

Welcome  
to our future



السعودية  
Saudia



# Agenda



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Welcome to our future.  
And to a country that awaits you.  
A land of beauty, vibrancy, and momentum.

A place with big ideas and a passion for change.  
A diverse culture built on heritage and progress.  
A warm people driven by dreams and determination.

We're the airline that exemplifies it all.  
Enjoy our naturally gracious hospitality.  
Experience travel at its finest, no matter your journey.

As we take flight on the wings of our new vision.  
We invite you to take your place in it, with us.  
Join us. Be part of our journey towards a brighter tomorrow.

Our future starts now, let us take you there.



Our journey  
starts here

# Transforming tomorrow

The Kingdom of Saudi Arabia's culture has shaped our modern life.

This awe-inspiring heritage has weaved its way into remarkable design expression - melding the traditional fabric designs of the past with the pinnacle of today's tech.

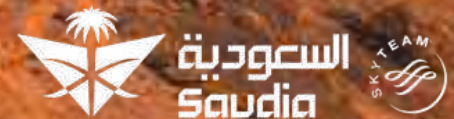
Together, we can move beyond by sharing our culture with the rest of the world.

By using our past, we can glide towards a future that innovates without forgetting.

## SAUDIA at Glance

We take you on a journey to experience the magnificence of flying with us.

Saudia Airlines is the flag carrier of the Kingdom of Saudi Arabia, which was founded in 1945. Currently Saudia serves Indonesia for UMRAH, HAJJ Flights, and connecting to the world and beyond.



# SAUDIA AWARD AND RECOGNITION

**The World's Most Improved Airline**  
at the 2024 Skytrax World Airline Awards



Saudi Airlines was named 'The World's Most Improved Airline' at the 2024 Skytrax World Airline Awards. Saudia's remarkable trajectory has seen its ranking surge over the past seven years, leaping from 82nd place in 2017 to 23rd in 2023, and achieving the 20th position in 2024.

