

# MALAYSIA AIRLINES COMMERCIAL WAIVER POLICY – CORONAVIRUS COUNTRY SPECIFIC TRAVEL RESTRICTIONS

March 26, 2020

## POLICY DESCRIPTION

Due to the developing global coronavirus situation, a growing number of governments have issued entry restrictions for passengers meeting certain criteria.

The following commercial waiver policy may be applied to passengers unable to travel due to country specific entry and transit restrictions as per countries list available on MH Website.

Below Travel and Ticket criteria must apply for passenger to be eligible for re-accommodation under this commercial waiver:

- MH (232) tickets issued for confirmed travel on and before as per country travel restrictions list effective date, as available on MH Website.
- Ticket issued for travel dates: As per country travel restrictions list available on MH Website
- Tickets issued for travel dates on/before: 30 Jun '20

Revised/alternative travel date must be on and before **31 December, 2020** (all relevant travel including return must be completed by 31 December, 2020) and subject to flight availability.

- Only tickets impacted by the specific government restrictions in country travel restrictions list available on MH Website are eligible.

## Re-Accommodation Options

### Booking Options:

First Time Change	Subsequent Changes
<ul style="list-style-type: none"> <li>✓ First time change will be FOC provided the new travel date is rebooked in same/original RBD and will be at the original ticketed fares (no need to reassess).</li> <li>✓ NO-SHOW fees will be waived for <u>first time only</u></li> </ul>	<ul style="list-style-type: none"> <li>✓ Unlimited subsequent changes in the travel date, the fare must be reassessed (even if booked in 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.</li> </ul>
Down selling to a lower RBD than originally ticketed will not be permitted and will result in an ADM	

### Cancellation/Refund Options:

Fully Unused Ticket	Partially Used Ticket
<ul style="list-style-type: none"> <li>✓ Full refund permitted for both refundable and non-refundable fares.</li> <li>✓ Cancellation and service fees are waived</li> </ul>	<ul style="list-style-type: none"> <li>✓ Partial Refund Permitted for both refundable and non-refundable fares.</li> <li>✓ Cancellation and service fees are waived.</li> </ul>
<ul style="list-style-type: none"> <li>✓ Conversion of ticket value into a credit voucher (EMD) to be used for future travel with Malaysia Airlines Operated Flights. Additional fare differences may apply if the new airfares/taxes are greater than the original ticket held in credit. No refund permitted of EMD.</li> </ul>	

## Endorsements

For Rebooking – the tickets must be reissued, and endorsement inserted with the waiver code **‘CW39 COVID-19 Travel Restrictions’**.

For Refunds, the waiver code **‘CW39 COVID-19 Travel Restrictions’** must be added in the remark field.

For any enquiries, please contact our Sales Support team at

[salesupport.uk@malaysiaairlines.com](mailto:salesupport.uk@malaysiaairlines.com)

We thank you for your continued support.

**Malaysia Airlines**