

To: All Customer Service Sales offices

Revised On In-flight Meal Request

Effective 30th October 2018, special meal details will be available for the guest viewing on our website.

The purpose of having the information on RB website is to guide our guests with a better understanding on the specification of each SPML before order are made.

Please refer to Appendix 1 for more Special Meal details and period to request.

This information is available at RB link:

<https://www.flyroyalbrunei.com/en/brunei/experience/dining/special-meals-and-precautions-for-allergies/>

Please be guided and disseminate the information to relevant parties

APPENDIX 1

Special Meals and Precautions to Allergies

As a form of our commitment to providing our guests with the best possible service, Royal Brunei Airlines caters special meals upon request for guests with special dietary needs.

Healthy and Halal

All meals in Royal Brunei Airlines are halal and prepared in the healthiest way possible.

Special Meal request can be made during booking through our online portal, www.flyrb.com or by contacting RB nearest office nationwide. To ensure that we are able to cater to guest dietary needs, special meal requests are to made no later than 24 hours prior to scheduled flight departure time and 48 hours prior to schedule flight departure for special meal request due to allergy and medical case. Shall request are made within period time given will automatically rejected.

Please note that due to the brief travel time, meals are not served in the Brunei-Kota Kinabalu route.

Available meals including the following type of service codes which are used to identify certain categories of special meals and must be used in SSR items (s) and every request have to be according on IATA code given on below list. Shall requests received other than below IATA meal code will be rejected and will no longer be entertained.

CUSTOMER SERVICE NOTICE

Reference: CSN/006/2019

Date: 17th September 2019

Dietary Meals						
Meal Name	Meal Code	Meal Description	ORIGIN	DESTINATION	MAX HRS	REPLY CODE
Bland Meals	BLML	Ingredients that potentially stimulate gastric discomfort are omitted. (e.g.: Black pepper, chili powder, excessive cooking oil. Suitable for guest suffering from stomach or intestinal problems.	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)
Diabetic Meals	DBML	A low-sugar, low-fat and low salt meal. Suitable for diabetic patients.	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)
Fruit Platter	FPML	Contains fresh fruits with no additives and/or preservatives.	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)
Gluten-Free Meals	GFML	Contains no wheat, wheat flour, rye, barley, oats and bran in any form (including food items which may contain such ingredients). Suitable for guest who are allergic or intolerant to gluten.	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)
Low Calorie Meals	LCML	Does not contain fried or fatty foods, full cream dairy products, fatty meats, syrups, sauces such as mayonnaise and creamy salad dressing. Suitable for guest on a low-calorie diet.	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)
Low Fat, Low Cholesterol Meals	LFML	Excludes the use of animal fats or fatty foods. Food naturally high in cholesterol (e.g. poultry skin of all types) and fried foods of all types are omitted. Only fat-free or low-fat dairy products (e.g. skimmed/low-fat milk or cottage cheese), lean meat and polyunsaturated liquid vegetables oils are permitted.	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)
Low Salt Meal	LSML	Salt as well as processed foods (e.g. baking powder, soda and MSG) are either eliminated or restricted in amount.	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)

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Low Lactose Meal	NLML	Dairy Products such as milk, dry milk solids, cream, butter, margarine and cheese are omitted. Suitable for guest with lactose intolerance.	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)
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Vegetarian Meals						
Meal Name	Meal Code	Meal Description	ORIGIN	DESTINATION	MAX HRS	REPLY CODE
Asian Vegetarian Meal	AVML	A strict vegetarian meal, usually prepared spicy with limited use of dairy products. Does not contain meat and meat products, fish, fowl and products with lard or gelatin and eggs.	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)
Western Vegetarian (Lacto-OVO Meal)	VLML	A non-strict vegetarian meal which includes eggs and dairy products does not include meat, meat products, fish fowl and products with lard or gelatin.	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)
Western Vegetarian Meal	VGML	A strict-vegan meal. Does not contain products from animal sources, meat and meat products, fish, fowl and products with lard or gelatin, dairy products, eggs and honey.	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)
Oriental Vegetarian Meal	VOML	A vegetarian meal prepared in Chinese style. Does not contain meat, poultry, fish, seafood, eggs and dairy products.	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)

