

Inbound tourist / individuals

Planning

Source of information

Travel agent, tourism trade / fair,

**Library, internet, guide book,
brochures, friends/relatives, any
other travel references**

PRE TOUR

**Passport and visa,
Ticket
Travel insurance
Self arrangement**

Departure

- **Check in flight**
- **Passport, ticket, airport tax**
- **Max luggage 20 kg to baggage**
- **Hand bag to cabin**

- **Boarding**
- **Gate number of departure**
- **Flight number**
- **Boarding pass**

IN FLIGHT

- **EMBARKATION FORM OR**
- **DISEMBARKATION FORM**
- **BOARDING WHEN TRANSIT**
- **VISA IN FLIGHT FOR FREE VISA COUNTRIES**

ARRIVAL

- **IMMIGRATION CHECK**
- **LUGGAGE**
- **LOST AND FOUND CLAIM (FOR PROBLEM)**
- **CUSTOM**
- **TAXI OR PUBLIC BUS**
- **HOTEL**
- **CITY TOUR**
- **TOURIST INFORMATION**
- **GUIDE BOOK, MAP, BROCHURES, INFO SHEETS, TRAIN OR BUS TIME TABLE, ETC**
- **SOUVENIRS**