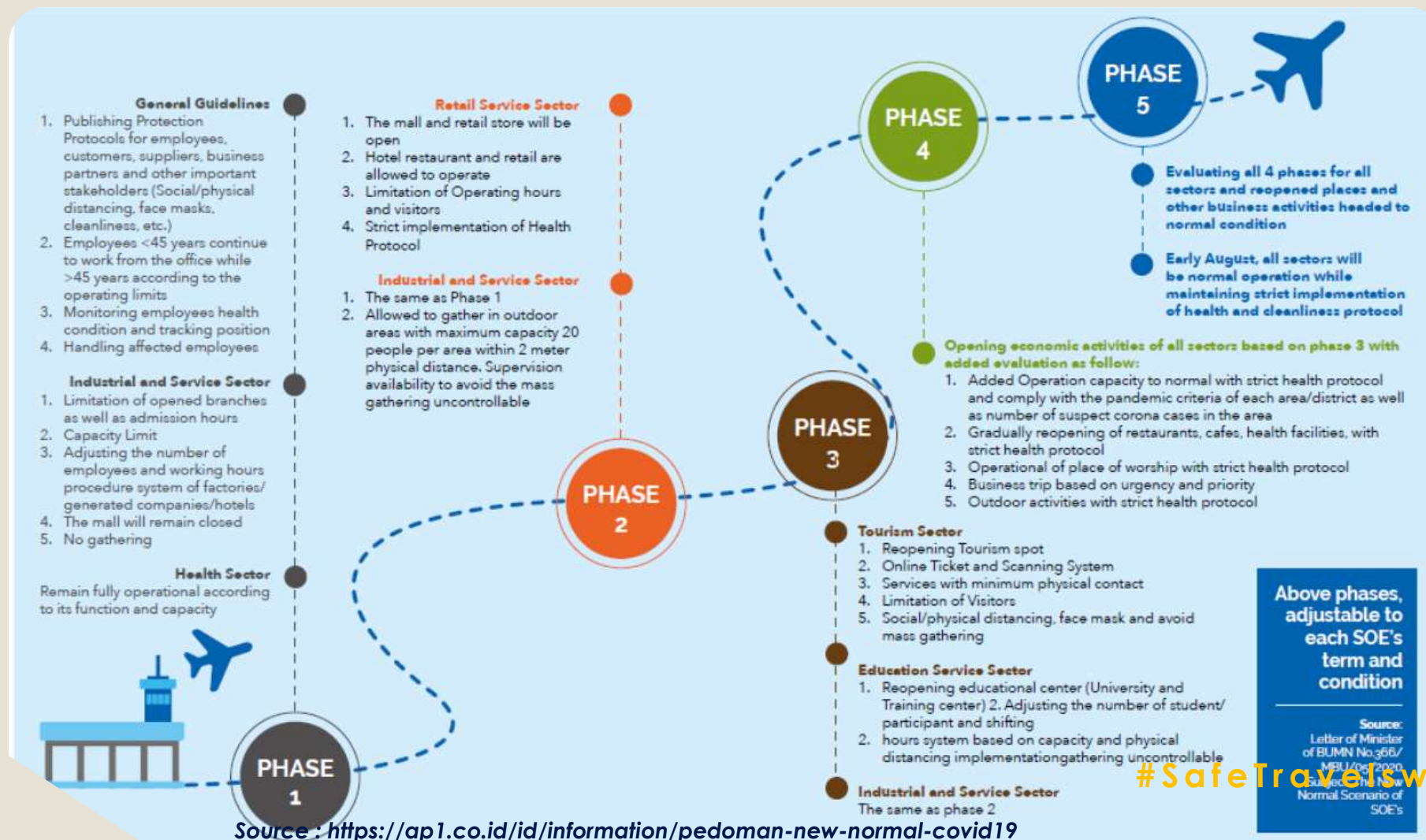


INDONESIA

AIRPORT FLOW UPDATED



AIRPORT INDONESIA PROTOCOL



Source: <https://ap1.co.id/id/information/pedoman-new-normal-covid19>

AIRPORT INDONESIA PROTOCOL

COVID-19 Task Force Check Point Departure – Domestic & International



Procedures & Prerequisites



Passenger's Flow

Procedures

Prerequisite

PURPOSE OF TRAVEL

1. Domestic Travel
2. International Travel

PREREQUISITE DOCUMENTS

1. Personal Identity (KTP or other valid ID).
2. Polymerase Chain Reaction (PCR) Test Certificate with a negative Result that is valid for 7 days or Rapid Test with Non Reactive Result that is valid for 3 days upon departure.
3. Statement Letter of Influenza-like illness free symptom for region or countries that do not provide PCR facilities.
4. Travel ticket.
5. Download and Activate the "Peduli Lindungi" application on mobile phone devices.
6. Other Documents required by airlines or region or countries of destination.



Travel Document

Checked by Airline under supervision of COVID-19 Task Force, Local Government Officials, Police & Military.

1. ID Card
2. Health Clearance (PCR or Rapid Test certificate)
3. Passport (International flights)
4. Travel Tickets
5. Other documents required by airlines or region or countries

Prerequisite Documents

Passenger provide e-HAC (Health Alert Card Electronic) (Google Play Store OR <https://inahac.kemkes.go.id/>) OR take HAC (Health Alert Card) Form at the airport.

Health Document

Checked by Port Health Office (Airport) Officer.

1. PCR and or Rapid Test Result Certificate
2. Statement Letter of Influenza-like illness free symptom

