



TRADE RELEASE

Commercial Waiver Policy - COVID-19 CW48 - Ticket Flexibility Policy

02 September 2020

Dear Trade & Business Partners,

Due to the continued impact of Covid-19, Malaysia Airlines is pleased to release our latest Commercial Waiver Policy (CW48). **Please note that this Commercial Waiver Policy CW48 supersedes all previous MH commercial waiver policies with immediate effect.**

Included in this policy are two options: -

- Unlimited Date Change - Waiver of Date Change Fee (Fare difference may apply)
- Flexibility of Destination Change (Re-routing however Fare difference applies)

1. Voluntary Rebooking Options.

The voluntary rebooking option will be strictly governed by the date and eligibility criteria as specified below:

- Applies to MH (232) tickets issued **on/before 30 June 2020.**
- Applies to bookings made for travel between **01 January 2020 to 27 March 2021 only.**

a) **Voluntary Option 1 (Unlimited Date Change - Waiver of Date Change Fee)**

- Unlimited free changes with associated change & service fees waived.
- All rebooked travel requests, whether original tickets or subsequent issued EMD or OPEN ticket must be made **on/before 30 June 2021**, subject to flight availability of original Origin & Destination.
- Travel must be completed no later than **31 December 2021.**
- Changes must be re-assessed to current available fare and fare/tax difference must be collected.
- Applies to tickets issued for both MH online and marketing (MH*) flights.

b) **Voluntary Option 2 (Flexibility of Destination Change – rerouting from original ticket)**

- Flexibility to change / reroute to an alternative Origin & Destination is permitted waiving associated change and service fees.
- All rebooked travel requests, whether original tickets or subsequent issued EMD or OPEN ticket must be made **on/before 30 June 2021.**
- Travel must be completed no later than **31 December 2021.**
- If new fare is higher, the fare difference must be collected. If new fare is lower, any unutilized balance will be forfeited and no refund on the balance. **No-Show fees will not be waived for No-Show from 16th June 2020 onwards.**
- New routing may be on MH operating or marketing (MH*) flights.



2. Involuntary Rebooking Options: -

The involuntary rebooking option applies to ticketed and confirmed passengers who have experienced flight disruption with original travel **on/before 27 March 2021** subject to the following criteria:

- Applies to 232 tickets (applies to MH operated or MH*Marketed flights).
- Applies to 232 tickets issued for travel between **01 January 2020 to 27 March 2021 period only.**
- Applies to tickets issued that now have a **UN** status in the PNR.
- One free change permitted with no fare difference or change/service fees to be collected.
- New travel should be rebooked in the same/original booking class or the next highest available booking class in the same cabin.
- No change in Origin/Destination or cabin is permitted.
- All rebooked travel requests, whether original tickets or subsequent issued EMD or OPEN ticket must be made **on/before 30 June 2021.**
- New/deferred travel must be on/ before **31 December 2021**
- All subsequent changes for deferred/new travel dates must be reassessed to reflect current available fare.
- If the new fare is higher, the fare difference must be collected. If the new fare is lower, any unutilized balance will be forfeited, and MH will not refund the balance.
- **NOSHOW** fees are to be applied/collected as per fare rule. In the case of fare products that indicate No-Show not allowed in the respective T&C – the ticket will be forfeited (no changes permitted).

Endorsements

Reissued tickets and rebooked PNRs must show the following endorsements based upon Voluntary option A & B or Involuntary - **'CW48 Va' or 'CW48 Vb' or 'CW48 Invol'**

Cancellation/Refund

Cancellation & service fees are waived for partially used and totally unused tickets, when retaining current ticket value as a credit (EMD/Travel Voucher) or 'open ticket' for future travel. All travel to be booked by 30th June 2021 and to be completed by 31st December 2021.

Full refund back to original form of payment (FOP), will be reviewed on a case by case basis in accordance with local legislation.

Should you have any queries, please contact our sales support team at nz.salessupport@malaysiaairlines.com