

Dear Valued agent,

Please see below the MK policy for passengers holding MK/EK tickets using the MRUDXBMRU codeshare flights.

For all MK documents, initially booked for travel up to 27Mar, please refer to below guideline.

Refund

- For tickets which are fully un-utilized, full refund in same form of payment via BSP.
- For partially flown tickets, No Penalty fee, please re-assess the fare to a OW fare, and refund any outstanding amount, if any.

Rebooking/Rerouting

- For fully un-utilized MK/EK ticket, reroute **complete** itinerary with MK/OAL - change fee waived and do not collect ADC if rebooked in same cabin.
- If PAX wishes to keep on MK/EK and travel in later months, waive change fee and collect ADC only if higher RBD is available.
- For partly utilized MK/EK ticket, reroute unflown sector on MK/OAL - change fee waived and do not collect ADC if rebooked in same cabin.

Endorsement

- Insert “ INVOL GCC CRISIS” in endo box.

Please send any questions you have may have to our Trade Support team via email on uksales@airmauritius.com