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Vegetarian Jain Meal	VJML	A vegetarian meal prepared in Indian style and according to Jain customs. Does not contain meat, poultry, fish, seafood, eggs, root or bulbous vegetables and dairy product.	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)
Raw Fruit Vegetable Meal	RVML	Contains raw vegetables and a variety of fresh fruits. Does not contain meat, poultry, fish, seafood, eggs, caffeinated, beverages, highly processed foods, additives and preservatives	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)

Religious Meals						
Meal Name	Meal Code	Meal Description	ORIGIN	DESTINATION	MAX HRS	REPLY CODE
Non-Vegetarian Hindu Meal	HNML	A non-vegetarian meal prepared according to Hindu customs and respecting Hindu dietary practices and beliefs. Contains meat (lamb, poultry), fish and/or dairy products. It is a non-vegetarian meal suitable for those who do not consume beef, veal, pork, smoked and raw fish.	ALL	ALL	24 HRS	AUTO CONFIRMED
Muslim Meal	MOML	No alcohol, pork, pig by-products, ham or bacon is used in the preparation of this meal. Its preparation and cooking style may vary.	ALL	ALL	24 HRS	AUTO CONFIRMED



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Baby , Infant & Child Meals						
Meal Name	Meal Code	Meal Description	ORIGIN	DESTINATION	MAX HRS	REPLY CODE
Baby Meal	BBML	Suitable for infants between 6 to 24 months only.	ALL	ALL	24 HRS	PENDING (HN) AND FORWARD FOR REVIEW - Auto Q to BWNBI0100/88CO
Child Meal	CHML	Suitable for children between the ages of two (2) to twelve (12)	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)

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Other Meals						
Meal Name	Meal Code	Meal Description	ORIGIN	DESTINATION	MAX HRS	REPLY CODE
Seafood Meal	SFML	In accordance to caterer's specification	ALL	ALL	24 HRS	AUTO CONFIRMED (HK)
Special Meal	SPML	Special meal with allergy or medical requirements.	ALL	ALL	48 HRS	PENDING (HN) AND FORWARD FOR REVIEW - Auto Q to BWNBI0100/88C1
	SPML-BBML	Infant purchasing child fare ticket; suitable for infants between 6 to 24 months old only	ALL	ALL	48 HRS	PENDING (HN) AND FORWARD FOR REVIEW - Auto Q to BWNBI0100/88C1
			LON	BWN	72 HRS	PENDING (HN) AND FORWARD FOR REVIEW - Auto Q to BWNBI0100/88C1
	SPML-CHML	Child purchasing adult fare ticket; suitable for children between the ages of two(2) to five(5) only	ALL	ALL	48 HRS	PENDING (HN) AND FORWARD FOR REVIEW - Auto Q to BWNBI0100/88C1
			LON	BWN	72 HRS	PENDING (HN) AND FORWARD FOR REVIEW - Auto Q to BWNBI0100/88C1

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Special Meal requirement from LON	
Timeline	Request sent to
Request during working hours in BWN Mondays – Thursday (8am-5pm)	<ul style="list-style-type: none"> Request of meals requires 72hours working days <ul style="list-style-type: none"> Request to be sent to salwana.yassin@rba.com.bn norlilalini.amin@rba.com.bn Once request is made, IFS will update on the status if ok to proceed or decline. IFS will advise if there will be any price difference in SPML.
Request after working hours or public holiday in BWN	<ul style="list-style-type: none"> Request to be sent to <ul style="list-style-type: none"> Shpresar.Kolshi@alphalsg.co.uk, copy: Kevin.Aldridge@alphalsg.co.uk, Satish.Kirthivasan@alphalsg.co.uk, salwana.yassin@rba.com.bn, norlilalini.amin@rba.com.bn LHRKDBI and IFS Manager. Once request is made, IFS will update on the status if ok to proceed or decline. IFS will advise if there will be any price difference in SPML.

