



## SCHEDULE CHANGE FOR IRREGULAR OPERATIONS DUE TO FORCE MAJURE

Date: 21 March 2025

### RE: London Heathrow Airport Closure

Dear Valued Partner,

Due to the closure of London Heathrow Airport, flights arriving and departing until at least 23:59 GMT on Friday 21 March 2025 are cancelled. This has impacted the scheduled operations of MH1, MH2, MH3 and MH4 between London and Kuala Lumpur with ongoing operational issues into Saturday 22<sup>nd</sup> March. MH3 on Saturday 22 March has also been cancelled.

Please see the table below for further guidance.

Malaysia Airlines

For Travel Trade Only  
[salesupport.uk@malaysiaairlines.com](mailto:salesupport.uk@malaysiaairlines.com)  
[groups.uk@malaysiaairlines.com](mailto:groups.uk@malaysiaairlines.com)

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## SCHEDULE CHANGE FOR IRREGULAR OPERATIONS DUE TO FORCE MAJURE

	Scenario (Actual Change)			Must be the same			Options you can offer					Format
							1	2	3	4	5	
Days to departure		#		Booking Class	Cabin	O&D	Date Change	MH/FY/MW Operated	Other oneworld flight	Codeshare/ other airline	FOC Refund (FULL)	Revalidate / Change as...
Within 48hrs	"MH/FY/MW Operated flights" & "MH Marketed flight#"	3.2	Change to arrival or departure time that disrupts the original journey and requires a change to the ticket/reservation	Same or lowest available within the same cabin	Yes	Yes*	Within 30 Days	Yes	Yes	No	Yes	Invol

\* Passengers may opt to voluntarily travel to an alternative MH online destination; however, the new destination must be in the same zone. Re-booking for the alternative airport will be subject to availability and onward transportation to origin ticketed destination will be passengers' own expense. Passengers taking advantage of this option will be required to acknowledge their understanding regarding onward transportation.

Reissue penalty fees are waived for **one time** only and associated with the initial re-protection action, any subsequent changes may incur fees/charges

### TICKETING: -

Involuntary Indicator: Select "Involuntary- I"

Endorsement Box: INVOL DUE MHXXXX / DATE LHR CLOSURE

Endorsement Box\*: To be applied in the case of reroute within the same zone

"VOLUNTARY RERTE TO XXX ONLY DUE MHXXXX LHR CLOSURE"

### NOTE:

In certain cases, a commercial waiver (CW) may be issued, and its criteria and instructions will take precedence over the disruption policy.

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