Eligibility

Letter of Health Clearance issued by Port Health Office to proceed for Check-in.

#SafeTravelswithSAUDIA

AIRPORT INDONESIA PROTOCOL

Airport Protocols for **Departure - International**

Procedures & Prerequisites



Passenger's Flow

Procedures

Prerequisite

PURPOSE OF TRAVEL

International Travel

PREREQUISITE DOCUMENTS

1. Personal Identity (KTP or other valid ID).
2. Polymerase Chain Reaction (PCR) Test Certificate with a negative Result that is valid for 7 days or Rapid Test with Non Reactive Result that is valid for 3 days upon departure.
3. Statement Letter of Influenza-like illness free symptom for region or countries that do not provide PCR facilities.
4. Travel ticket.
5. Download and Activate the "Peduli Lindungi" application on mobile phone devices.
6. Other Documents required by region or countries of destination.



NOTE :
Only certain Airport provide such facility



Airport Drop Zone



Covid-19 Task Force

KKP, TNI, POLRI, Airport Authority & SATGAS COVID-19



Security Check Point 1

Checked By Airport Security



Check In

Checked By Airline



Immigration

Checked By Immigration Officer



Security Check Point 2

Checked By Airport Security



Boarding

Checked By Airline



#SafeTravelswithSAUDIA



SAUDIA PRODUCT UPDATED



DOMESTIC FLIGHT RESUMPTION SCHEDULE

From / to

Riyadh

Starting from 2 July
(last updated)

Qaisumah	Rafha	Wadi Al Dawasir	Nejran
Turaif	Yanbu	Abha	Riyadh
Arar	Baha	Bisha	Sharurah
Dammam	Gassim	Gizan	Tabuk
Hail	Jeddah	Jouf	Taif
Al Ula	Gurayat	Jouf	Madinah



DOMESTIC FLIGHT RESUMPTION SCHEDULE

From / to

Starting from 27Aug
(last updated)