**The World's Best Economy Class Airline Catering**  
at the 2024 Skytrax World Airline Awards

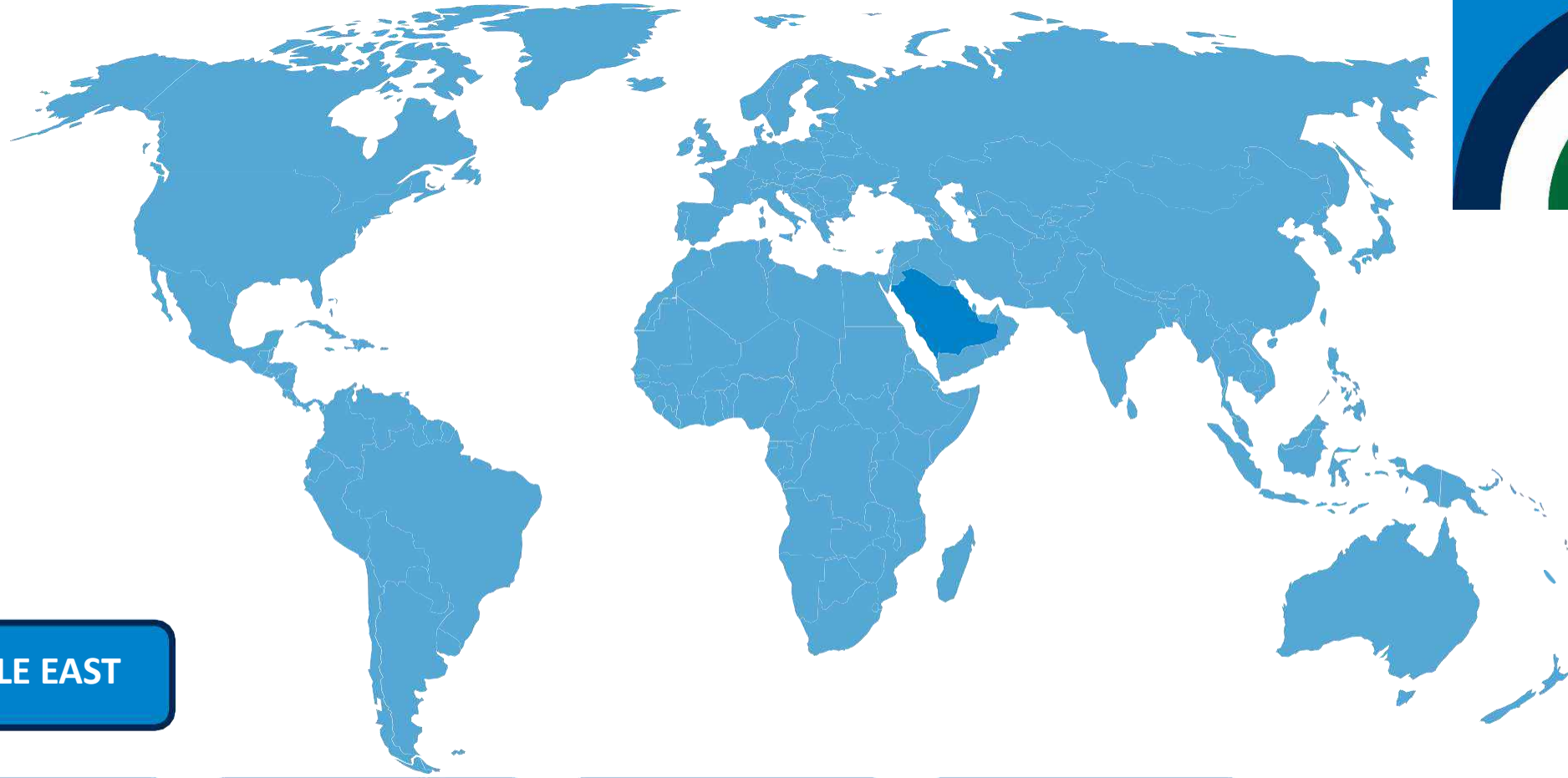


Saudia, the national flag carrier of Saudi Arabia, was named 'The World's Most Improved Airline' and ranked number one for the Best Economy Class Airline Catering at the 2024 Skytrax World Airline Awards

