

# Fly Safely and Confidently with Firefly



## Pre-flight ▶



### Travel update:

Check the latest travel update from authorised sources and also on Firefly website : [fireflyz.com.my](http://fireflyz.com.my)

**Booking flexibility for *Fly Infinite and Corporate*:** For Fly Infinite or corporate programme passengers, you may enjoy unlimited changes to your booking.

**Web check-in:** Check-in online to minimise contact. Domestic passengers with hand carry may proceed to security clearance and boarding area with a mobile boarding pass.

\*Terms & Conditions apply

## Boarding ◀



### Boarding gate:

Contactless security check and temperature check are carried out before boarding.

**Document verification:** Staff will verify your travel documents. Contactless boarding using mobile boarding pass is also possible for domestic flights.

### Physical distancing:

Admission into the boarding area might be staggered at a given time.

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

## Airport lounge ◀



### Entry protocols:

Temperature checks and contactless registration will be carried out.

### Safety and health protocols

Temperature check and floor/seat marking are part of the precautionary measures.

## Airport facilities & check-in ◀



### Kiosks and check-in counters:

Self-service check-in kiosks are regularly cleaned and sanitised.

**Physical distancing:** Floor and seat marking to guide a safe distance.

**Other services:** Special assistance, including wheelchair is managed according to safety and health SOP.

## In-flight cabin ▶



### Face mask and hygiene kit:

Passengers should always wear face mask on board. Cabin crew will have their face mask on at all times.

**Hygiene Kit** is available for passengers on board.

**In-flight refreshments:** Snacks are sealed in pre-packed packaging and beverages are served according to food hygiene standards.

**Cabin cleanliness:** Cleaning and sanitisation are done after every flight, while disinfection of the aircraft cabin is conducted daily, according to the SOP.

## Arrival ▶



### Physical distancing

From disembarkation to the walkway, arrival hall, baggage collection carousel and exit; safe distancing is highly advised.