



Bulletin	
Date	17 th June 2020
Subject	** COVID-19 pandemic – Flights suspension update and e-Vouchers * (Network schedule changes from 16Jul to 31Aug20)

Dear Valued Partner

There's been further changes to our network operations - from 16th July to 31st August 20.

Air Mauritius international passengers flights are now scheduled to resume from 1st September 2020 (subject to changes).

The following flight operations to / from London will be cancelled:

- MRU LHR = MK042 from 02nd July to 29th August 2020
- LHR MRU = MK053 from 03rd July to 30th August 2020
- Passenger services to and from CDG to MRU are also cancelled until 01st September 2020 inclusive - except for 2 weekly flights maintained for Cargo.

Please continue to inform customers that MK schedules are subject to changes at any time and where possible please offer our refundable e-credits.

The Air Mauritius e-vouchers (EMD GFFT) can be issued to:

- ✓ Passengers who wish to postpone, rebook and reroute MK (239) tickets.
- ✓ Passengers with partially used MK (239) tickets.
- ✓ Passengers with cancelled /delay flights.

The EMD GFFT may be transferred once to another passengers or family members. Please insert in the retention line of the EMD GFFT – COVID19:

- For tickets issued on MK until 31st Mar20

The credit voucher (EMD GFFT) will be valid for a period of 24 months. Eligible tickets will receive additional bonus credits of 10% calculated on fare plus another 10% on YQ. You may later offer after the 24months period a full refund of the EMD to passengers requesting a monetary refund. Air Mauritius will waive all rebooking and no show fees, allowing our customers to benefit the full amount of their credit.

- For tickets issued on MK from 01st Apr to 31st May20

The credit voucher (EMD GFFT) will be valid for a period of 12 months. You may later offer after the 12 months period a full refund of the EMD to passengers requesting a monetary refund. Air Mauritius will waive all rebooking and no show fees, allowing our customers to benefit the full amount of their credit.

If for any reasons you cannot process the e-vouchers through your GDS, then please email our sales support team who will be happy to assist you:

1. send us the list of all affected bookings which require the issuance of the credit vouchers
2. our team will issue each credit vouchers (EMD GFFT) and send them back to you indicating PNR-XXXXXX, voucher code-XXXXXX, value XXXXX (GBP)
3. you then send the credit vouchers to your customers highlighting how they can redeem for their flights on MK either with yourselves or us.
4. for reissuance you can exchange the EMD against the new ticket. If the value of the ticket is higher than the EMD, passengers will need to pay difference in fare and taxes. If this can't be done your end – don't worry send them over to us and will take care of it.

Air Mauritius will continue to keep Agents and Passengers informed with updates on how the Covid-19 impacts Air Mauritius flight schedules.

We kindly request that this notice is passed to all relevant members within your Company and to communicate these updates to our customers for a smooth travel experience on Air Mauritius.

From all of us at Air Mauritius UK, we thank you for your on-going support during this difficult times - please stay safe!