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Meal from ICN to BWN						
Meal Name	Meal Code	Meal Description	ORIGIN	DESTINATION	MAX HRS	REPLY CODE
Asian Vegetarian Meal	AVML	A strict vegetarian meal, usually prepared spicy with limited use of dairy products. Does not contain meat and meat products, fish, fowl and products with lard or gelatin and eggs.	ICN	BWN	24 HRS	AUTO CONFIRMED (HK)
Child Meal	CHML	Suitable for children between the ages of two (2) to five (5).	ICN	BWN	24 HRS	AUTO CONFIRMED (HK)
Fruit Platter	FPML	Contains fresh fruits with no additives and/or preservatives.	ICN	BWN	24 HRS	AUTO CONFIRMED (HK)
Low Fat, Low Cholesterol Meals	LFML	Excludes the use of animal fats or fatty foods. Food naturally high in cholesterol (e.g. poultry skin of all types) and fried foods of all types are omitted. Only fat-free or low-fat dairy products (e.g. skimmed/low-fat milk or cottage cheese), lean meat and polyunsaturated liquid vegetables oils are permitted.	ICN	BWN	24 HRS	AUTO CONFIRMED (HK)
Muslim Meal	MOML	No alcohol, pork, pig by-products, ham or bacon is used in the preparation of this meal. Its preparation and cooking style may vary.	ICN	BWN	24 HRS	AUTO CONFIRMED (HK)
Western Vegetarian (Lacto-OVO Meal)	VLML	A non-strict vegetarian meal which include eggs and dairy products. Does not include meat, meat products, fish fowl and products with lard or gelatin.	ICN	BWN	24 HRS	AUTO CONFIRMED (HK)

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Western Vegetarian Meal	VGML	A strict-vegan meal. Does not contain products from animal sources, meat and meat products, fish, fowl and products with lard or gelatin, dairy products, eggs and honey.	ICN	BWN	24 HRS	AUTO CONFIRMED (HK)
Oriental Vegetarian Meal	VOML	A vegetarian meal prepared in Chinese style. Does not contain meat, poultry, fish, seafood, eggs and dairy products.	ICN	BWN	24 HRS	AUTO CONFIRMED (HK)
Low Salt Meal	LSML	Salt as well as processed foods (e.g. baking powder, soda and MSG) are either eliminated or restricted in amount.	ICN	BWN	24 HRS	AUTO CONFIRMED (HK)
Baby Meal	BBML	Suitable for infants between 6 to 24 months only.	ICN	BWN	24 HRS	PENDING (HN) AND FORWARD FOR REVIEW - Auto Q to BWNBI0100/88C
Special Meal	SPML	Special meal with allergy or medical requirements.	ICN	BWN	72 HRS	PENDING (HN) AND FORWARD FOR REVIEW - Auto Q to BWNBI0100/88C
Bland Meals	BLML	Ingredients that potentially stimulate gastric discomfort are omitted. (e.g.: Black pepper, chili powder, excessive cooking oil. Suitable for guest suffering from stomach or intestinal problems.	ICN	BWN	N/A	NOT AVAILABLE
Diabetic Meals	DBML	A low-sugar, low-fat and low salt meal. Suitable for diabetic patients.	ICN	BWN	N/A	NOT AVAILABLE

