


Introducing our enhanced Economy **Flex**


We're making you our priority.



Your customers can now travel with greater peace of mind with these new Economy Flex benefits:

 Priority Check-in *New*

 Priority Boarding *New*

 Priority Baggage *New*

 Rebooking: Unlimited free change (fare difference applies) *New*

 Refund without a fee *New*

 Check-in Baggage 35kg *New*

 Cabin Baggage 7kg

 15% Child Discount

 Complimentary snacks/ meals & beverages

 Free Seat Selection

 Upgrade with Enrich Miles

 Flexibility to board earlier on day of travel

Introducing Malaysia Airlines' New Horizontal Fare Family

Launching on 22 June 2020

Dear Trade and Industry Partners,

With the changing travel conditions and customer preferences as a result of this challenging time, Malaysia Airlines will be introducing a new horizontal fare family across the Economy cabin allowing consumers to fully customise their journey based on their travel needs.

The new horizontal fare family will replace the year-round fares along with removing low and high seasonality on all the fares for new bookings from 22 June 2020.

New fares and rules will apply for bookings created from 22 Jun 2020
All existing bookings can be issued as per normal TTL.

Economy Horizontal Fare Family - Whether your customers want priority privileges, flexibility to change their future travel plans, Economy Flex packs all your travel needs into one single fare for your convenience. We are also introducing Economy Lite and Economy Basic to choose from.

Family Brand To Malaysia/ASEAN: To ANZ:	Economy Lite Basic - £15 RTN Basic - £22 RTN	Economy Basic	Economy Flex Basic + £37 RTN Basic + £48 RTN
Benefits	Ancillary		
	<ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✗ No Enrich Miles upgrade ✗ No checked bagged ✗ No seat selection 	<ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✓ Enrich Miles upgrade ✓ Checked baggage 20kg ✗ No seat selection 	<ul style="list-style-type: none"> ✓ Cabin Baggage up to 7kg ✓ Complimentary Meal ✓ Enrich Miles upgrade ✓ Checked baggage 35kg ✓ Free Standard seat selection
	Fare rules		
	<ul style="list-style-type: none"> ✗ No child discount ✗ Rebooking not allowed ✗ Refund not allowed ✗ No flexibility to travel earlier on day of travel 	<ul style="list-style-type: none"> ✓ 10% child discount ✓ Rebooking: 1X Free Change fee + fare difference ✗ Refund not allowed ✗ No flexibility to travel earlier on day of travel 	<ul style="list-style-type: none"> ✓ 15% child discount ✓ Rebooking: Fare difference only ✓ Refund allowed ✓ Flexibility to travel earlier on day of travel (subject to availability)
	Operational		
<ul style="list-style-type: none"> ✗ No priority check in ✗ No priority boarding 	<ul style="list-style-type: none"> ✗ No priority check in ✗ No priority boarding ✗ No priority baggage 	<ul style="list-style-type: none"> ✓ Priority check in ✓ Priority boarding ✓ Priority baggage 	

	✘ No priority baggage		
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Business Class and Business Suite Updates

Family Brand	Business Promo	Business Flex	Business Suite
Benefits	Ancillary		
	<ul style="list-style-type: none"> ✓ Cabin Baggage 2 x 7kg ✓ Check-in Baggage 40kg ✓ Complimentary snacks/meals& beverages ✓ Free seat selection ✓ Complimentary lounge access 	<ul style="list-style-type: none"> ✓ Cabin Baggage 2 x 7kg ✓ Check-in Baggage 40kg ✓ Complimentary snacks/meals& beverages ✓ Free seat selection ✓ Complimentary lounge access 	<ul style="list-style-type: none"> ✓ Cabin Baggage 2 x 7kg ✓ Check-in Baggage 50kg ✓ Complimentary snacks/meals& beverages ✓ Free seat selection ✓ Complimentary lounge access
	Fare rules		
	<ul style="list-style-type: none"> ✓ Child discount ✓ Rebooking: 1x free change fee (fare difference applies) ✘ Refund not available ✘ No flexibility to board earlier on day of travel 	<ul style="list-style-type: none"> ✓ Child discount ✓ Rebooking: unlimited fare change (fare difference applies) ✓ Refund at a fee ✓ Flexibility to travel earlier on day of travel 	<ul style="list-style-type: none"> ✓ Child discount ✓ Rebooking: unlimited fare change (fare difference applies) ✓ Refund at a fee ✓ Flexibility to travel earlier on day of travel
	Operational		
<ul style="list-style-type: none"> ✓ Priority Check-in ✓ Priority Boarding ✓ Priority Baggage 	<ul style="list-style-type: none"> ✓ Priority Check-in ✓ Priority Boarding ✓ Priority Baggage 	<ul style="list-style-type: none"> ✓ Priority check in ✓ Priority boarding ✓ Priority baggage 	

