**1. SPML Standard Reservation Reminder**

A. It is possible to check food ingredients regarding allergy/certain food exclusion but ingredients exclusion is possible for NUTS only.

B. It is not possible to request menu other than specified in SPML standard, so please make sure to check before making reservation to prevent customer complaints.

1. DO NOT INPUT MEAL REQUEST IN FREE FORMAT. PLEASE USE SPML CODE TO REQUEST.

**Ex: 'NO BEEF', 'BEEF FREE', 'NO SEAFOOD' 'EGG ALLERGY'**

       ▶ **If you input meal code other than OZ SPML code, it will cause confusion during meal preparation and may cause aircraft delay**

       ▶ **For SEA and US branch: Please re-emphasize meal code input to local reservation agent**

    2) Not possible to serve ‘Bibimbap’ or ‘Ssambap’ (Korean dish other than regular in-flight meals)

C. Please input SPML CODE that meets customer’s request when booking special meals for health, religion, and allergies. Please contact related team in advance for request other than the criteria.

※ Please share information above to flight meal request PIC within and outside OZ (travel agent, etc.) due to increasing number of SPML reservation error.

**2. SPML Operational Criteria by STN**

A. Changes

1) All SPML possible to serve in CHN route

   (SPML reservation may be different for I/B case: PEK KSML not available, refer to attached file)

2) ICN/CAI v.v. irregular flight SPML service details (refer to attached file)

B. SPML Service Restriction

|  |  |  |
| --- | --- | --- |
| **Region** | **Route** | **Details** |
| Japan | KIX departure | KSML not available |
| China | CAN, XIY, CTU, KHH  HGH, NKG, PVG, PEK  departure | KSML not available |
| CGQ departure | Y CLS BBML, CHML99, CHML, VGML 이외 모든 SPML 제공 불가   ※ B CLS는 ICN 왕복 탑재로, 모든 SPML 제공 가능함 |
| YNJ departure | Y CLS BBML,CHML99,CHML 이외 모든 SPML 제공 불가   ※ B CLS는 ICN 왕복 탑재로, 모든 SPML 제공 가능함 |
| KWL departure | Y CLS KSML, VJML not available   ※ B CLS는 ICN 왕복 탑재로, 모든 SPML 제공 가능함 |
| South East/Middle Asia | SPN, HAN, HKT,  CXR, PNH, CGK departure | KSML not available |
| ALA departure | Y CLS KSML 제공 불가   ※ B CLS는 ICN 왕복 탑재로, 모든 SPML 제공 가능함 |

Note) SPML service criteria by STN: Refer to attached file

C. Cold Meal Type으로 SPML이 제공되는 구간

|  |  |  |
| --- | --- | --- |
| **Class** | **구간** | **비고** |
| C CLS | FUK, KMI, DLC, YNT, WEH | All SPML Cold Meal Type |
| Y CLS | FUK, KIX, NGO, KMI,   DLC, YNT, WEH, TSN, YNZ, TAO | ■ BBML, TDML, CHML99, CHML은 Cold Meal Type   ■ 기타 SPML(종교식 및 건강식)은 Hot Meal Type |

주) Cold Meal Type SPML : 따뜻한 주요리가 제공되지 않으며 샌드위치 또는 샐러드 또는 간식 등의 형태로 제공

D. CHML

     1) Possible to choose menu for ICN, GMP departure. Standard meal will be given for overseas departure.

     2) Please make sure to input CHML request according to route (cold meal / hot meal) for ICN, GMP departure (do not input Hot Meal menu in Cold Meal route).

|  |  |  |
| --- | --- | --- |
| **Route** | **Detail** | |
| ICN, GMP  departure | Hot Meal route | **Choose one menu out of four (must input code)**  ※ Tteokgalbi (CHML11), Chicken nugget & shrimp fried rice (CHML12)  Omurice & sausage (CHML14), Meatball pasta (CHML15) |
| Cold Meal route | Sandwich (CHML 19) |
| Overseas departure | **Standard Meal only** | |

    Note 1) If no menu request received: Meatball pasta (standard meal), for route with 2 meals: Omurice & sausage as 2nd meal

    Note 2) ICN round-trip inbound flight: Meatball pasta (not possible to choose menu)

    Note 3) Cold Meal route: will serve sandwich or snack, no hot meal will be served

    3) CHML99

1. CHML CODE for infant with no sea, service menu is same with CHML option

     -**From 2019.1.9, CHML for ICN, GMP departure will be served Standard Menu only.**

|  |  |  |
| --- | --- | --- |
| **Route** | **Changes** | **Date** |
| ICN, GMP departure | **CHML99 = Meatball pasta (CHML15)**  **\* For route with 2 meals, Omurice & sausage (CHML14) as 2nd meal**  **※ Cannot choose menu** | **From 2019.1.9 (per reservation date received)** |
| ICN, GMP loading  Overseas departure |

 B) Available on all STN where CHML is served (But meal is not available for route with no BBML due to Altea CODE input restriction)

E. ICN in-flight meal round trip route: refer to attachment