

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

January 14, 2020

POLICY DESCRIPTION

Included in CW48 are two options for voluntary changes (a & b), and the procedure for passengers impacted by involuntary changes.

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 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.**

This CW will also override original fare T&C for the options shown below - exception will be the no-show rule/category this will remain as per the relevant fare rule.

Voluntary Re-booking Options – 'Open Ticket Flexibility'

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)

Applies to 232 tickets issued on/before – **30 JUN'20**

Applies to 232 tickets issued for travel during **01 JAN'20 to 27 MAR'21** period only

All travel must be completed on and before – 31 DEC'21

All rebooked travel requests, whether original ticket, or OPEN ticket must be made on/before **30 JUN'21**

Ticket validity will be extended for travel to **31 DEC'21**

Note: Fares must be reassessed for all date/route changes

a. Voluntary Option 1 - Unlimited Date Change (Waiver of Date change Fee*)

Based upon a voluntary request from the passenger - 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.

b. Voluntary Option 2 - Flexibility of Destination Change (rerouting from original ticket)

Based upon a voluntary request from the passenger - Flexibility to change / reroute to alternative O&D is permitted waiving change and service fee. New routing may be on MH operating or marketing (MH*) flights.

- All travel must be rebooked by **30 JUN'21**, and travel completed by **31 DEC'21**
- If the new date/routing results in a higher fare and taxes this will necessitate the difference in fare to be collected
- If the new date/ routing results in a lower fare, any unutilized balance will be forfeited, and MH will not refund the balance
- No- show fees are to be applied/collected as per fare rule. In the case of fare products that indicate 'no changes permitted after No-Show' (in fare T&Cs) – the ticket will be forfeited.

Involuntary Re-booking Options:

Below are the various eligibility criteria for any ticket/flight(s) impacted by an involuntary change initiated by MH

1	Applies to 232 tickets (applies to MH operated or MH* Marketed flights) Applies to 232 tickets issued for travel during 01 JAN'20 to 30 OCT '21 period only
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2	All travel must be completed on and before – 31 DEC'21
3.	All rebooked travel requests, whether original ticket, or OPEN ticket must be made on/before 30 JUN'21 Ticket validity will be extended for travel to 31 DEC'21

Involuntary Flight Changes/Disruption -

- Ticketed and confirmed passengers who have experienced flight disruption with original travel on/before **30 October'21** 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 31 December'21
- 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.
 - No-show fees are to be applied/collected as per fare rule. In the case of fare products that indicate that 'no changes are permitted after No-Show' (in the fare T&Cs) – the ticket will be forfeited.

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.

Cancellation/Refund Options:

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**

Subsequent reissued tickets and rebooked PNRs must show the following endorsements based upon Voluntary option **a** or **b** or Involuntary - **'CW48 Va'** or **'CW48 Vb'** or **'CW48 Invol'**