



Department of Civil Aviation
Ministry of Transport and Infocommunications

FREQUENTLY ASKED QUESTIONS (FAQ'S)

STANDARD OPERATING PROCEDURES AT BRUNEI INTERNATIONAL AIRPORT (BIA)

1. Can we send off our family/relatives/friends at Brunei International Airport.
All departing passengers are to be dropped off at the Departure Terminal. No accompanying persons are permitted.
2. Can we pick-up our family/relatives/friends prior to their arrival at Brunei International Airport?
The public are strictly not allowed to pick-up or greet arriving passengers.
3. How can I get details on arrival/departure information and information on Brunei International Airport such as guidelines for dropping off passengers?
Flight information and information of Brunei International airport such as guidelines (S.O.P) on sending passengers can be through our information line: +673 2331747 or through 'iFlyBrunei' application for flight information.



Android Market



Apple AppStore

4. What are the documentations needed for passengers departing through Brunei International Airport?
 - **All passengers are required to download the BruHealth application on their mobile devices and must scan the QR Code provided prior to entering the Brunei International Airport.**
 - **Passengers who are not able to download the BruHealth application must fill in their personal details in the record book provided.**

- **Proof of travel documentations as well as negative COVID-19 PCR Test Certificate (if required) prior to entering the Brunei International Airport.**
5. Do Airport Staff and Patrons are required to have BruHealth to enter Brunei International Airport?
- Yes. Airport Staff and Patrons are required to download BruHealth application on their mobile devices and must scan the QR Code prior to entering Brunei International Airport. Those who do not have a valid BruHealth code will not be permitted to enter.**
6. How can we get information for early check-in?
- Information can be obtained through the respective airline official media or from the travel agent where you purchase your tickets.**
7. Any measures implemented at the Airport?
- **The use of body temperature check at the designated entrances at airport terminal building for mandatory body temperature checking;**
 - **Wearing face mask is a mandatory when entering the Brunei International Airport;**
 - **Use of QR code scanning via BruHealth app at the main entrance of the Departure Hall and Arrival Hall.**
 - **Airport users are required to first update their health status through the BruHealth application and to understand and comply with the requirements provided by it before entering and using the services and facilities at Brunei International Airport;**
 - **Providing hand sanitizer at the entrances, targeted areas at the terminal and service counters for public use;**
 - **Performed physical distancing by placing physical distancing marking in public spaces. Physical distancing marking at 2-meter gap each queue is also carried out at all counters such as check-in counters, immigration counters, customs, passenger security checks and business premises.**
8. How frequent the terminal is sanitized and clean?
- The terminal is sanitized and clean immediately after each departure and arrival of flights at Brunei International Airport.**
9. Is there any hotline number that can be contacted for any matters within the Department of Civil Aviation?
- Public can call our information hotline: +6732331747 or drop an email to info.dca@dca.gov.bn.**