Further to our bulletin No. 201201241 dated 24 January 2012 and its update bulletin No. 201308271 dated 27 August 2013 regarding the above subject, we would like to draw the attention of all travel service providers once again to the utmost importance of collecting the passenger’s contact information in their PNRs for operational reasons related to the customer and to reserve his rights, and also for safety reasons.

Therefore, Saudia calls upon all travel service provider to strictly adhere to entering the passenger’s contact details in their PNRs as a mandatory requirement for creating these PNRs in order to avoid any inconvenience to the customer and any legal questioning and/or penalties applied by civil aviation authorities and/or any compensation to the customer as a result of that..

Saudia reserves its right to cancel any PNR not containing the passenger’s contact information and/or raise an ADM against the concerned travel service provider. Saudia may also block access to its inventory and/or revoke its ticketing authority for any travel service provider not adhering to this mandatory requirement or not settling any related ADM.

The correct format for entering the passenger’s contact information can be found in our bulletin No. 201201241 dated 24 January 2012 under the following link:
http://www.saudiairlines.com/travelagencies

If you have any questions or comments, please contact: gdssupport@saudiairlines.com