# SAUDIA NETWORK



# SAUDIA NETWORK



MIDDLE EAST

ASIA

AFRICA

EUROPE

NORTH  
AMERICA



# SAUDI ARABIA

## CROSS TO 26 DOMESTIC DESTINATIONS



ABHA

AD DAWADMI

GASSIM

BURAIDAH

AL MADINAH

GIZAN

NEOM

ARAR

GURAYAT

QAISUMAH

ALULA

HAIL

RAFHA

BAHA

JEDDAH

RIYADH

TAIF

BISHA

JOUF

SHARURAH

TURAIIF

YANBU

DAMMAM

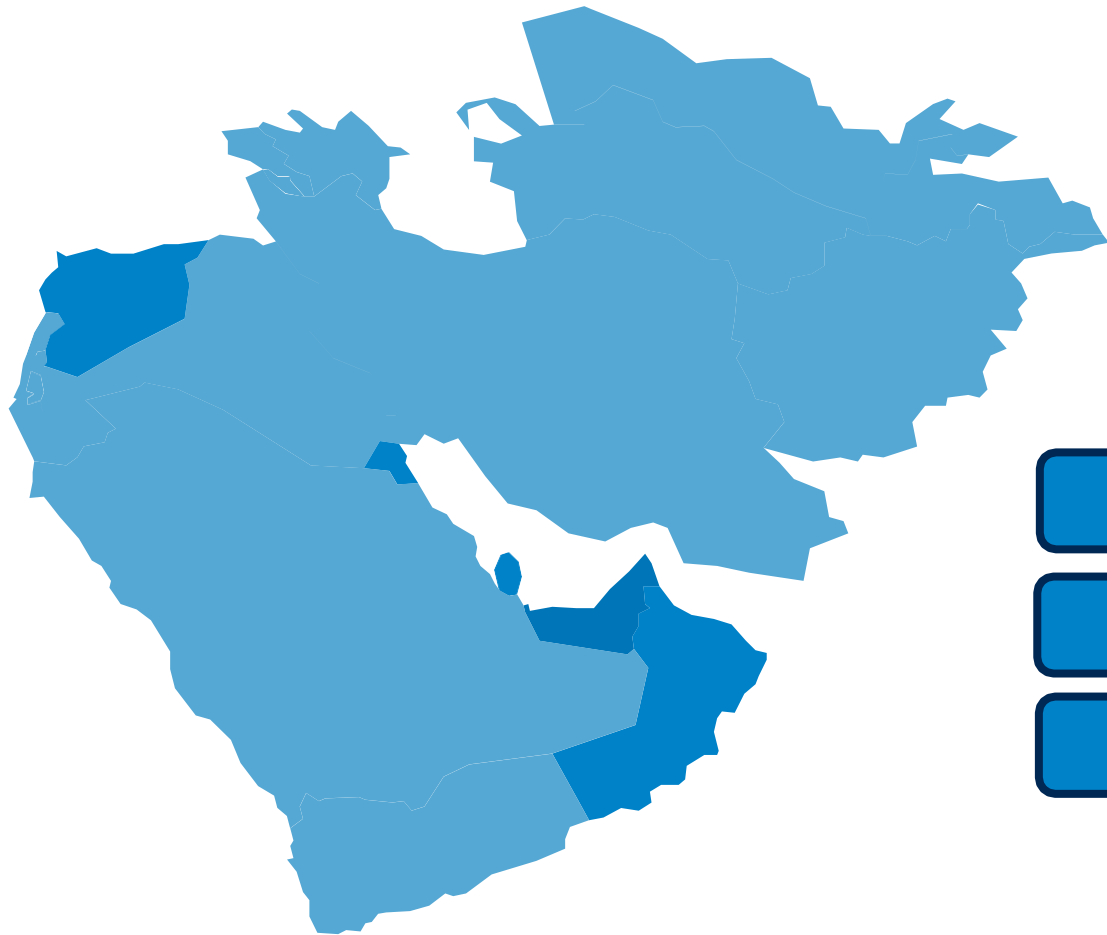
NEJRAN

TABUK

WADI AL DAWASER

THE RED SEA

# MIDDLE EAST



ABU DHABI

AMMAN

BAHRAIN

KUWAIT

DOHA

DUBAI





# ASIA NETWORK



DHAKA

PHUKET

BEIJING

HYDERABAD

GUANGZHOU

LUCKNOW

KARACHI

MULTAN

BANGALORE

MUMBAI

LAHORE

KUALA LUMPUR

COCHIN

KUALA LUMPUR

ISLAMABAD

MANILA

JAKARTA

DELHI

MALE

PESHAWAR

MULTAN

MEDAN

# AFRICA NETWORK



ADDIS ABABA

ALEXANDRIA

ALGIERS

CAIRO

CASABLANCA

MAURITIUS

NAIROBI

SHARM EL-SHEIKH

TUNIS

KANO



# EUROPE NETWORK



AMSTERDAM

ATHENS ^

ISTANBUL

BARCELONA

LONDON

BIRMINGHAM

MADRID

MILAN

FRANKFURT

MALAGA ^

ZURICH

NICE ^

ROME

GENEVA

MANCHESTER

MUNICH

PARIS

VIENNA ^

# NORTH AMERICA

CROSS TO 3 DESTINATIONS



LOS  
ANGELES

WASHINGTON

NEW YORK

TORONTO

# Product and Service

# This Is How We Fly

## Our product and services



### New Livery

Our new aircraft features elegant lines and vibrant colors that symbolize progress and transformation. Our creative touches are evident in the unique tail design and adding “Saudia” name underneath the aircraft.



### Cabin Crew Uniform

We greet you on board our aircraft with the same warm welcome and generous hospitality, dressed in our new colors. Our new uniform combines professionalism and elegance and reflects the spirit of our esteemed aviation team.



### This is How We Fly with Al Fursan!

Inspired by our national colors and beautiful landscape, the Green Tier will replace the Blue Tier and bring unparalleled enhancements to our Al Fursan’s valued members.



# GUEST CLASS EXPERIENCE

- Skytrax Best Economy Class Airlines Seat Award
- the most comfortable and spacious in the air today, with seat pitches of 34 inches, more than most other airlines allow in their Economy Classes
- All seats are equipped with special monitors



# BUSINESS CLASS EXPERIENCE

- Full flat bed
- A touchscreen panel gives the passenger complete control over the seat
- Large, 17-in wide HD screen monitor provides more than 3500 hours of video entertainment
- Privacy divider in the center seat



# This Is How We Fly

## Our product and services



### Onboard Prayer Room

SAUDIA exclusively offers an onboard prayer area, available in the rear cabin on all widebody aircraft. For guests traveling on the Boeing 777, Boeing 787 Dreamliner or Airbus A330 aircraft, the prayer space is available for all travelers to access.



### Special In-flight Meals

Indulge in delicious in-flight meals crafted with care and quality ingredients. Enjoy our new flavorful menu which celebrates the vibrant culture of Saudi Arabia.



### Fast-track Service

Make every second count with our fast-track line, with Fast-track service, you will bypass long lines at check-in counters, security screening, and boarding gates. Depending on service availability in the airport, you may enjoy more time before your flight by skipping queues at security screening.

# CHECKED BAGGAGE ALLOWANCE



## Guest Class



Branded Fare : Basic  
1 Piece x 23 Kg



Branded Fare : Semi-Flex  
Branded Fare : Flex  
2 Pieces x 23 Kg

## Business Class



Branded Fare : Basic, Semi-Flex, Flex  
2 Pieces x 32 Kg

The Standard dimensions for all checked Bags should not exceed 62 inch or 158 cm for International Flights  
Branded Fare or Family Fare is apply for FIT ( Personal ) Ticket Passenger



# CABIN BAGGAGE / CARRY ON BAGGAGE ALLOWANCE



## 1 ( One ) Cabin Bag



## 1 ( One ) Hand Carry

Class of Service	Hand Baggage Allowance	Num. of Pieces	Description	Weight
Business Class	One Hand bag	1	Maximum Dimension Not Exceed 56 X 45 X 25 (Cm) (22x18 x10) (In)	Not exceeding (12) Kg
	One Briefcase	1	One Briefcase Not Exceed 45 X 20 X 35 (Cm) 18 X 08X 14 (In)	Not exceeding (09) Kg
Guest Class	One Hand bag or Briefcase	1	Maximum Dimension Not Exceed 56 X 45 X 25 (Cm) (22 X 18 X 10) (In)	Not exceeding (07) Kg

