

# MALAYSIA AIRLINES COMMERCIAL WAIVER POLICY: ULTIMATE FLEXIBILITY TICKET CHANGE WAIVER POLICY – COVID-19

March 24, 2020

## POLICY DESCRIPTION

Due to the rapid spread of COVID-19, Malaysia Airlines wishes to provide Ultimate flexibility ticket change policy to our passengers who may wish to make new bookings or have done so prior, we are offering the following flexibility option globally across ALL POS:

- Unlimited Date Change (Waiver of Date change Fee)
- Flexibility of destination Change (Re-routing however Fare difference applies)
- Flexibility in Go Show for earlier flights on the same day of departure (same sector) for travel period 13<sup>th</sup> March 2020 – 21<sup>st</sup> May 2020

Effective immediately passengers holding Malaysia Airlines (232) tickets that involve confirmed travel from / to any ticketed point with or without connections (applies to both MH prime and MH\* Marketing flights), will have the option to take advantage of the following waivers. The following Travel and Ticket criteria as below for Unlimited Date Change waiver & Flexibility of destination change:

- Applies to 232 tickets issued on and before – **31March, 2020**
- Any rebooking must be made on/before **30 June, 2020**
- Any rebooked travel date , including return, must be completed by **31Dec 2020**
- Applies to tickets issued with confirmed reservation on MH 232 stock
- Customer will need to contact MH Call Centre or MH Ticketing Office or MH Appointed Agents for the above arrangement

## Re-booking Options

- **Unlimited free changes will be permitted as long as all travel is completed by 31 DEC'20.** The revised travel date must be rebooked and completed as per criteria listed above and subject to flight availability of original O&D.
- **If the original ticket validity expires prior to 31 DEC'20 and the passenger has not decided on a new travel date, the original ticket can be reissued to an EMD for credit towards a new ticket – the validity of the EMD will be 31 DEC'20.**

- Similarly, if passenger has cancelled their existing reservation(s), and an open ticket has been reissued against the original ticket – all revised travel will still need to be completed by 31 December'20 (even if the validity of the ticket falls after 31 December'20). Any changes that involve travel after 31 December'20 will be subject to the fare being reassessed and any additional charges collected
- The revised travel date must be rebooked and completed as per criteria listed above and subject to flight availability of original O&D.
- First time change of deferred/new travel date if rebooked in same/original RBD will be at ticketed fares (no need to reassess). Any subsequent changes in travel date must be reassessed the fares (even though same RBD). If the new fare is higher, the fare difference must be collected and if the new fare is lower, the fares difference will not be refunded. Down selling to a lower RBD than originally ticketed will not be permitted – and may result in an ADM. NOSH fees will be waived.
- Flexibility to change / reroute to alternative O&D waiving change and service fee – new routing must be on MH operated services only. If the new routing results in a higher fare this will necessitate the difference in fare to be collected. Any unutilized balance will be forfeited, and MH will not refund the balance. NOSH fees will be waived
- No charge for GOSH. Go Show allowed for earlier flights on the same day of departure (same sector). This option will be permitted in all RBDs for departure effective **13<sup>th</sup> March 2020 to 21<sup>st</sup> May 2020**.

- **Endorsements**

Subsequent reissued tickets and rebooked PNRs must show the following endorsement '**CW42 COVID-19 Flex**'