

## Malaysia Airlines Policy for Involuntary Schedule Change

- The below is valid for MH flights/Operated by MH on issued ticket - MH plate (232).
- Ticket must be reissued by travel agent
- If the same class is not available book the lowest available (in the same cabin) and contact sales support UK to confirm the original class booked
- For passengers holding 2 separate tickets, both on MH plate, and a schedule change has occurred in one of the two which affects the other directly please follow the above.

Days before departure			Must be the same...			Options...			Format
			Booking class	Cabin	O&D	Date Change	Other Oneworld Flight	FOC refund (full)	Reissue End Box:
> 14 days	MH operated + MH flight	Change to arrival or departure time <b>less than 120 minutes (no misconnection)</b>	same <sup>1</sup>	yes	yes	+/- 7 days	no	no (as per fare rules)	sched change
		Change to arrival or departure time <b>more than 120 minutes and/or misconnection</b>						yes <sup>2</sup>	sched change
		Route is discontinued with no alternative on MH	n/a*		n/a*	n/a*	n/a*	yes	Invol
2 - 14 days	MH operated + MH flight	Change of arrival time and/or misconnection	same or lowest available	yes	yes	+/- 7 days	no	yes	sched change
		Route is discontinued with no alternative on MH	n/a*		n/a*	n/a*	n/a*		invol
< 2 days (48hours)	MH operated + MH flight	Change to arrival or departure time that disrupt the original journey and requires a change to the ticket/reservation	same or lowest available	yes	yes or refer to n/a*	+/- 30 days	Airport team to re-protect passengers	yes	Invol

**Penalty waived by entering the endorsement box as per last column of policy: Sched Change or Invol**

<sup>1</sup> If the same class is not available contact [salesupport.uk@malaysiaairlines.com](mailto:salesupport.uk@malaysiaairlines.com)

<sup>2</sup> For Non-refundable ticket convert the value amount of the ticket into an "EMD for future transportation"

n/a\* Individual policies are advised by Sales Support team in UK

**For any other cases please contact our UK sales support team**

\*Penalty waived by entering the endorsement box as per last column of policy: Sched Change or Invol

- For Aug, Sep and Oct departures, if the revised schedule has a misconnection in KUL that is longer than 12 hours, MH shall provide STPC accommodation whereby MH is the operating carrier. Please email [STPC@malaysiaairlines.com](mailto:STPC@malaysiaairlines.com).

For any other queries please contact [salessupport.uk@malaysiaairlines.com](mailto:salessupport.uk@malaysiaairlines.com).

We thank you for your continued support.

Kind regards.