The Standard dimensions for cabin Bags should not exceed 115 cm



# OUR FLEETS



Aircraft Type	Number of Aircraft
B777-300	33
B787-900 / 1000	21
A330-300	31
A320/321	64

# CGK Station Schedule (Outbound/Inbound)

FLIGHT	STD - STA	DAY	ROUTE
SV817	09.10 - 14.55	Daily	CGK - JED
SV827	00.40 - 06.25	Daily	CGK - JED
SV819	17.30 - 23.15	Daily	CGK - JED
SV821*	07.50 - 13.55	Daily	CGK - MED
SV823**	04.55 - 10.40	Daily	CGK - JED

FLIGHT	STD - STA	DAY	ROUTE
SV826	08.35 - 22.45	Daily	JED - CGK
SV816	17.25 - 07.35+1	Daily	JED - CGK
SV820*	16.00 - 06.20+1	Daily	MED - CGK
SV818	01.50 - 16.00	Daily	JED - CGK
SV822**	12.50 - 03.00 +1	Daily	JED - CGK

\*Subject to changes

# DPS Station – On Planning (Outbound/Inbound)

FLIGHT	STD - STA	DAY	ROUTE
SV836	01.30 - 16.05	MON, WED ,FRI	JED - SIN
SV836	17.35 - 20.25	MON, WED , FRI	SIN - DPS
SV837	21.40 - 00.10+1	MON, WED, FRI	DPS - SIN
SV837	01.40 - 05.50	TUE, THU, SAT	SIN – JED

\*Subject to changes



# Saudia Visas



Saudia Arabia is Opening its doors to the world through its new tourist visa. Visitor will have the chance to discover and experience the warm hospitality of Saudia people, the rich heritage, the vibrant culture and Saudia Arabia's diverse and breathtaking landscapes.

The E-visa will be one-year, multiple entry visa, allowing tourists to spend up to 90 days in the country



# Find out what type of VISA to Visit Saudia

Tourist can apply for the tourist visa one of the following ways :

**UNITED KINGDOM, UNITED STATED  
AND SCHENGEN VALID VISA HOLDER**

## Option 1: E-Visa

Apply for your e-visa thru official website <https://ksavisa.sa/>

### General Information

Visa on Arrival Price SAR 300 (about USD 80)

Application Fee : SAR 39.44 (about USD 10.50)

Entry : Multiple Entry or Single Entry depending on Ministry of Foreign Affairs

Validity : The Multiple Entry visa is valid for a year from its issue date. The visa allows for stay of up to 90 days.

### Requirement

Your visa must be a business or tourist visa

Your visa must have been used at least once and have an entry stamp from the issuing country

Your passport must be valid for a minimum of six months beyond the date of entry into Saudia

# UNITED KINGDOM, UNITED STATES AND SCHENGEN **VALID VISA HOLDER**

## Option 2: Visa on Arrival

**Apply** for your visa on arrival once you arrive in Saudia, use the-self service devices (KIOSK) or go directly to the passport control office.

### General Information

**Visa on Arrival Price SAR 300 (about USD 80)**

**Medical Insurance Fee : SAR 180 (about USD 48.03)**

**Entry : Multiple Entry or Single Entry depending on Ministry of Foreign Affairs**

**Validity : The Multiple Entry visa is valid for a year from its issue date. The visa allows for stay of up to 90 days.**

### Requirement

**Your visa must be a business or tourist visa**

**Your visa must have been used at least once and have an entry stamp from the issuing country**

**Your passport must be valid for a minimum of six months beyond the date of entry into Saudia**



Saudi  
Welcome  
to Arabia



**YOUR TICKET, YOUR VISA**  
**PERFORM UMRAH WITH SAUDIA STOPOVER**

*APPLY FOR YOUR TRANSIT VISA WHILE BOOKING*

**+ FREE NIGHT STAY**

# Option 3: SAUDIA STOP OVER

## What Is a Transit/Stopover Visa?

A transit/stopover visa allows people passing through Saudi to enter the country for a variety of reasons, including to perform Umrah, visit the Prophet's Mosque and attend tourism events.

