To: All Brunei Travel Agent

Mandatory information upon booking creation

Please find below the mandatory information that is required by RBA at time of booking in order for us to expedite and process your PNRs efficiently.

1. **Local contact**

   - IATA resolution 830d requires the travel agent to record passenger's contact details for the airline to contact passengers in time of flight reschedules and operational disruptions.

   - BI requires that SSR CTCE and SSR CTCM is populated with the passenger's correct email and mobile number. If the passenger refuses to provide their contact details, the travel agent is to input SSR CTCR in the PNR.

   - Should the passenger miss his/her flight due to a failure to receive notifications, and an audit of the PNR proves that the travel agent did not record the passenger's contact information, and that CTCR did not exist, the airline reserves the right to pass on the cost of re-accommodation and applicable compensations (e.g. UK261/EU261) to the travel agent.

2. **Special Service Request**

   - When SSR request is needed, please ensure correct SSR code is used. Passenger should be made aware status of their request especially when their request is still pending for confirmation at time of request. Upon receiving -REPLY- from BI, then only passenger is to be informed or notified on the status of their request.

3. **Child**

   - BI consider passenger over the age of two (2) years but under the age of twelve (12) during the commencement of travel as CHILD.

   - Each child must occupy seat and SSR CHLD is mandatory to be added during creation of booking.

4. **Infant**

   - BI consider passenger under the age of two as INFANT and each infant must be accompanied by an adult

   - SSR INFT is mandatory to be added during creation of booking

5. **Un-accompanied Minor (UMNR)**

- BI consider children traveling alone at the age above five (5) years old and under twelve (12) years old as un-accompanied minor (UMNR)

- For any request of UM service, it is mandatory for ticket agent to provide the parent/guardian with the UM form and ask the parent/guardian to read and ensure understand the declaration and sign. The form shall be submitted via email to Customer Care and Special Services unit (ccss@rba.com.bn) at least 48 hours in advance otherwise service will not be extended. Email should contain the following information;

  - Name (s)
  - Gender
  - Date of Birth
  - Flight Number
  - Departure Date & Segment
  - Language Spoken
  - State of health

  Completed form shall be presented during check-in

- UM details such as telephone and address of parents or guardian at departure and pick-up city must be inserted in OSI. UMNR must be requested in SSR format with correct application. Confirmation shall be updated in the system once complete detail entered and form received.

6. **Young Passenger (YP)**

- BI consider passenger with age between twelve (12) years until fifteen (15) years as Young Passenger (YP)

- YP details shall be inserted in OSI BI YP followed by the age and MAAS must be requested in SSR format with correct application. Confirmation of the requested shall be updated in the system.

7. **Frequent Travel Number**

- Royal Skies membership number shall be entered in the booking should the passenger is our Royal Skies member.

- This is to ensure that mileage accrual are automatically updated in the membership account upon passenger utilized their ticket and also to ensure our member given their privileges (especially Silver and Gold member) while using our services

8. **Time limit**

   ▪ Passenger should be made aware of their ticketing time limit which will be trigger automatically upon completion of booking creation.

9. **VIP information**

   ▪ IATA definition of VIP is a customer who might have a high public profile and each airline has its own criteria to consider which profiles are categories as VIP. BI list of VIPs has published in Sabre DRS page as agent reference.

   ▪ OSI BI VIP information is mandatory to be entered in their booking for easy identification of VIP passenger travelling with BI in order for BI to provide necessary arrangement for them.

10. **Total Complete Party (TCP)**

▪ OSI TCP information shall be added in the booking should passengers are travelling together but holding separate booking.

11. **Inactive segment**

   ▪ Travel Agents must remove all unwanted segments with status codes HX/NO/UC/UN/US/WK/WL/WN immediately. BI will ADM travel agents if the segments still exist within 24 hours of departure.

This notice shall be valid for the period, until the instruction is reviewed or superseded by new updates of rules and regulations issued by respective authority or the department by means of an email, circular, memo or letter.

END OF NOTICE
Issued by Training & Standard Procedure – Commercial Systems & Support