

CUSTOMER SERVICE NOTICE

Reference: CSN/046/2019

Date: 21st October 2019

To: All GDS User

Baggage Allowance for Twin Cities with Journey Break

Please be advised with immediate effect, Royal Brunei Airlines is allowing all group bookings (GIT) that involves twin cities with Journey Break in between in which Borneo routes is part in their journey to be manually amended on baggage allowance to reflect the baggage allowance of dominant flight for the entire journey.

For group booking that has been issued, no re-issuance is necessary, nonetheless all booking must be indicated with check-in service remarks on the correct baggage allowance.

Additionally, for FIT guests that have a break journey of 5 days or less are entitled to have same baggage allowance. No baggage amendment is required for FIT booking, however, it is mandatory for all GDS users to contact the nearest RB offices, BWN call centre +673 2212222 or send an email to brunei.callcentre@rba.com.bn for check in service remarks indication to be inserted in the booking.

This notice shall be valid for the period, until the instruction is reviewed or superseded by new updates of rules and regulations issued by respective authority or the department by means of an email, circular, memo or letter.

Please be guided and kindly disseminate the information to the relevant parties.

END OF NOTICE

Issued by Customer Service – Training & Standard Procedure