

Frequently Asked Questions (FAQs) – Pre-Departure Health Screening Programme for Passengers Travelling from Malaysia to China (Kuala Lumpur to Guangzhou) via MH376

1. What is the ‘Pre-Departure Health Screening Programme’?

The Pre-Departure Health Screening Programme is an initiative implemented by Malaysia Airlines as an added layer of precaution in facilitating seamless travel to China and is **compulsory** for all Malaysia Airlines’ passengers departing to China from Kuala Lumpur.

The Programme entails a 5 days 4 nights self-isolation arrangement at a designated hotel as well as pre-departure health screenings and COVID-19 tests as regulated by the Chinese Embassy in the host country and Malaysia Airlines.

The programme will take effect for passengers departing via MH376 from Kuala Lumpur (KUL) to Guangzhou (CAN) from 1 August 2022 onwards.

2. Why is this programme required? Why did Malaysia Airlines introduce this programme?

The programme is part of our efforts to protect and ensure passenger safety, prevent further spread of the COVID-19 virus, and ensure seamless travel experiences for our passengers.

3. What is the entry requirement from the Chinese Government?

Kindly refer to the latest “*Notice on Health Code Application and Pre-departure Test Requirements for Passengers Traveling to China*” implemented on 2 July 2022 by the Embassy of the People's Republic of China in Malaysia which is accessible [here](#).

4. How many COVID-19 tests are required as part of the Programme?

Passengers must go through four (4) COVID-19 tests in total during the Programme duration. This includes:

1. RT-PCR test prior to hotel check-in
2. RT-PCR test 48 hours before departure
3. RT-PCR test 24 hours before departure
4. RT-Antigen test 12 hours before departure

5. What is the total cost for the Programme? When and how can passengers make the payment?

The Programme package starts from MYR 1,700 for 5-days, 4-night stay per passenger. The price is inclusive of but not limited to:

- Hotel accommodation
- Meals (Breakfast/Lunch/Dinner)
- COVID-19 test(s)
- Transfer services from hotel to KLIA
- Personal Protective Equipment (PPE) set

Passengers are required to pay all the relevant fees via online transfer two (2) working days before hotel check-in.

Payment should be made to the appointed service provider by Malaysia Airlines, i.e. D ZEN MICE TRAVEL SDN BHD, who are responsible to issue the relevant payment receipts for meals and living accommodation at the hotel as well as the testing fees. To obtain the payment receipt, please request via email at dzenmicetravel@gmail.com. Bank transfer information of the service provider as follows:

Bank Name : CIMB BANK BERHAD

Account Name : D ZEN MICE TRAVEL SDN BHD

Account Number : 8009 1661 45

Swift Code : CIBBMYKL

Receipt Reference: [Organisation name and number of people or Passenger name and number of people]

6. What if a passenger is detected positive for COVID-19 during the Programme duration or on the day of departure? Can the passenger refund the Programme cost? Can the passenger refund the ticket cost?

If a passenger is detected positive for COVID-19 during any stage of the Programme, they will not be allowed to travel. Passengers can request to refund the unutilised night's stay from the appointed service provider. Passengers may also apply for refund or change to another flight date subject to the terms and conditions from the source of booking.

7. Can passengers go show on the flight without going through the programme?

No. All passengers on the abovementioned flight are required to undergo the Pre-Departure Health Screening Programme.

8. I am supposed to travel to China but the flight was cancelled? Will you transfer me to the next available flight including the programme?

We will endeavor to accommodate the flight as per booking. In the case of flight cancellation, reallocation of flights will be done accordingly.

9. Is the programme applicable to all types of passengers? Are children or infants required to undergo the programme? Any exemptions for Diplomats or government officers?

Yes, the programme is compulsory and applicable to all passengers including adults, children and infants. However, for the time being we will not uplift any deportees.

10. Can I book this flight to China if I am travelling from other countries and join this programme in Kuala Lumpur?

Yes. However, the passenger must have entered Malaysia for more than 28 days before joining the programme.

11. What if I am detected positive for COVID-19, when can I travel next?

Passengers detected positive for COVID-19 will not be allowed to travel to China for the time being. All passengers can refer [here](#) for reference of travelling requirements to China from Malaysia.

12. Who can I contact for further questions?

- For matters related to the flight ticket, you may refer to the source of booking.
- For more information on the Programme, passengers are advised to contact the appointed service provider by Malaysia Airlines:

D ZEN MICE TRAVEL SDN BHD

Operating Hours: 08:30-17:30, Monday – Sunday

Email: dzenmicetravel@gmail.com

Whatsapp: +6011-6115 6771 / +6018-9748 442

Kindly state passenger's name, flight date, passport number

Person-in-charge: Mike Chong +6016 397 9935