HOW TO BOOK

MHguardian

malaysia airlines

INDIVIDUALS WITH DISABILITIES.



At Malaysia Airlines, we want all guests to experience an enjoyable journey with us.

We understand travelling can be daunting for our passengers with disabilities. **Your comfort and safety are our priority**.

Whether you require our **wheelchair** or "**Meet & Assist**" services, we have prepared a short guide to help you plan ahead for your trip.



Wheelchair

Pre-flight Preparation



Please make your request for this service at least 48 hours before departure.



You can call the Malaysia Airlines Contact Centre at

1 300 88 3000 if you are calling from within Malaysia

OR

+603 7843 3000 if you are overseas



Alternatively, you may request for this service at the airport. If you are travelling from KLIA, kindly proceed to check-in counters B1 and B2. For other airports, please approach the special assistance counter.

On the Day of Travel

Pre-departure



Please proceed to the special assistance counter for check-in.



Once completed, one of our Ground Handling Staff will be assigned to you.



Our wheelchair service will be rendered to you 1 hour before your departure.



As you make your way to your boarding gate, our Ground Handling Staff will take you through the priority lane and provide assistance at every embarkation touchpoint:

Immigration | Customs | Security gate

Departure



Our Cabin Crew will be ready to welcome you on board and get you settled in.



Sit back, relax and enjoy your flight. Our attentive Cabin Crew is ever ready to assist you.



Upon arrival, our Ground Handling Assistant will have a wheelchair ready for you.

Arrival



Assistance will be provided for you at every disembarkation touchpoint:

Transit | Immigration | Baggage Collection | Customs | Security Departure Gate



Our Ground Handling Assistant will be accompanying you until you exit the airport.



The MHguardian service is now complete, and you have arrived safely at your destination.



Meet and Assist

Pre-flight Preparation



Please make your request for this service at least 48 hours before departure.



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On the Day of Travel

Pre-departure



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As you make your way to your boarding gate, our Ground Handling Staff will take you through the priority lane and provide assistance at every embarkation touchpoint:

Immigration | Customs | Security gate

Departure



Our Cabin Crew will be ready to welcome you on board and get you settled in.



Sit back, relax and enjoy your flight. Our attentive Cabin Crew is ever ready to assist you.



Upon arrival, our Ground Handling Assistant will be ready to greet you.

Arrival



Assistance will be provided for you at every disembarkation touchpoint:

Transit | Immigration | Baggage Collection | Customs | Security Departure Gate



Our Ground Handling Assistant will be accompanying you until you exit the airport.

The MHguardian service is now complete, and you have arrived safely at your destination.

*Images are for illustration purposes only.

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