



<b>Bulletin</b>	
<b>Date</b>	<b>19<sup>th</sup> March 2020</b>
<b>Subject</b>	<b>** COVID-19 pandemic – Rebooking, Refund, General Rules update **</b>

Dear Valued Partner

With the current travel restrictions adopted by many countries due to COVID-19 virus health crisis, in order to assist our customers, Air Mauritius will apply the following procedures to all MK /239 tickets purchased with flights departing before 30 June 2020.

- Rebooking in same RBD (booking class) will be allowed free of charge even if the fare rule for the particular fare concerned specifies “No Change” or “Change with Penalty”.
  - Passengers will be charged for any additional amount resulting from higher fare types, higher RBDs being booked, higher seasonality, rerouting / change of feeder / connecting airline .\*
  - \*Passengers who have already started their journey and wish to prepone their return flights (repatriation / stranded passengers ) will be allowed rebooking in same cabin on MK free of charge regardless of RBD booked.
  - Special service requests made on CRS (MEDA, meals, exit seat etc..) will need to be re-requested.When reissuing please use our waiver INVOL REISSUANCE COVID-19 (this code must be added to the endorsement box for audit purposes)
  
- Passengers who wish to postpone travel will be issued a non-refundable EMD for further transportation on MK valid for 01 year. If your GDS does not support EMDs, please contact our London office for assistance:
  - All penalties for cancellation will be waived.
  - If new travel results in higher amount than EMD value, the additional amount will be charged.

- EMD to be issued by 31 July 2020 - in the endorsement box please specify COVID-19.
- Refund:
  - Air Mauritius will refund its passenger in accordance with local legislation in place.
  - Air Mauritius will collect an administration fee of £25 for all refund requests received via BSP.

Please ensure all contact details on each bookings are available so that our team can keep you/passengers up to date. Please also communicate to our customers all relevant information and latest travel advice, prevention and control of COVID-19 virus:

1. See <https://www.gov.uk/foreign-travel-advice/mauritius/health#coronavirus>
2. See <https://www.tourism-mauritius.mu/mauritius-travel-alerts>

We kindly request that this notice is passed to all relevant members within your Company and to communicate these updates to our customers for a smooth travel experience on Air Mauritius.