

MALAYSIA AIRLINES COMMERCIAL WAIVER POLICY– OPEN TICKET FLEXIBILITY - COVID-19

June 4, 2020

POLICY DESCRIPTION

Due to the continued impact of COVID-19 Malaysia Airlines wishes to provide our 'open ticket flexibility' policy as outlined below:

- Unlimited Date Change - Waiver of Date Change Fee (Fare difference may apply – see below)
- Flexibility of Destination Change (Re-routing however Fare difference applies)
- Full refund requests are permitted back to original form of payment (FOP) in line with UK and European government regulations

Please note this policy will be strictly governed by the date and eligibility criteria as specified below and should be adhered to for all scenarios. **Also please be guided that this CW is issued for all changes in flight/date/routing applicable to MH (232) tickets issued on and before 30 JUN'20 and will, therefore, override the Advance Schedule Change (ASC) and Standard Schedule Change (SC) Policies for the duration of this CW or until further notice.**

Re-booking Options – 'Open Ticket Flexibility'

a. Unlimited Date Change (Waiver of Date change Fee*)

Unlimited free changes will be permitted, and the associated change and service fees waived. The revised travel date must be rebooked and completed as per criteria listed below and subject to flight availability of original O&D. Applies to tickets issued for both MH online and marketing (MH*) flights

* Waiver of Date Change and No-Show fees only applies to tickets issued for travel in 2020

Below are the various eligibility criteria required to take advantage of the 'Open Ticket Flexibility.

This will apply to all document types - original ticket, OPEN Ticket & EMD (Credit Voucher)

1	Applies to 232 tickets issued on/before – 30 JUN '20
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	Applies to 232 tickets issued for travel during 01 JAN to 31 DEC'20 period only
2	All travel must be completed on and before - 30 JUN'21
3.	All rebooked travel requests, whether original ticket or subsequently issued EMD, or OPEN ticket must be made on/before 31DEC'20 Ticket validity will be extended for travel to 30 JUN'21
Note: Fares must be reassessed for all date/route changes unless rebooking is as per the highlighted criteria below with new travel on/before 24 October 20	
Reminder: EMD & Travel Vouchers are non-transferable – only the passenger named on the document may utilize for further transportation (amount on EMD/Travel Voucher cannot be used for multiple passengers/tickets).	

- Ticketed and confirmed passengers who have experienced flight disruption with original travel on/before **24 October'20** will be allowed one free change - no fare difference or change/service fees to be collected subject to the below criteria:
 - New travel should be booked in the same/original RBD or the next highest available RBD-
 - No change in O&D or cabin is permitted.
 - **New/deferred travel must be on and before 24 October'20**
- All subsequent changes for deferred/new travel dates must be reassessed to reflect current available fare.
 - If the new fare is higher, the fare difference must be collected
 - If the new fare is lower, any unutilized balance will be forfeited, and MH will not refund the balance.
 - NOSH fees will be waived for tickets issued for travel in 2020 .
- **Flexibility of Destination Change (rerouting from original ticket)**
- Flexibility to change / reroute to alternative O&D waiving change and service fee – new routing may be on MH operating or marketing (MH*) flights.
 - All travel must be rebooked by **30 December'20**, and travel completed by **30 Jun'21**
 - If the new routing results in a higher fare and taxes this will necessitate the difference in fare to be collected

- If the new routing results in a lower fare, any unutilized balance will be forfeited, and MH will not refund the balance
- NOSH fees will be waived for tickets issued for travel in 2020

Cancellation/Refund Options:

Option 1: EMD/Travel Voucher (Can only be requested via MH website/call centre)

Cancellation & service fees are waived for partially used and totally unused tickets, when applying credit as per below:

- Retain current ticket value as a credit (EMD/Travel Voucher) for future travel. EMD must be redeemed for any future travel, but this subsequent travel must be completed by 30 Jun'21

Option 2: Refund

For MH tickets with journeys originating from the UK where flights have been cancelled, full refund requests are permitted back to original form of payment (FOP)

Refunds cannot be requested for tickets where travel does not originate from the UK, including those where separate tickets may have been issued in conjunction with MH flights from the UK.

Refund requests can be processed via BSP Link using the below endorsement code.

- **Endorsements**

For rebooking -Subsequent reissued tickets and rebooked PNRs must show the following endorsement '**CW46 COVID19**'

For Refunds- The waiver code '**CW46 COVID19**' must be added in the remark field

For Open Tickets, Agents are required to do the following:

1. Cancel the existing bookings
2. To retain and keep the PNR alive/active, please update the applicable input entries based on respective GDS available features.

PNR RETENTION	
GDS	Input Entries by Specific Element
Amadeus (1A)	SSMH002Y10MAYKULLHRGK1/0900 1200/(PNR)
Sabre (1S)	00TH MH GK1 KUL 24AUG-COVID-19
Travelport (1G)	RT.T/30SEP*RETENTION LINE DUE COVID19
(1P)	TNZZMKnMIS30SEP/AN-RETENTION LINE DUE COVID19

Note: Please refer to your respective GDS for further assistance.