JEDDAH

Madinah

Nejran

Abha

Riyadh

Arar

Baha

Bisha

Sharurah

Dammam

Gassim

Gizan

Tabuk

Hail

Jeddah

Jouf

Taif

AlUla



DOMESTIC FLIGHT RESUMPTION SCHEDULE

From / to

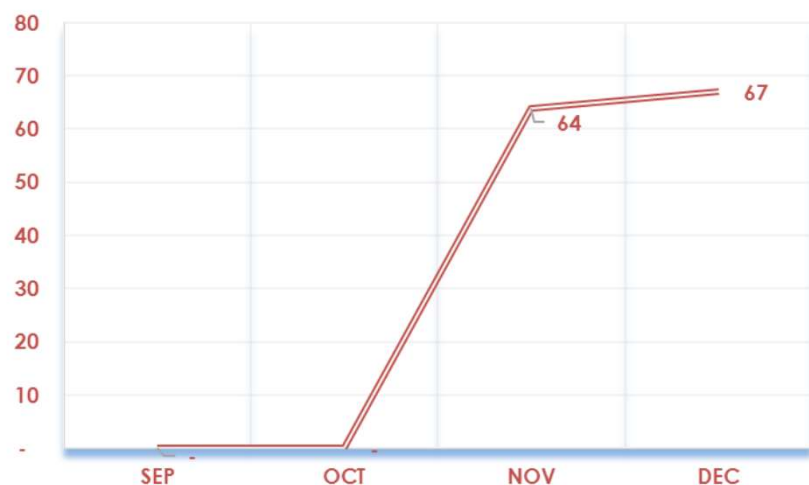
Starting from 3 Sep
(last updated)

DAMMAM

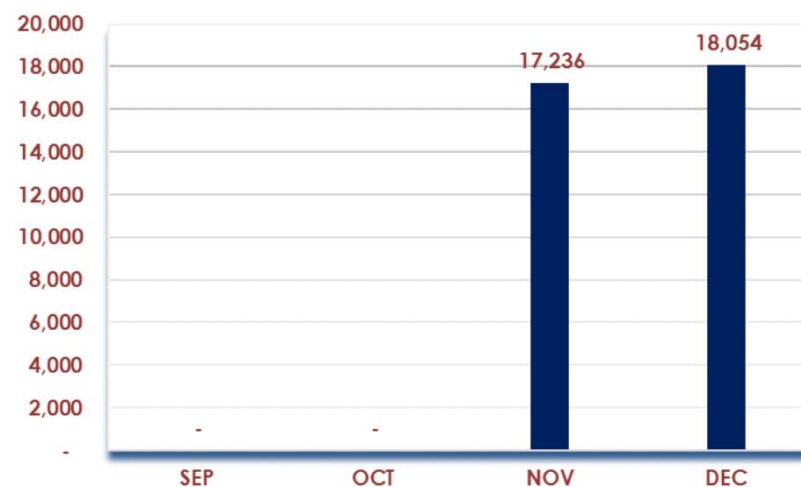
Abha	Baha	Jouf	Taif
Dammam	Gassim	Riyadh	Madinah
Bisha	Tabuk	Jeddah	Gizan
Hail	Sharurah	Arar	Nejran
AlUla	Gurayat	Qaisumah	Hofuf
Wedjh	Turaif	Rafha	



SAUDIA FLIGHT LIVE ON GDS SYSTEM



Flight Frequency
(September – December 2020)



Flight Capacity
(September – December 2020)

*flight mentioned above is starting from Jakarta
*flight capacity 268 pax per flight (instead of 381 pax)

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Flight Schedule October, November and December 2020

Flight Number	Day	Origin	Destination	STD	STA
SV817	1, 3, 6	CGK	JED	11.00	16.15

Flight Number	Day	Origin	Destination	STD	STA
SV816	2, 4, 7	JED	CGK	17.00	09.00+1

#SafeTravelswithSAUDIA

RESUME INTERNATIONAL FLIGHT

According to a circular has been issued from general authority of civil aviation GACA under number 6346/4 on 15 September 2020, it has been decided:

- 1- Airlines are permitted to carry GCC citizen passengers to/from kingdom.
- 2- Airlines are permitted to carry non-Saudi passengers holding a valid visa (Exit/Entry, Residence (Iqamah), and Visit) to/from the kingdom.
- 3- Passenger are not allowed to board unless they provide a negative result (PCR) test from a verified laboratory abroad, and it must be done not later than 48 hours before arriving to the kingdom.
- 4- Passengers mentioned above, entering and exiting the kingdom shall be in accordance with the (covid-19) health preventions control and measure by ministry of health.

