

TRAVEL RESPONSIBLY.

We wish to remind all passengers to comply strictly with the health and safety measures put in place. Together, let's each do our part in fighting the COVID-19 pandemic.



Pre-flight ▶



Travel advisory/ alerts – Find out about the latest travel updates on our Malaysia Airlines app or website.

You may also wish to refer to the IATA website at <https://www.iatatravelcentre.com>

MySejahtera app – Download the MySejahtera app from Apple App Store or Google Play Store when travelling to and within Malaysia for health screening and contact tracing purposes.

Web/ mobile check-in – Check-in online prior to arriving at the airport terminal. Domestic passengers travelling with hand carry only may proceed to security clearance and boarding lounge with a mobile boarding pass.

*Terms & Conditions apply

Boarding ◀



Boarding gate protocol – Contactless temperature and security checks will be performed before entry.

Document verification – Airline staff verifying passengers' travel documents will sanitise their hands regularly. Contactless boarding using mobile boarding pass is possible for domestic flights.

Social distancing protocol – Admission into the boarding lounge will be limited at a given time.

Boarding process – Boarding will be done in sequence with small groups, with priority given to passengers requiring special assistance.

Golden Lounge ◀



Entry protocols – Temperature checks and contactless registration will be performed before entry.

Hygiene Standards – Lounge facilities, amenities and services provided by staff will follow high safety standards as mandated by local health authorities.

Social Distancing – Floor and seat decals are added to promote safe distancing.

Dining – Passengers may use their mobile devices to place their orders for fresh dishes or pre-packed meals and beverages for table delivery or self-collection.

Lounge amenities – Shower facilities will continue to be available, with bath towels and amenities hygienically packed.

Reading materials – Complimentary Wi-Fi service enables passengers to browse through digital reading materials.

Airport facilities & Check-in ◀



Kiosks and Check-in Counters – Self-service check-in kiosks are regularly wiped down and sanitised. Counters manned by staff will feature protective barriers** that are disinfected regularly.

Social distancing – Floor markers provide guidance for maintaining a safe distance while queuing.

Other Services – Special assistance and medical services requested via our Call Centre will be administered in accordance with local health protocols.

**Available in KLIA and selected airports.

In-flight cabin ▶



Hygiene kits and protocols – Hygiene kits will be distributed to all passengers. Passengers are required to have their face masks on always, except during meal times. Our crew will have their protective gear on while on board.

Comfort items – Headphones are hygienically sealed and made available for flights above 2 hours. Pillows, duvet or blankets are hygienically sealed and made available for flights above 5 hours.

In-flight meals – Food and beverage services have been modified for your well-being.

HEPA Air Filters – The air filtration system in our cabins are capable of filtering 99.97% of dust particles and airborne contaminants such as viruses and bacteria.

Cabin cleanliness – Lavatories are periodically cleaned during flight. Cabins are cleaned and disinfected with aircraft-manufacturer approved disinfectants after every flight.

Arrival/ Transit ▶



Disembarkation – Passengers are required to follow the instruction from our cabin crew to disembark by rows.

Health screening and declaration – Arriving passengers will undergo health screening procedure of temperature scanning and health declaration using the MySejahtera app.

International transit passengers – Proceed to connecting gate or transfer desk for assistance.

Social distancing protocol – Social distancing is to be observed throughout the arrival process.