



Bulletin	
<b>Date</b>	<b>01<sup>st</sup> April 2020</b>
<b>Subject</b>	<b>** COVID-19 pandemic – Rebooking, Refund, General Rules update **</b>

Dear Valued Partner

In order to assist our customers with their upcoming travel plans, Air Mauritius will apply the following rebooking procedures to all its MK /239 tickets holders issued on or before 31<sup>st</sup> May20:

- ❖ For tickets issued on MK until 31<sup>st</sup> Mar20

Rebooking/Rerouting up to 31<sup>st</sup> Mar21 and subject to availability

1. Rebooking to, from or same destination in same RBD (booking class)/ Rerouting to, from or via another destination in same cabin of transport will be allowed free of charge even if the fare rule for the particular fare concerned specifies “No Change” or “Change with Penalty”.

Departure until 31 <sup>st</sup> Dec 20 - MK operated flights	Departure until 31 <sup>st</sup> Dec 20 - MK with other airlines (same ticket)	Departure from 01 <sup>st</sup> Jan 21
<p>Passengers may change their travel dates on MK only without change fees for the same itinerary.</p> <p>Any difference in fare due to higher class on MK or higher seasonality will be waived provided travel is postponed in the same cabin originally booked i.e. Economy or Business.</p>	<p>Passengers may change their travel dates without change fees for the same itinerary.</p> <p>Any difference in fare due to higher class on MK or higher seasonality will be waived, provided travel is in the same cabin originally booked i.e. Economy or Business. However, the same class of travel must be booked / available on other airlines.</p>	<p>Passengers may change their travel dates without change fees for the same itinerary.</p> <p>Passengers will be charged for any additional amount resulting from higher fare types, higher RBDs being booked, higher seasonality, rerouting / change of feeder / connecting airline. No change fee applicable.</p>

2. If passenger's travel plan is uncertain, a credit voucher (EMD) for further transportation on MK only may be issued. This voucher will be valid for a period of 24 months from its issuance date with the same value of the ticket plus a bonus comprised of additional 10% calculated on fare plus 10% on YQ. The EMD should be issued as soon as your customers have notified you that they will not travel on their original dates.
  - All penalties for cancellation will be waived.
  - The voucher is transferable to another passenger. This EMD may be transferred only once.
  - EMDs already issued (to date) good for further transportation in the same context may be reissued with the 10% bonus.
  - Please insert in the retention line of the EMD – COVID19

#### Refund

3. Passengers who wish to be refunded will be charged at the relevant amount as per cancellation rules of fare shown on ticket.
  - All requests for ticket refunds due to exceptional circumstances will be processed through BSPlink Refund Application facility. Please insert in the retention box COVID19.
  - After 24months full refund of that voucher (at original ticket value) may be offered to those requesting a monetary refund.

#### ❖ For tickets issued on MK from 01<sup>st</sup> Apr to 31<sup>st</sup> May20

#### Rebooking /Rerouting up to 31<sup>st</sup> May21 and subject to availability

1. Rebooking to, from or same destination in same RBD (booking class) Rerouting to, from or via another destination in same cabin of transport will be allowed free of charge even if the fare rule for the particular fare concerned specifies "No Change" or "Change with Penalty".
  - Passengers will be charged for any additional amount resulting from higher fare types, higher RBDs being booked, higher seasonality, rerouting / change of feeder / connecting airline. No change fee applicable.
2. Passengers who wish to cancel their holidays and hold a non-refundable ticket, will be offered a credit voucher to the same value of the ticket for future use on MK. The EMD will be valid for a period of 12months from its issuance date. All cancellation fees will be waived.

#### Refund

3. Passengers who wish to be refunded will be charged at the relevant amount as per cancellation rules of fare shown on ticket.
  - All requests for ticket refunds due to exceptional circumstances will be processed through BSPlink Refund Application facility. Please insert in the retention box COVID19.
  - After 12months full refund of that credit voucher (at original ticket value) may be offered to those requesting a monetary refund.

#### Please note

- ✚ Any special service requests booked (MEDA, meals, exit seats etc..) will need to be re-requested.
- ✚ Agents with restrictions access for issuance of EMDs – please email our sales support team

Please continue to ensure all contact details on each bookings are available so that our team can keep you/passengers up to date. Please also communicate to our customers all relevant information and latest travel advice, prevention and control of COVID-19 virus.

We kindly request that this notice is passed to all relevant members within your Company and to communicate these updates to our customers for a smooth travel experience on Air Mauritius.

Thank you for your continued support of Air Mauritius and please stay safe!

Warmest regards,  
James

**James Casey**  
Sales Support Supervisor UK & Ireland

