

QUESTIONS & ANSWER

ABOUT TERMINAL SERVICES



1. I have a relative who has hemiplegic and need to use a wheelchair. How do I declare when travelling by air so that my relative can enjoy the most convenient services ?



In this above-mentioned case, in order to enjoy the best services when flying, you should declare in detail the health status of your relative, register with the Airline “wheelchair for customer service” when booking and buying air ticket for your relative as well as state the departure time so that Airline can prepare the wheelchair and let their staff welcome your relative. Wishing you and your relative a good trip!



2. I have heard some new laws on bringing liquid and portable luggage on international flights. I am a frequent flyer, so I care much about this case. Please tell me some details of the new laws ?



According to the written direction on the liquids prohibited in portable luggage on flights issued by Southern Airports Authority on 24/10/2007.

From 1/12/2007, such liquids as wine, perfume, pure water, cosmetic, ... are not brought in portable luggage as before. Each passenger is allowed to bring maximum 1,000 ml of liquid in their portable luggage, however they have to divide into each 100ml.

Milk and food for newborn babies are only brought in when passengers have accompanied newborn baby. The liquid bag should be transparent (according to the standard of International Civil Aviation Organization – ICAO) to be able to see through the inside container. Medicine (liquid) must attach prescription including name, address of doctor and name, address of patient matching such information on boarding pass.

In necessary cases, these liquid bags may be opened for check or screened by X-ray at the Security check-point.



3. I intend to buy some electronic products from the Duty free Shops for my relatives in VietNam. However, I don't know how to bring them to my relative's house. I 'd like to ask whether Duty free Shops provide home-delivery service.



The free home delivery service of Duty free Shops for electronic products of big and bulky size as follows:

There are 5 products which are entitled to free home delivery service : TV, fridge, air-conditioner, washing machine and hifi stereo from 50cmx50cmx50cm and over. This service is just applied for customers residing at urban districts in HCM City: Dist 1, 3, 10, 11 and Tan Binh, Go Vap, Phu Nhuan, Binh Thanh Dist. For other cases, Duty free Shops will support VND 250.000 in transportation fee.



4. I want to buy some handicraft products for my relatives in USA but I'm still concerned whether my luggage is the case of excess baggage and it is difficult to clear customs? Please give me the answer.



The Fine- arts department store in the Airport area sell handicrafts of various kinds and types. Each customer is allowed to buy a number of fine arts products which ensure passenger can bring in-flight. These stores are located in the zone out of required formalities such as security control and customs clearance... So, you do not have to worry about excess baggage charge as well as difficulty in customs procedure.



5. What transport service does Tan Son Nhat Int'l Terminal design for VIP passengers? If any, where do I register for this service ?



At present, our airport is having Limousine service, high-grade transport service for VIP. To use this, passenger can directly contact SASCO Travel Car Rental Counter located in front of the exit of the International Arrival Terminal – Tan Son Nhat Int'l Terminal. Here, passengers will be directed at Information Desk and pay in advance at counter. After that, staff will take passengers out to the car parking area. Besides, you can also register via the website: www.sascotravel.com.vn or email: oto@sascotravel.com.vn, or telephone: (84 -8) 8 48 66 24 – (84-8) 5 47 02 94.



6. How come Phu Quoc fish sauce cannot be carried in-flight from Phu Quoc to Saigon?



According to aviation rules, passengers are not allowed to bring smelling food such as fish sauce, durian... in- flight. However, if you

travel to Phu Quoc and wish to buy Phu Quoc special fish sauce for home, you can buy fish sauce coupon at Department store – Phu Quoc Airport and receive your fish sauce at SASCO Department store at Tan son Nhat Airport. For your information, Phu Quoc fish sauce is transported from Phu Quoc to Tan Son Nhat airport by sea and by land. Thus, fish sauce at Tan Son Nhat is also original Phu Quoc fish sauce. If you buy big quantity (a bill of over VND 500,000), you will be delivered at home in HCMC. You may contact Marketing section – SASCO Aviation Trading Services Enterprise at telephone: 08. 8487177 (Ext: 249) or email to: thuongnghiep@sasco.com.vn for more information.



7. I am an overseas Vietnamese in Australia. Next month, I will travel to VietNam and intend to buy some cosmetics of famous brands for my relatives at SASCO Duty free Shops. However, I don't know what brands of cosmetics are sold by SASCO at Tan Son Nhat ? Other than cosmetic, is there any famous brands which are provided here ?



You can buy some perfumes, cosmetics of many world- famous brands such as: Chanel, CK, Armani, JPG, C.Dior, Bvlgari, Kenzo, Lancome, Gucci, Clarins,... at Sasco Duty Free shops, Tan Son Nhat airport. Besides, you can also buy some other famous brands for eyeglasses, watch, jewelry of Swakrovski, Nike, Swatch, D&G, Timex, Fossil, Versus, Diesel,... Fashion of Salvatore Ferragamo,...real leather – imitation leather: Burberry, Delsey, Lacoste, Kipling..., electronic products of Sharp, Panasonic, Cornell, Samsung, Toshiba; Candy and food of Godiva, Belgian, Hershey, M&M, Cardbury, Hawaiian Host, Milka; some wines: Johnnie Walker, Hennessy, Ortard, Camus, Chivas, Absolute, ...cigarettes of Mild Seven, 555, Malboro,

Chunghwa, Davidoff, Dunhill, ... We wish you can choose many satisfactory products from our Duty-free Shops for your relatives and friends.



8. Next month I will take a business trip to HCMC. However, since this is my first trip to HCMC, I am really confused looking for a hotel to stay. Is there any service at the airport which recommend hotel to passengers ?



When travelling to HCMC for business and looking for a hotel, you can contact SASCO Travel at Tan Son Nhat international terminal. SASCO Travel operates everyday from the first flight to the last one during the day. Here, the staff of SASCO Travel will introduce and give you some useful advice on hotels in HCMC with comforts, suitable fees, convenient travelling, etc, so that you can choose for yourself the best place.

However, HCMC is nowadays in the period of “4-5 star Hotel Fever”. In order to find a good and suitable room within your set budget, you should firstly refer to the website: www.sascotravel.com.vn. In this website, there are available forms for guest’s requests and the staff will go online during business hours to consult directly for customer. Besides, you can also contact SASCO travel at telephone number: 8 48 71 42 or 8 44 83 58 (Ext: 243) in business hours or email: tours@sascotravel.com.vn for more information.

We wish your days in HCMC will be meaningful and successful.

For more information on airport-relating services, please feel free to contact:

Email : phongpr@sasco.com.vn

Website : www.sasco.com.vn