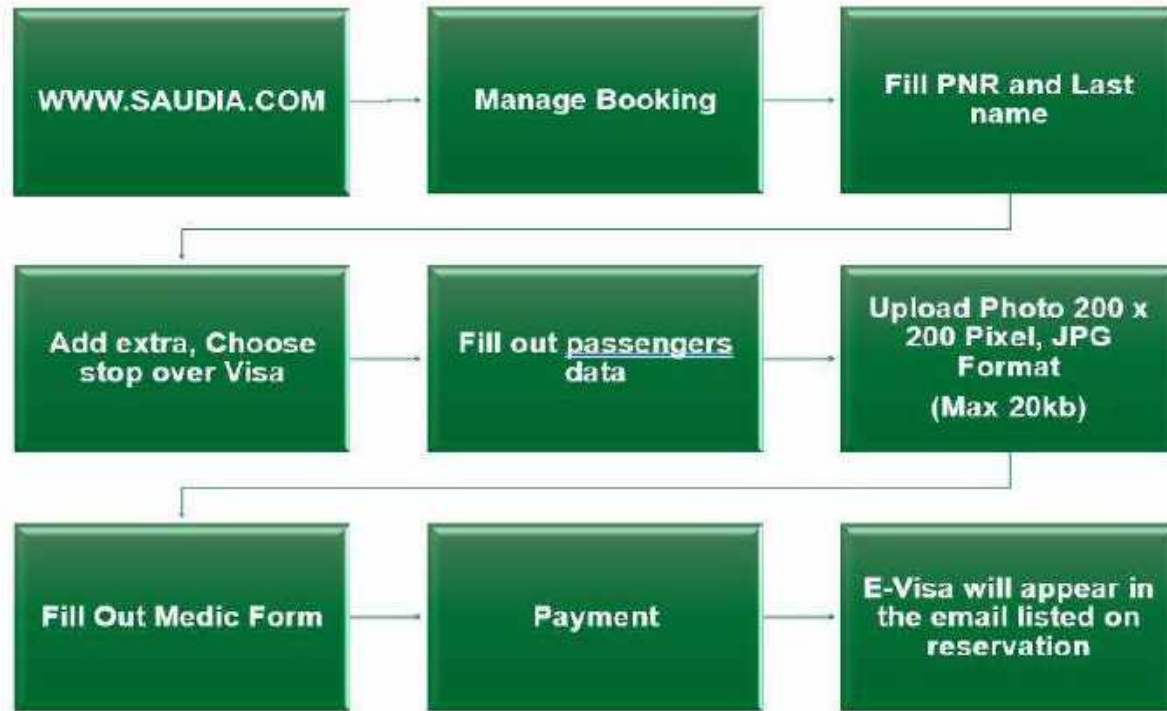
Note: Religious travelers must visit [Nusuk.sa](https://www.nusuk.sa) to schedule Umrah or Ziyarah appointments if they are interested in going to Makkah or Al Madinah.

### General Information :

- ❖ Allowed for a single visa is one trip per booking
- ❖ E-Visa Validity 90 Days
- ❖ Duration maximum stay 96 Hours
- ❖ Non-refundable, no-changes
- ❖ Your passport must be valid for a minimum **of six months** beyond the date of entry into Saudi
- ❖ The passport data must insert in the system correctly ( name as passport , date of birth, nationality, passport number, passport expiry, etc.)
- ❖ Insurance fee applies

# E- Visa Stop Over

Apply for your e-visa stop over official website <https://www.saudia.com>



## Your Ticket Your Visa!

A digital solution from SAUDIA that enables Travellers to stop-over to the Kingdom of Saudi Arabia using a Visa transit with Saudia ticket through in a one-time transaction



### How to get Stop Over Visa?

1. By Booking Through with [saudia.com](https://www.saudia.com)
2. Choose your flights with the most suitable connection time for you, up to a maximum of 96 hours.
3. Make sure to prepare your personal photos on your device according to the required specifications (200 x 200px file size -20kb) before you start filling out the form.
4. Pay the fees for the ticket and visa in one step on the SAUDIA website
5. After completing the previous steps, you will receive an email with the issued visa and insurance for the duration of your stay in Saudi Arabia.

Validity



How long to take issued to issue Stop-over Visa



Stop-over Duration



Benefit from Issued that Stop-over Visa :



Umrah



Business



Event



Tourism

Follow us :

[saudia.com](https://www.saudia.com)

