

MALAYSIA AIRLINES COVID-19 COMMERCIAL WAIVER POLICY

March 31, 2020

Please note that this Commercial Waiver overrides previous waivers **including** our standard schedule change policy

POLICY DESCRIPTION

Due to the rapid spread of COVID-19, Malaysia Airlines wishes to provide Ultimate flexibility ticket change and/or refund policy to our passengers provided the following criteria are met:

- Applies to 232 tickets issued on and before – **31 March, 2020**
- Any rebooking or request for credit in the form of an EMD voucher 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

a) Unlimited Date Change (Waiver of Date Change Fee)

- Unlimited free changes will be permitted within the original ticket validity. However, revised travel date must be rebooked and completed as per criteria listed above and subject to flight availability of original O&D.
- First change of deferred/new travel date, change fee will be waived if rebooked in original ticketed booking class and destination, and fare / tax difference will be waived. If rebooked in different booking class or destination then fare/tax difference applies. No-show fee will also be waived.
- Subsequent changes in travel date, fare must be reassessed regardless if booking class remains unchanged. 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.

b) Flexibility of destination change (Re-routing however fare difference applies)

- Rerouting is permitted, waiving the reissue fee- new routing must be on MH operated services only:
Note:

Rebooking must be made on/before **30 June 2020**

All travel must be completed by **31 December 2020**

Fare will need to be reassessed, any fare and tax difference to be collected. Any residual value will be forfeited. No-Show fee will be waived.

c) Flexibility in Go Show for earlier flights on the same day of departure (same sector) for travel period 31st March 2020- 21st May 2020

- 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 **13th March 2020 to 21st May 2020**.

Cancellation/Refund Options

Option 1: EMD/Travel Voucher

Ticket value can be converted to an EMD/Travel voucher for future travel. EMD must be issued on/before 30 Jun 2020 and redeemed for any future travel, but this subsequent travel including return flights must be completed by 31 December 2020

Option 2: Refund

Any 232 tickets issued on/before 31 March 2020 with departures date on/before 30 June 2020 are eligible for refund back to the original (FOP)

Cancellation and service fees are waived for fully unused or partially used ticket and applicable to both refundable and non-refundable tickets, for tickets issued on/before 31 March 2020 and for flights operated on/before 30 June 2020

- **Endorsements**

For Rebooking – The tickets must be reissued and endorsement inserted with the waiver code:

‘CW42 COVID19 v1.8’

For Refunds- the waiver code **‘CW42 COVID19 v1.8’** must be added in the remark field

For any queries please contact our sales support team at

salesupport.uk@malaysiaairlines.com

We thank you for your continued support.

Malaysia Airlines