



# TRADE RELEASE

## **\*\*REVISED\*\*** **COVID-19 Commercial Waiver Policy**

31<sup>st</sup> March 2020

Dear Trade & Business Partners,

Due to COVID-19 travel restrictions, Malaysia Airlines wishes to provide an Ultimate Flexibility ticket change and/or refund policy to our passengers, provided the following criteria are met;

- Applies to 232 tickets issued on and before – **31 March 2020**
- Any rebooked travel or request for credit in the form of EMD voucher must be made on/before **30 June 2020**
- Any rebooked travel date must be completed by **31 December 2020**
- Applies to tickets issued with confirmed reservation on **MH 232 stock**

### Re-booking Options

#### a) **Unlimited Date Change (Waiver of Date change Fee)**

- 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.
- First change of deferred/new travel date, change fee will be waived if rebooked in original ticketed booking class and destination, and fare / tax difference will be waived. If rebooked in different booking class or destination then fare/tax difference applies. No Show fee will also be waived.
- Subsequent changes in travel date, fare must be reassessed regardless if booking class remains unchanged. If the new fare is higher, the fare difference must be collected and if the fare difference is lower, the fare difference will not be refunded.  
Note: Down selling to a lower booking class is not permitted – and may result in an ADM.



**b) Flexibility of destination Change (Re-routing however Fare difference applies)**

- Rerouting is permitted, waiving the reissue fee – new routing must be on MH operated services only.

Note:

**Rebooking must be made on/before 30 June 2020**

**All travel must be completed by 31 December 2020**

Fare will need to be reassessed, any fare and tax difference to be collected. Any residual value will be forfeited. No Show fee will be waived.

**c) Flexibility in Go Show for earlier flights on the same day of departure (same sector) for travel period 31<sup>st</sup> March 2020 – 21<sup>st</sup> May 2020**

Go Show is permitted FOC for earlier flights on the same day of departure (same sector) on all tickets for departure effective 31<sup>st</sup> March 2020 to 21<sup>st</sup> May 2020.

**Cancellation/Refund Option:**

**Option 1: EMD/Travel Voucher**

Ticket value can be converted to an EMD/Travel Voucher for future travel. EMD must be redeemed on/before 30 June 2020 and new travel dates must be completed no later than 31 December 2020. Please use our online EMD application via <https://www.malaysiaairlines.com/hq/en/assistance-request-form-agent.html> and select Commercial Waiver Policy CW42.

**Option 2: Refund**

Any 232 tickets issued on/before 31 March 2020 with departures date on/before 30 June 2020 are eligible for refund back to original form of payment (FOP).

Cancellation and service fees are waived for fully unused or partially used ticket and applicable to both refundable and non-refundable tickets.

**Endorsements:**

- ✓ **For Rebooking** – the tickets must be reissued, and endorsement inserted with the waiver code 'CW42 COVID19 v1.8'.
- ✓ **For Refunds** - the waiver code 'CW42 COVID19 v1.8' must be added in the remark field.

For any enquiries, please contact our Sales Support team at [mh.salessupport@malaysiaairlines.com](mailto:mh.salessupport@malaysiaairlines.com)

We thank you for your continued support.

**Malaysia Airlines**