# SAUDIA AIRLINES LOYALTY PROGRAM ALFURSAN



Join Alfursan Member here :  
<https://bit.ly/join-alfursan>





Al Fursan 🌤️ October 31, 2024



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Al Fursan

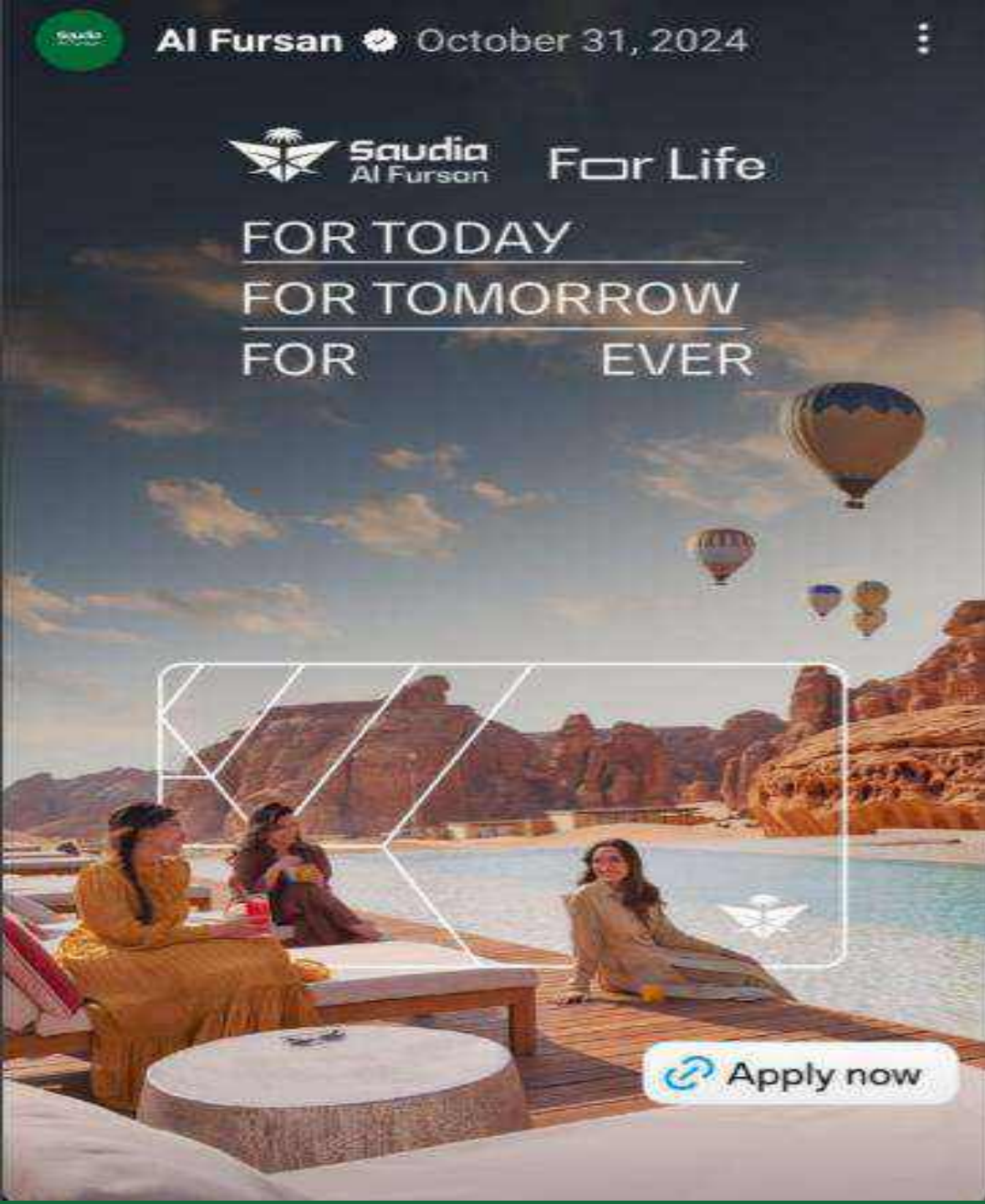
For Life

FOR TODAY

FOR TOMORROW

FOR

EVER



 Apply now



السعودية  
Saudia





## Green tier

- Free life-long membership
- Priority wait-listing
- Exclusive AlFursan partner offers
- Earn Miles seamlessly through SAUDIA and partner flights.

[Learn more](#)

## Silver tier

- AlFursan lounge access ●
- Additional baggage allowance ●
- Priority wait-listing ●
- FREE seat selection ●
- bonus Miles earned 25% ●

[Learn more](#)



# Tiers & Benefits Al Fursan Program



## Gold tier

- AlFursan and SKYTEAM lounge access
- Additional baggage allowance
- FREE seat selection
- 50% bonus Miles earned
- Priority wait-listing
- Priority Boarding

[Learn more](#)

# SKYTEAM PARTNERS

## INCORPORATING: A WORLD-WIDE NETWORK



**10,084+**  
DAILY FLIGHTS

**184+**  
COUNTRIES

**1,088+**  
DESTINATIONS

© 2017 SKYTEAM

## SkyTeam member airlines

Travel the world the best possible way with our member airlines. The SkyTeam network operates 10,062+ daily flights to 1,062+ destinations in 170+ countries. Whether you're flying for business or pleasure, we make your travels smooth and enjoyable.

Explore the airlines in the SkyTeam network.

