

MALAYSIA AIRLINES COMMERCIAL WAIVER POLICY -ULTIMATE FLEXIBILITY TICKET CHANGE WAIVER POLICY COVID-19 (CW42 COVID- 19 Flex)

To : MH APPOINTED AGENTS
Ref : MH-DEL-CM-52
Date : 12 MAR 2020

Dear Trade Partners,

Due to the rapid spread of COVID-19, Malaysia Airlines wishes to provide Ultimate flexibility ticket change policy to our passengers who may wish to make new bookings or have done so prior, we are offering the following flexibility option globally across ALL POS:

- Unlimited Date Change (Waiver of Date change Fee)
- Flexibility of destination Change (Re-routing however Fare difference applies)
- Flexibility in Go Show for earlier flights on the same day of departure (same sector) for travel period 13th March 2020 – 21st May 2020

Effective immediately passengers holding Malaysia Airlines (232) tickets that involve confirmed travel from / to any MH online point with or without connections, will have the option to take advantage of the following waivers. The following Travel and Ticket criteria as below for Unlimited Date Change waiver & Flexibility of destination change:

- Applies to 232 tickets issued on and before – **31March, 2020**
- Any rebooked travel must be made on/before **31May 2020**
- Any rebooked travel date must be completed by **31Dec 2020**
- Applies to tickets issued with confirmed reservation on MH 232 stock
- Customer will need to contact MH Call Centre or MH Ticketing Office or MH Appointed Agents for the above arrangement



Re-booking Options

- Unlimited free changes will be permitted within the original ticket validity. However, revised travel date must be rebooked and completed as per criteria listed above and subject to flight availability of original O&D. Deferred travel/new travel date must be booked in the original ticketed / booked RBD. Rebooking in an alternative RBD will result in the ticketed fare being re-assessed and any additional fare amount being collected. NOSH fees will not be waived
- Flexibility to change / reroute to alternative O&D waiving change and service fee – new routing must be on MH operated services only. If the new routing results in a higher fare this will necessitate the difference in fare to be collected. Any unutilized balance will be forfeited, and MH will not refund the balance. NOSH fees will not be waived
- No charge for GOSH. Go Show allowed for earlier flights on the same day of departure (same sector). This option will be permitted in all RBDs for departure effective 13th March 2020 to 21st May 2020.

- **Endorsements**

Subsequent reissued tickets and rebooked PNRs must show the following endorsement '**CW42 COVID- 19 Flex**'

Please be guided accordingly

Yours's sincerely

Team Malaysia Airlines.



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