

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

To : MH APPOINTED AGENTS
From : Regional Manager South Asia
Ref : SA/RSM/2020/03/006 (1.7V)
Date : 25 Mar 2020

Dear 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 ticketed point with or without connections (applies to both MH prime and MH* Marketing flights), 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 – 31 March, 2020**
- Any rebooked travel must be made **on/before 30 June, 2020**
- Any rebooked travel date must be **completed by 31 Dec 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

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Re-booking Options:

- Unlimited free changes will be permitted as long as all travel is **completed by 31 DEC'20**. The revised travel date must be rebooked and completed as per criteria listed above and subject to flight availability of original O&D.
- If the original ticket validity expires prior to 31 DEC'20 and the passenger has not decided on a new travel date, the original ticket can be reissued to an EMD for credit towards a new ticket – the validity of the EMD will be 31 DEC'20.
- The revised travel date must be rebooked and completed as per criteria listed above and subject to flight availability of original O&D.
- First time change of deferred/new travel date if rebooked in same/original RBD will be at ticketed fares (no need to reassess). Any subsequent changes in travel date must be reassessed the fares (even though same RBD). If the new fare is higher, the fare difference must be collected and if the new fare is lower, the fares difference will not be refunded. Down selling to a lower RBD than originally ticketed will not be permitted – and may result in an ADM. NOSH fees will 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. NOSHOW fees will be waived
- No charge for GOSHOW. 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**.

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Endorsements

Subsequent reissued or revalidated tickets and rebooked PNRs must show the following endorsement “**CW42 COVID-19 Flex**”.

Please be guided accordingly.

Yours sincerely



Chan Yoon Khee
Regional Manager – South Asia