Aerolíneas Argentinas

Aerolíneas Argentinas

AEROMEXICO

Aeromexico

Air Europa

Air Europa

AIRFRANCE

Air France

CHINA AIRLINES

China Airlines

CHINA EASTERN

China Eastern

CZECH AIRLINES

Czech Airlines

DELTA

Delta Air Lines

Garuda Indonesia

Garuda Indonesia

ITA AIRWAYS

ITA Airways

Kenya Airways

Kenya Airways

KLM

KLM

KOREAN AIR

Korean Air

MEA

Middle East Airlines

SAUDIA

Saudia

TAROM

TAROM

Vietnam Airlines

Vietnam Airlines

XIAMENAIR

XiamenAir

# Saudia Airlines Corporate Travel Program



Zones	Travel between KSA and the following destinations*	Economy Class				Business Class			First Class
		Saver	Basic	Semi Flex	Flex	Basic	Semi Flex	Flex	Flex
<b>ZONE B</b>	INDONESIA	0%	8%	9%	10%	8%	10%	12%	5%

### **CORPORATE BENEFITS**

- Free seat selection (legroom seat and emergency seat are not permitted)
- Extended time limit
- Additional service for Economy class passenger with Free Access to our reserved lounge at Sapphire Premium near Gate 6 in Terminal 3 Soekarno Hatta International Airport.

### **HOW TO APPLY**

- Sign-up completed of the MoU provided by Saudia Airlines in 2 (two) copies.
- The Contract term is annually.
- Not required for Company Legal paperwork
- Fill up the blank info with Company name, Company address, job title, email address and sign up by the Authorized Representative of your Company.
- Please complete the MoU Saudia Airlines either with your company's stamp or stamp duty on top of the Authorized' s signature.
- Register your issuing agencies with IATA and PCC code are required

## BRANDED FARES ( ALL CABIN )

Saudia has introduced a major change to its branded fare structure to offer its guests more flexibility and more alternative options for selecting exactly the fare brand or bundle that suits their travel needs. Additionally, the passenger will have the opportunity to add products (which we call ancillaries) to the selected fare bundle.

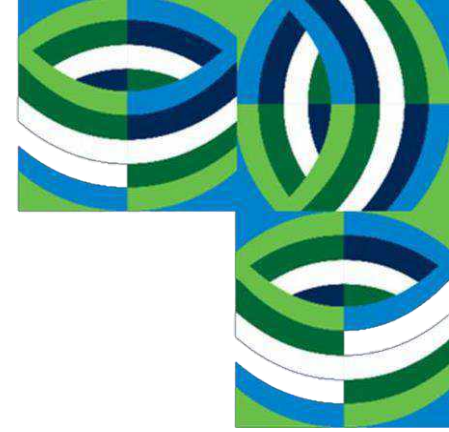
Cabin Class	Brand Name	Brand Code	Fare Basis (Suffix)	RBD Mapping
Guest Class	Economy Saver	NSAVERE	S4	Q,T,N,V
	Economy Basic	NBASICE	B4	M,K,H,L,Q,T,N,V
	Economy Semi Flex	NSEMIFLEXE	C4	Y,E,B,M,K,H,L,Q,T,N,V
	Economy Flex	NFLEXE	F4	Y,E,B,M,K,H,L,Q,T,N,V
Business Class	Business Basic	NBASICB	B5	J,C,D,I
	Business Semi Flex	NSEMIFLEXB	C5	J,C,D,I
	Business Flex	NFLEXB	F5	J,C,D,I

Note : The above RBD mapping is a general one. For a particular route/flight/departure date/RBD, some fare families may not be available for that particular route/flight/departure date/RBD depending on SV's pricing strategy



# SAUDIA TICKETING PROCEDURE OVERVIEW

# IATA NAME STANDARD



- Identical Family Names**  
e.g CARR/ERIC MS
- No Given Names /No Family Name**  
e.g PRINCE/FNU MR  
(for EUR, USA, CAD destinations)  
*use FNU (first name unknown)*
- Name Suffix**  
e.g OLSEN JR/JOHN MR  
*To accommodate name suffixes (Junior, Senior)*
- Long Name Field**  
e.g **2**GOMEZGONZALEZ/MARIA CONCEPCION/JOSE ALEJANDRO

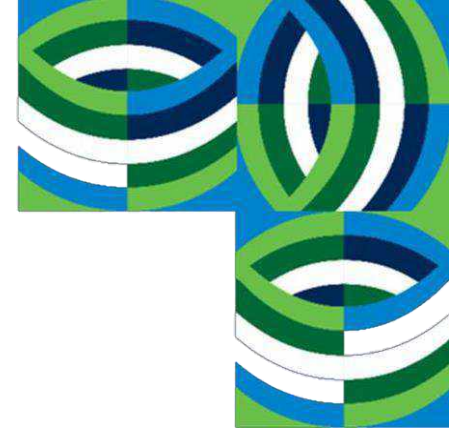
- Number in Party**  
e.g 65UMROH/GROUP
- Compound Names**  
e.g BRYCEBUCH/JAMESROBERT MR  
*indicate James Robert Bryce-Buch*
- Single Letter Family Name**  
e.g YY/MOAN MS or YMOAN/FNU MS
- Duplicate Name**  
Possible add different titles to make them unique for messaging & differentiation purpose

\*Refer to Bulletin 202406153 - Passenger Information

## ADD SPECIAL SERVICE REQUEST (SSR)

- WCHR**  
Passenger assistance up to the ramp area or departure hall
- WCHC**  
Assistance to the passenger up to the cabin seat
- FQTV**  
Frequent Flyer Number for Accrue Mileage (Skyteam)
- BSCT**  
Baby bassinet

- SEAT**  
PRE RESERVED SEAT ASSIGNMENT
  - MEAL**  
CHML : Child Meal  
BBML : Baby Meal  
DBML : Diabetic Meal  
AVML : Vegetarian Hindu Meal  
VGML : Vegetarian Vegan Meal  
FPML : Fruit Platter Meal
- \*Request at least 72 Hours before departure.  
(Based on availability).





