

Dear Trade Partners,

Mandatory Insertion of Passenger Contact Details Origin & Destination

Providing Passengers' Contact Details at Origin & Destination is mandatory and essential to considerably reduce inconvenience experienced by passengers as a result of a schedule change, new entry regulations or other restrictions mostly triggered by the COVID-19 pandemic.

If a passenger does not wish to share the contact details, agents must advise him/her that he/she may not receive information from the airline relating to flight cancellation or schedule changes (including delay in departure) and should enter the refusal in the PNR in compliance with the resolutions governing reservations procedures.

- SSR CTCE = Passenger's Email
- SSR CTCM = Passenger's Mobile
- SSR CTCR= Passenger refused to provide his details

Since COVID-19 restrictions are subject to change at any moment, MEA passengers must be clearly advised that it is their own responsibility to check all travel restrictions issued by the countries of their Origin, Destination, or Transit.