- 5- What is stand in this circular shall not violet any conditions or approved requirements related to the restrictions or ban on travel for reasons that are not related to preventing the spread of (covid-19).
- 6- This circular will be effective as of 06:00 a.m. on Tuesday, September 15, 2020.

Kindly, Travel Agency inform to our guest/traveler to review the travel requirements for his/her destination country and to verify the completeness of the conditions for travel to that country, which are available at the following link :

<https://www.saudia.com/before-flying/travel-information/travel-requirements-by-international-stations>

#SafeTravelswithSAUDIA

DISCLAIMER FORM

Disclaimer

Full Name	National ID/Iqama
Residence Address	
Point of Entry (name of airport, ground crossing, seaport)	Country Arriving From
Arrival Date	Flight/Trip Number
Personal Mobile Number	Relative Contact Number

I (the person signing below) admit that I/ (the person mentioned above) do not have any respiratory symptom or fever or any symptom of coronavirus (COVID-19) infection, and will comply with completing the full home quarantine period determined for (2 days) from arrival to the Kingdom with negative PCR by the end of period. If PCR is not done, home quarantine will be continued for (7 days). I also admit the following:

1. Acknowledge and agree to the requirements for home quarantine and commit to comply with them, which are:

- Assign location through Tatanan application within 8 hours from arrival, else it would be escalated to responsible authority after 24 hours to take necessary action.
- Stay home throughout the quarantine period and do not leave unless seeking medical care.
- Stay in an isolated room away from other persons. Not to share food nor drinks with others, especially those of high risk, such as elderly persons, persons with chronic medical conditions, and pregnant women. Not to have contact with pets.
- Wear a facemask when leaving the room for any reason, or when leaving home to seek medical care.
- Keep distance of at least 1.5 meters between yourself and others, in addition to wearing a facemask.
- Cover mouth and nose with napkins when coughing or sneezing. Wash hands with soap and water for at least 40 seconds or use alcohol-containing hand sanitizers.
- Avoid sharing personal items with others (such as showers towels and eating or drinking utensils).
- Clean all surfaces (frequently touched) such as door handles, computer keyboards, light switches, mobile phones, and others, using alcohol or chlorine containing sanitizers.
- Make sure that shared spaces at home are well ventilated.
- Assign separate bathroom if possible and clean carefully following every use if shared with others.
- Monitor symptoms, such as dry cough, fever, or shortness of breath. Immediately call 937 if any symptom appeared and notify them of that. Go to primary healthcare center or emergency room if necessary.

- I am registered on (Tatanan and Tawakkalna applications) and was informed on how to use them and do the daily health assessment, and I will contact Ministry of Health whenever needed.
- I agree to the Ministry of Health taking any preventive or medical measures, to undergo medical and laboratory check-ups, or any other procedure determined to benefit me or protect the public health. I will be present when contacted on the numbers stated above.
- I admit to complying with previous instructions, in addition to instructions issued later by responsible authorities in relation to coronavirus pandemic. Failure to comply with those instructions and procedures exposes me to determined penalties of monetary fines up to 500 thousands Saudi Riyals, imprisonment for up to two years, or both penalties combined.
- I admit to call 937 and contact Tatanan and Tekkad clinics to perform (PCR) test for covid-19 at the end of the two days.

