

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

March 26, 2020

## POLICY DESCRIPTION

Due to the rapid spread of COVID-19, Malaysia Airlines wishes to provide Ultimate flexibility ticket change policy to our passengers' **new and existing bookings**, 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 – **31 March, 2020**
- Any rebooking must be made on/before **30 June, 2020**
- Any rebooked travel date, including return, must be completed by **31 December 2020**
- Applies to tickets issued with confirmed reservation on MH 232 stock

## Re-booking Options

- **Unlimited free changes will be permitted as long as all travel is completed by 31 Dec '20.** However, 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.

- 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 the fare must be reassessed (even if in the same RBD).
- If the new fare is higher, the fare difference must be collected and if the new fare is lower, the fare 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’**

For any queries please contact our sales support team at

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We thank you for your continued support.

**Malaysia Airlines**