



CUSTOMER SERVICE NOTICE

To: All Customer Service Sales Offices

Cc: VP Commercial System & Support

From: Commercial System & Support – Training & Standard Procedure

Date: 8 September 2026

Ref: CSN0018-26 Stopover Paid by Carrier (STPC) Program (10.0)

Royal Brunei offers a complimentary Stopover Paid by Carrier (STPC) hotel accommodation for eligible passengers transiting in Brunei Darussalam with a long layover, effective 4 March 2025.

This notice outlines the eligibility requirements, hotel arrangements, and processing procedures.

Terms & Condition

Eligibility Criteria	Passengers are eligible for STPC if they meet the following requirements: Ticket Eligibility ▪ Ticket purchased between 4 March 2025 until 31 December 2027. ▪ Applicable only to city pairs listed in Appendix A. ▪ Limited to one (1) STPC per ticketed booking (either outbound or inbound journey)
	Transit Requirement ▪ Transit time in BWN is more than 8 hours and up to 24 hours.
	Request Timeline ▪ STPC requests must be submitted at least five (5) working days before arrival in BWN
	Passenger Responsibility ▪ Passengers are responsible for obtaining any required visas and covering personal stopover-related expenses

	Excluded bookings STPC is valid for all RBDs except for: ▪ Group Bookings ▪ RB Super Saver fares ▪ Non-revenue tickets, including FFP redemptions, ID/AD rebate tickets, FAM, Complimentary, Sponsorship, Positioning, School Passage, Staff Travels		
Hotel & Benefits	Participating Hotels ▪ Badi'ah Hotel ▪ Greenmont Hotel		
	Important Hotel Update ▪ Effective 1 July 2026, Wafa Hotel has ceased operations and no longer accepts new STPC bookings. ▪ The Mulia Hotel remains valid for check-in dates up to 30 September 2026. Existing Mulia bookings within this period remain valid and do not require reissuance. ▪ The revision to exclude Mulia Hotel from the STPC programme will take effect from 1 October 2026 to 31 December 2027. ▪ For check-in dates from 1 October 2026 onwards, any new or existing STPC bookings involving Mulia Hotel must be rebooked and the STPC voucher reissued to either Badi'ah Hotel or Greenmont Hotel. ▪ Passengers are not permitted to select their preferred hotel. ▪ CSC offices/GSA stations should prioritize Badi'ah Hotel when making reservations		
	STPC Benefits The STPC package includes: ▪ One (1) night hotel accommodation ▪ Applicable taxes and service charges ▪ Hotel breakfast ▪ Return airport-hotel-airport transfer		
Hotel Contact Details	Badi'ah Hotel	Reservation Email: reservation@badiahhotel.com Contact Number: + 673 2222888	
	Greenmont Hotel	Reservation Email: reservations@greenmont.com.bn Contact Number: + 673 8627979	
Tour Codes	Tour code	Hotel Name	Room Category
	PRSTPCBA	Badi'ah Hotel	Standard
	PRSTPCGM	Greenmont Hotel	Standard

STPC Request Process

Passengers may request STPC through:

Option 1 – RB Website	Option 2 – RB CSC Office / GSA Station
▪ Passenger views the STPC advertisement on the RB website after completing a booking ▪ Passenger accesses the STPC Terms & Conditions page ▪ Passenger submits the STPC Microsoft form. ▪ BWN CSC reviews the request and arranges the hotel booking ▪ Upon hotel confirmation: - Update SSR STPC status from NN to HK - Issue the hotel voucher (EMD) - Record the request in the STPC Tracking Template Note: BWN CSC is responsible for all requests submitted via the RB website or HQ helpdesk, regardless of booking source, ticketing location, or passenger origin.	▪ Passenger contacts the nearest RB CSC Office or GSA station. ▪ The first point of contact is responsible for the complete STPC arrangement. ▪ Stations confirms room availability directly with the hotel. ▪ Stations insert the SSR STPC request in the PNR, including: - Tour code - Bed Type - Hotel Name - Check-In and Check-Out Date ▪ Upon hotel confirmation: - Update SSR STPC status from NN to HK - Issue the hotel voucher (EMD) - Update the station STPC Tracking template.

Reference Documents – Appendix A (Attachment)

- STPC Microsoft Form (sample)
- Eligible City Pairs
- STPC Request
- STPC EMD Issuance
- STPC EMD Reissuance

This notice shall be valid for the period until the instruction is reviewed or superseded by new updates of rules and regulations issued by the respective authorities or the department by means of email, circular, memo, or letter.

END OF NOTICE