



# TRADE RELEASE

## Commercial Waiver Policy – COVID-19 CW51 V1.1 – Ticket Flexibility Policy

05<sup>th</sup> May 2021

Dear Trade & Business Partners,

Due to the continued impact of COVID-19, Malaysia Airlines is pleased to release our latest Commercial Waiver Policy (CW51 v1.1) that offers open ticket flexibility as outlined below.

This policy will be strictly governed by the date and eligibility criteria as specified below and apply to all document types - original ticket, OPEN Ticket & EMD (Credit Voucher).

VOLUNTARY REBOOKING OPTIONS		INVOLUNTARY REBOOKING OPTIONS
OPTION 1	OPTION 2	
Same Origin/Destination	Flexibility to change / reroute	The CW51 involuntary rebooking option applies to ticketed and confirmed passengers who have experienced involuntary flight disruptions.
Based upon a voluntary request from the passenger		Applies to tickets issued that now have a <b>UN</b> status in the PNR.
Applies to tickets issued for both MH online and marketing (MH*) flights.		
Applies to 232 tickets issued on / before – 30 June 2020		Applies to 232 tickets issued for travel from 01 January 2020 to 30 October 2021 period only
Applies to 232 tickets issued for travel from 01 January 2020 to 27 March 2021 period only		
All rebooked travel requests, whether original tickets or subsequent issued EMD or OPEN ticket must be ticketed on/before 31 December 2021		
New/deferred travel must be completed on/ before 30 June 2022		
Fares must be reassessed for all date/routing changes and any fare/tax difference paid.		One free change permitted with no fare difference or change/service fees to be collected.
If the new fare results in a lower fare, any unutilized balance will be forfeited, and MH will not refund the balance.		New travel should be booked in the same/original booking class or the next highest available booking class in the same cabin.
Unlimited free changes will be permitted, waiving associated change and service fees subject to flight availability of original O&D – fare difference and conditions apply	Flexibility to change / reroute to alternative O&D permitted, waiving change and service fee. The new routing may be on MH operating or marketing (MH*) flights – fare difference and conditions apply	For change in O&D please refer to “Voluntary Option 2”
		All voluntary subsequent changes must be reassessed to reflect current available fares and Voluntary change policies 1 and 2 above
EMD & Travel Vouchers are non-transferable – only the passenger named on the document may utilize for further transportation ( <i>amount on EMD/Travel Voucher cannot be used for multiple passengers/tickets</i> ).		
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).		



### **Ticket Endorsements**

Subsequent reissued tickets and rebooked PNRs must show the following endorsement '**CW51-COVID19**'

### **Cancellation/Refund**

- Cancellation & service fees are waived for partially used and totally unused tickets, when retaining current value as credit (EMD/Travel Voucher) or 'open ticket' for future travel as per CW51. **All travel to be rebooked by 31 December 2021 and to be completed by 30 June 2022.**
- Refund back to original form of payment (FOP) will be as per applicable ticketed fares T&Cs.

Full refund requests may be reviewed and processed based on applicable local and international regulations on passenger rights that apply in these current unprecedented circumstances. Kindly note refund requests will take substantially longer to process due to the high volume received.

This CW51 covers all involuntary changes in flight/date to MH (232) tickets and will override the Standard Schedule Change Policy with regards to Advance Schedule Change (ASC) and Schedule Change (SC) for the duration of this CW51 or until further notice – Irregular Operations (IROPS) will remain as per SSC Policy.

CW51 will be in addition to the original fare T&C. Please note the no-show rule / category which will remain as per T&C. To avoid no-show penalties, please cancel all bookings prior to departure that are not required.

If you have any queries, please contact our Sales Support team at [nz.salessupport@malaysiaairlines.com](mailto:nz.salessupport@malaysiaairlines.com)

### **Malaysia Airlines**