Name: _____

Signature: _____

Date: _____

Version 1.1 (P1)*

www.moh.gov.sa | 937 | SaudiMOH | MOHPortal | SaudiMOH | Saudi_Moh

SAUDIA PROCEDURE FOR TRAVEL AGENT

Reference Number
202009021 **affected**
bulletin number
202003242/202003031/202
002251/20200221/2020022
71/202003291/202003011/
202003041/202003082/202
004141/202006021

Reference No.
202009021

Refund without Fees
(except for E3 Non-
Refundable Taxes)

All International
flight tickets with
confirmed for future
travel

Permitted
(or)

Don't accept or process any request for Hajj and Umrah
Groups, until we receive official notification from the
responsible authorities concerning the date of resuming
international flights and permission to perform Hajj and Umrah
form the concerned responsible authorities

Changing without
collecting fees or
fare difference for
one time only

IMPORTANT !

Put Remarks/Endorsement Box
" Full Refund ref 202009021 "

Process ONLY allow AUTO REFUND on
GDS for Any Cases
Non-Refundable Taxes of E3 should be
collected

#SafeTravelswithSAUDIA

SAUDIA AIRLINES THE SCHEME OF BSP COMM

Agent
Comm

3
%
LESS

- *Valid on Point of Sales Indonesia
- *Not valid for DOM Flight
- *Valid for Starting from CGK Only

#SafeTravelswithSAUDIA

MANDATORY PASSENGER CONTACT

FORMAT :

3OSI SV CTCM <mobile number>/<Language>
3OSI SV CTCE EMAIL//BUSINESS.COM

EXAMPLES :

3OSI SV CTCM 6285693520820/EN
3OSI SV CTCE RIYAN.AF//AYUBERGA.COM

FORMAT :

APN-M+<mobile number>/<Language>/P<Pax No>
APE-<Email address>

EXAMPLES :

APN-M+6285693520820/EN/P1
APE-RIYAN.AF@AYUBERGA.COM

01. The Mobile Number **must start with country code without "00"**
02. The two options **available for the language indicator in the below format are: "AR" for Arabic and "EN" for English**

1

Sabre

Travelport

2

3

Amadeus

FORMAT :

SI.SV*CTCM <mobile number>/<Language>
SI.SV*CTCE EMAIL//BUSINESS.COM

EXAMPLES :

SI.SV*CTCM 6285693520820/EN
SI.SV*CTCE RIYAN.AF//AYUBERGA.COM

#SafeTravelswithSAUDIA

Duplicate PNR Booking

1

ADM raised due to Duplicate PNR booking. As per the GDS misuse policy creating duplicate bookings in the same passenger name record (PNR) or across PNRs for the same passenger is prohibited. Also Post investigation we see that tickets were not issued for the misused PNRs, hence the ADM holds good for the same.

Churning PNR

2

As per the GDS misuse policy Travel service providers must avoid repeated cancelling and re-booking of the same or different flight, class, date or route (known as churning) to circumvent ticketing time limits or for any other reason whatsoever; as this leads to unreasonably high booking / cancelling volumes

3

Fictitious Name Booking

PNR was generated using fictitious name. TEST/MR.Travel Service providers must not create any fictitious bookings, that block the airline's inventory in the live GDS environment

4



Split Booking

ADM also raised for Booking indicated booking group split to many PNRs

RECOVERABLE FEES FOR VARIOUS VIOLATIONS

**Not-Removed Inactive Segment
Not-ticketed Passive Booking**

USD 7 per segment per passenger

**Using Robotics/Scripts to hunt/block seats from Flight
Availability**

**USD 1.000 for first incident
USD 5.000 for each subsequent
incident**

**Missing or Incorrectly entered passenger's mobile
number and email address**

**USD 30 per PNR for Guest Class
USD 60 per PNR for First/Business Class**

**Incomplete or incorrect passenger's Passport/ID (APIS)
information**

**USD 30 per PNR for Guest Class
USD 60 per PNR for First/Business Class**

**Other Violations including duplicate bookings, Fictitious
and Speculative bookings, Churning, Improper and
illegal name changes, invalid or false ticket, etc**

USD 30 per segment per passenger

More information

For updating International Flight of Saudia

**Our Reservation
Hotline**

021 837 85975 - 79

**Our Ticketing
Hotline**

021 835 6201 ext 9119

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