## MANDATORY PASSENGER CONTACT ON GDS

- The mobile number entered must begin with country code followed by the mobile number without “0”
- **/EN for English** or **/AR for Arabic** should be appended to the CTCM element to indicate the language used by the passenger

### AMADEUS (1A)

Phone:

- To add mobile number in PNR:  
APN-SV/M+<mobile> /<language>/P<pax no>  
**APN-SV/M+62813xxxxxx/EN/P1**
- To add mobile number in within the ticket:  
**APM-6281313xxxxxx/P1**

Email:

- To add email in PNR:  
APE-<email address>  
**APE-CUSTOMER@YAHOO.COM**

### TRAVELPORT (1G)

Phone:

- To add mobile number in PNR (CTCM):  
SI.P<pax no>/SSRCTCMSVHK1/<mobile>/<language>  
**SI.P1/SSRCTCMSVHK1/6281313xxxxxx/EN**

Email:

- To add email in PNR (CTCE):  
SI.P<pax no>/SSRCTCESVHK1/<email>//<domain email>  
**SI.P1/SSRCTCESVHK1/CUSTOMER//YAHOO.COM**

### SABRE (1S)

Phone:

- To add mobile number in PNR (CTCM):  
3OSI SV CTCM/<mobile>/<language>  
**3OSI SV CTCM/6281313xxxxxx/EN**

Email:

- To add email in PNR (CTCE):  
3OSI SV CTCE/<email>//<domain email>  
**3OSI SV CTCE/CUSTOMER//YAHOO.COM**

# NATIONALLY AND APIS (ADVANCED PASSENGER INFORMATION SYSTEM)



Add into the 'APIS passport/identity card information (SSR DOCS) field accurately and correctly when creating PNR and before issuing electronic tickets.

- *add APIS data in the PNR*

**SRDOCS YY HK1-P-IND-23232323-IND-12NOV72-M-12DEC18-ALALI-AHMED/P1**

*Example for INT flights*

**SRDOCSSVHK1-I-SAU-123456789-IND-09NOV79-M--ALALI-AHMED/P1**

*Example for DOM flights as ID expiry date are optional*

- *In addition to the mentioned information above, some countries, such as USA, require adding passenger address as well which is obligatory*

**SRDOCA BA HK1-D-USA-301 PARK AVENUE-NEW YORK-NY-10022/P1/S3**



# REFUND AND TICKET CHANGES



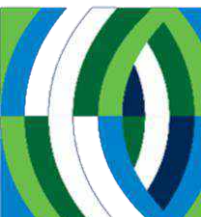
There is no input or recall commission (3%) when processing Reissues

## Example Taxes

<b>E3</b>	Security charge on international routes per segment (arrival - departure - transit)
	*Must be collected every time a ticket is issued/re-issued
	*Non-refundable
<b>OB</b>	Issuance fees
	*Non-refundable
<b>K7</b>	Value added tax on domestic routes (VAT15%)
	*Must be collected on all domestic document (Tickets, EMDs, Penalty Fees, No-show Fees, and Refund Cancellation Fees)

## No-Show & Failed to Join (FTJ)

- “No Show” refers to a passenger who doesn’t show up at the airport, without cancelling or changing their booking/Ticket **3 hours before scheduled departure time for international routes and 2 hours for domestic route.**
- “FTJ” when is boarding pass issued, if status **(Z)** ticket is forfeited



*\*Refer to Bulletin no 202310022 – Tax Collection*

# IRREGULAR OPERATION & DISRUPTION

“Flight disruption” situations where a scheduled flight is cancelled, or delayed for **two hours** or more, within 48 hours of the original scheduled departure time.

## ❑ Operational Schedule Change:

- Any changes to flight status are reflected as (TK) & pax will have five days to respond with acceptance or rejection
- Involuntary changes are permitted without fees within +/- 7 days on the affected routes/segments
- Input the flight cancellation details and reference number **202311202** into the endorsement field/approval box
- Involuntary refund is permitted without fees (*non-refundable taxes (E3) and (OB) as issuance fees*)

## ❑ Death Cases

- The date of travel must occur within a period of 3 months from the date of death (*Subject to HQ approval*)

## ❑ Force Majeure

\*Refer to Bulletin 202311202 – Irregular Operation & Disruption



# Thank You



السعودية  
Saudia

