

Frequently Ask Questions



- 1. Can passengers arrive and depart from different point of entry? Example: arrive in New York, depart from San Francisco**
Yes.
- 2. Is there any price difference between one way and return ticket?**
Usually return is cheaper than one way.
- 3. Can I buy one way flight ticket?**
Yes you can but it is highly not recommended. Because:-
 - A. One way ticket is more expensive**
 - B. Immigration might stop you from entering the country without a return ticket. In the event that you are send back to KUL, all expenses will be bear by own self.**
- 4. Will there for any charge for booking reservation?**
No, flight booking/reservation is FOC.
- 5. What do I need to provide for booking reservation?**
Name as per passport.
- 6. Is it possible to change the return flight date after reservation?**
Yes, change is possible with no charge as long as ticket has not been issued.
- 7. When do I have to make full payment for my flight booking?**
Full payment must be made before ticket deadline. When a booking is made, airline will indicate a deadline for ticket issuance, agent will advise at point of booking.
- 8. After payment what else do I need to provide?**
A copy of valid US visa, passport copy and address of house accommodation in US.
- 9. Can I change return date after ticket issuance?**
Yes, with a penalty fee. (Amount varies among airline)
- 10. What is the baggage allowance?**
Depends on airline, usually by weight is 30KG or by piece is 2 pcs/23KG per pcs.
- 11. What is the max weight per baggage?**
32 KG per bag.
- 12. Can I choose my seat?**
Varies between airlines, most of the time yes. Just log on to the airline website, click manage booking and key in airline booking reference.
- 13. How and when do I Check in online? Can I check in at the counter?**
Depends on airline, usually 24 hours before departure time. Check in link is on the airline website. Yes, you may check in at the airport counter.
- 14. I do not have printer at home, so after I check in online can I go to the counter and print my boarding pass?**
Yes you can print it at the counter. Remember to screenshot a copy of your boarding pass on your phone.
- 15. What time do I have to be at the airport?**
At least 3 hours before departure for international flight and at least 2 hours before departure for domestic flight.

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Things to remember when traveling to United States:

1. Ensure you have all documents ready on hand.ex: US visa/accomodation address.
2. Passengers travelling to United States of America requires that all electronic or battery-powered device to be able to turn on to prove its functionality. Failure to do so might risk item to be confiscated and or not allowed to board the plane.