

Treasa Carroll

From: Malindo Air AU/NZ Sales Support <malindoair@airlinerepservices.com.au>
Sent: Monday, 6 April 2020 3:56 PM
Subject: Malindo Air - Updated Refund and Waiver Policy - COVID 19 - Issue Date 6th April 2020



06 April 2020

TRADE ADVICE: MALINDO AIR WAIVER POLICY

Dear Trade Partner,

In view of the number of directives issued by various countries including Malaysia, impacting travel entry/exit conditions, Malindo Air is offering the following options to provide added flexibility to its passengers.

This waiver will cover all Malindo Air International flights as well as domestic flights between KUL and Sabah/Sarawak. Peninsular Malaysia domestic flights are not included in this waiver.

Eligibility:

- Malindo Air tickets issued on or before 17 March 2020 for travel between 17 March 2020 and 30 April 2020
- PER-DPS vv tickets on OD codeshare/Batik Air flights, policy covers bookings affected for travel until 30 June 2020

Booking Options:

- 1x FOC change permitted per passenger to move the travel date within 12 months at no cost subject to seat availability.

Refund Option:

- Refund is permitted in terms of travel voucher only.
- Redemption of voucher must be within 6 months of voucher date
- Travel date is based on seat inventory range of 11 months ahead of redemption date
- Detailed Credit Shell Policy is sent separately

Although this policy presently covers departures up until 30 April only for 100% OD operated flights (30 June for OD codeshare flights to Bali), we are constantly monitoring the situation and will revise and update our policy where required

Kindly ensure this revision is disseminated to all concerned.

Click below links to download or view trade notices:

[GDS_CREDIT_SHELL_PROCEDURE_6th_April2020](#)

[MALINDO_AIR_WAIVER_POLICY_REVISD_06APR20](#)

[MALINDO-TEMPLATE-GDS-OTH-BOOKINGS-DDMMYYYY \(2\)](#)

Thank you for your patience and support.

Malindo Air Australia

Regards,

Malindo Air - Australia & New Zealand

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