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Gluten-Free Meals	GFML	Contains no wheat, wheat flour, rye, barley, oats and bran in any form (including food items which may contain such ingredients). Suitable for guest who are allergic or intolerant to gluten.	ICN	BWN	N/A	NOT AVAILABLE
Non-Vegetarian Hindu Meal	HNML	A non-vegetarian meal prepared according to Hindu customs and respecting Hindu dietary practices and beliefs. Contains meat (lamb, poultry), fish and/or dairy products. It is a non-vegetarian meal suitable for those who do not consume beef, veal, pork, smoked and raw fish.	ICN	BWN	N/A	NOT AVAILABLE
Low Calorie Meals	LCML	Does not contain fried or fatty foods, full cream dairy products, fatty meats, syrups, sauces such as mayonnaise and creamy salad dressing. Suitable for guest on a low-calorie diet.	ICN	BWN	N/A	NOT AVAILABLE
Low Lactose Meal	NLML	Dairy Products such as milk, dry milk solids, cream, butter, margarine and cheese are omitted. Suitable for guest with lactose intolerance.	ICN	BWN	N/A	NOT AVAILABLE
Raw Fruit Vegetable Meal	RVML	Contains raw vegetables and a variety of fresh fruits. Does not contain meat, poultry, fish, seafood, eggs, caffeinated, beverages, highly processed foods, additives and preservatives	ICN	BWN	N/A	AUTO CONFIRMED
Seafood Meal	SFML	This meal contains only fish and/or seafood	ICN	BWN	N/A	NOT AVAILABLE
Vegetarian Jain Meal	VOML	A vegetarian meal prepared in Indian style and according to Jain customs. Does not contain meat, poultry, fish, seafood, eggs, root or bulbous vegetables and dairy product.	ICN	BWN	N/A	NOT AVAILABLE



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Additional information

No meal will be served for BWN to BKL v.v.

PWML and KSML is no longer available for all BI routes or destination

Refreshment will be served for BWN to KCH v.v. any other request will be **automatically rejected**

In-flight Allergy

As much as we strive to optimize our guests' in-flight experience, due to the nature and various types of allergies, we are not able to guarantee allergen-free meals and an allergen-free environment for everyone.

It is important to note and be aware of the following:

- Royal Brunei Airlines Sdn Bhd ("BI") does not offer allergen free flights as we do serve nuts as snacks onboard and our meals may contain traces of nuts, wheat, dairy products, eggs, fish and other allergen substances that may not suit your diet.
- BI cannot guarantee total allergen-free meals and/or an allergen-free environment and flight on any of our services. BI shall not be responsible for any and all allergic reaction that may occur onboard.
- BI cannot prohibit any and all guests from bringing, opening or eating their own food or snacks, which may contain allergen particles such as peanut products, into or in the aircraft cabin.

Furthermore, Royal Brunei cannot prevent guests from bringing their own food or snacks, which may contain allergen particles such as peanut products, into the aircraft cabin. Therefore, Royal Brunei Airlines wishes to inform that it shall not be held responsible for any and all allergic reactions that may occur on board.

Royal Brunei Airlines requires guests with allergies to:

- Guest to report to our reservation personnel upon booking their tickets, if tickets are made through online, it is required for them to fill in the Inflight Allergy Notice Form and email the completed form to our reservations team at resgrpssr@rba.com.bn
- Guest is advised to carry their necessary medications, medical mask or devices in their hand luggage, in case they need it. Please advise guest that they also need ensure that all medications are professionally labeled with their name and the medication name clearly identified. Guest should also carry a copy of the prescription and/or a supporting written statement from your doctor to certify this.

- If guest are not sure that guest will be able to administer their own medication in an emergency, guest are advised to travel with a person who is able to assist you.
- If guest need to be absolutely certain of an allergen-free meal, it is highly recommended that to bring their own food, that do not require to be refrigerated or heated inflight, for the duration of the flight, in accordance to with the current LAGS restrictions.
- We are not able to heat meals that our guest bring with them, nor are we able to refrigerate your meal in case the container should become contaminated with other food in the aircraft refrigerator or microwave.
- Guests with severe allergies are recommended to take necessary steps to minimize their potential exposure and to take all necessary precautions to prepare for the possibility of exposure.

END OF NOTICE

Issued by Customer Service – Training & Standard Procedure