

Malaysia Airlines Schedule change policy as received on 4th October 2023

Please refer to the below that relates to the schedule change policy as it stands at the moment.

Our schedule change policies are **subject to change without notice** and we do not have a policy that covers **all** scenarios that we can send out.

We appreciate that you would like to optimize schedule change handling but for the time being would be grateful if you would contact us each time as it would have to be looked at on a case by case basis.

As a rule, our schedule change policy only covers **ticketed** bookings on **pure MH or MH Marketing flights**. Any schedule changes involving un-ticketed bookings or the schedule change of another airline that is on the same booking / ticket would not be covered and needs to be referred to us.

If departure is within 14 days from the date/time schedule change initiated.

Please email salesupport.uk@malaysiaairlines.com for alternative flight options and guidelines

Endorsement Box for reissuance: **ASC DUE MHXXXX NOOP** or **DUE TO MH XXXX RETIME**

days to departure	Scenario (actual change)			Must be ..			Options you can offer					Format
	#			the same			1	2	3	4	5	
				Booking class	cabin	O & D	Date change	MH/JB - change all flight FOC	other Oneworld flight	other airline	FOC refund (full)	
More than 14 days	"MH/MW Operated flts" + "MH Marketing Flight #"	1.1	a. Advance Schedule Change (ASC) due to Operational Constrains Change to arrival or departure less than 120 minutes (for misconnex 1.2 applies)	Yes ²	Yes	Yes	- / + 30 days	Yes	No	No	Yes	SchedChg
		1.2	Change to arrival or departure more than 120 minutes and/or misconnex									SchedChg
		1.3	Route is cancelled or discontinued with no alternative on MH	n/a		n/a	n/a	n/a	n/a	n/a	Yes	Invol
		1.4	b. Advance Schedule Change (ASC) due to Force Majeure Change to arrival or departure less than 120 minutes (for misconnex 1.5 applies)	Yes ²	Yes	Yes	- / + 30 days	Yes	No	No	No - T&C	SchedChg
		1.5	Change to arrival or departure more than 120 minutes and/or misconnex									SchedChg

ABOVE POLICY IS SUBJECT TO CHANGE WITHOUT PRIOR NOTICE. PLEASE CONTACT MH SALES SUPPORT FOR UPDATES.