March 2011

EU Legislation 996/2010 on emergency contact information

A new EU regulation was published on 12 November 2010 (EU) No 996/2010 which requires EU airlines operating flights arriving and departing from the EU to offer customers the opportunity to provide the name and contact details of a person to be contacted in the event of an accident. The collection of this information is not mandatory, however, the ability to offer the facility for capture is mandatory. For clarity, such contact information is entirely a customer choice (family member, relative, friend etc), but ought to be a person not accompanying them on their journey.

Emergency contact information may be added for bmi as follows:

Adding information at the time of booking

Upon customer requests, emergency contact information may be added at the time of booking using the existing PCTC keyword entry via your GDS.

Please ensure that the booking includes an SSR PCTC element associated to each passenger, which must contain the first name and surname of the person to be contacted as well as the telephone number, including the two letter country code (e.g. GB) and country/city area codes.

Amadeus entry:

SR PCTC BD HK/contact name/country code + telephone number

Example:

SR PCTC BD HK/JAMES DAVIES/UK 441358987584/P1
SR PCTC BD HK/DAVID JOHNSON/SE 4632554851111/P1

Worldspan entry:

3SSRPCTCBDHK/contact name/country code + phone number -1.1

Example:

3SSRPCTCBDHK/JAMES DAVIES/UK 441358987584 -1.1
3SSRPCTCBDHK/DAVID JOHNSON/SE 4632554851111 -1.1

Sabre entry:

3PCTC/contact name/country code + phone number

Example:

3PCTC/JAMES DAVIES/GB 441358987584
3PCTC/DAVID JOHNSON/SE 4632554851111

Galileo entry:

SI.SSRPCTCBDHK1/contact name/country code + phone number-1passenger name

Example:

SI.SSRPCTCBDHK1/JAMES DAVIES/UK 441358987584 -1SMALLEY/JAYNE
SI.SSRPCTCBDHK1/DAVID JOHNSON/SE 4632554851111 -1WATSON/MICHAEL

Apollo entry:

@:3SSRPCTCBDHK1/contact name/country code + phone number-1passenger name

Example:

@:3SSRPCTCBDHK1/JAMES DAVIES/UK 441358987584 -1SMALLEY/JAYNE
@:3SSRPCTCBDHK1/DAVID JOHNSON/SE 4632554851111 -1WATSON/MICHAEL

Adding information at a later stage

If customers request to add the information at any other stage of the journey, please update the booking in your GDS accordingly following the entries above.

This information can also be updated via bmi reservations - telephone: 0844 8484 888 (UK); +353 (0)1 4073 036 (ROI); +44 (0)1332 64 8181 (outside UK).

Customers who request to provide emergency contact information at the airport on the day of departure may do so by speaking with a bmi or ground handling representative.

Please note, the regulation prohibits the use of this information for any other purpose and it will not be used for commercial use.

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