

COVID-19 Policy for changes to KM tickets booked on KM Flights

Date: 10 May 2020



KM Public Fare Tickets



- a) IATA travel agents can avail themselves of the Air Malta rebooking and discount option that can be actioned directly in GDSs for their customers to change their Air Malta public fare tickets booked on Air Malta flights that have been cancelled, as a result of the COVID-19 outbreak. Travel agents can place their clients' reservation on hold and benefit their customers from up to EUR 20 discount per way for re-bookings by following the **Air Malta GDS Rebooking Policy C19**.
- b) Air Malta is also offering exchanges of e-tickets to travel vouchers. This option is **not** available through GDSs and therefore travel agents can either direct passengers to KM URL: <https://www.airmalta.com/information/keep-your-trip-for-the-future> where passengers can choose from Options 2 & 3, or alternatively travel agents can complete and submit form on their client's behalf.
- c) Alternatively, if client is not in agreement to take any of the above options, IATA travel agents/tour operator can apply for ticket refund through BSP. However due to the unprecedented high volume of requests that have already been received as a result of the COVID-19 crisis, refund applications via BSP Link must be raised not earlier than 10 months from the date of ticket issuance.
- d) In the case of cancellations or refund requests made on KM flights that are still programmed in GDSs, ticket Terms & Conditions apply.

Air Malta GDS Rebooking Policy C19



Travel Agencies can assist their clients by placing reservation on hold and benefit from up to EUR 20 discount per way.

- Applies to Air Malta KM/643 tickets which are booked to travel on Air Malta operated flights that have been cancelled.
- The reissue of the ticket must take place by end October 2020 or prior to the expiry of the original Ticket – whichever comes first.
- KM/643 tickets are valid 1 year from date of issuance.
- New reservation can be done for new destination.
- Once exchange is complete - all fare rules of the new ticket apply
- This policy applies only to Published Fares – policy does not apply to Private/IT fares.
- Any bookings/e-tickets exchanged as per this policy MUST include all Remarks/Endorsements specified in the rebooking guidelines.
- New Reservation need to be repriced with the current applicable/available fare.(incl. taxes/fees) and apply up to EUR 20 discount per direction.
 - If the new Fare is higher than the original ticket's Fare: difference must be collected and difference in fare discounted (KM operated flights/portion only)

Air Malta GDS Rebooking Policy C19 (cont.)



- If the new Fare is the same as the original ticket's Fare: the discount does not apply.
- If the new Fare is lower than the original ticket's Fare: no difference refunded / no discount applies.
- If the difference is lesser than 20EUR, discount the fare difference.
 - **Example if old fare is €100 and new fare is €110 then apply D10.**

Air Malta GDS Rebooking Policy C19 (cont.)



Steps to Follow to apply the policy

Retention of the PNR

- A Memo Segment is required and mandatory to ensure PNR is not purged. Free-Text “COVID REBOOKING ON KM FLTS” is required.

Amadeus Example: RU 1A HK1 MLA 12OCT*COVID REBOOKING ON KM FLTS

Sabre Example: 00THKMGK1MLA12OCT-COVID REBOOKING ON KM FLTS

Travelport Galileo Example: RT.T/12OCT*COVID REBOOKING ON KM FLTS

Travelport Apollo Example: 0TURKMBK1MLA12OCT-COVID REBOOKING ON KM FLTS

Travelport Worldspan Example: TNKMMK1MIS12OCT/AN-COVID REBOOKING ON KM FLTS

- You may want to consider placing PNRs in a Queue so that PNRs can be worked on closer to their deadline or alternatively change time limit to a future date.
- Policy applies to cancelled flights only – however should there still be any segments in the PNR (HX/UN – or HK segments which will not be utilised due to cancellation of 1st segment), delete them.
- Advise customer of the deadline as to when the exchange can be completed. The reissue of the ticket must take place by end October2020 or prior to the expiry of the original Ticket – whichever comes first.

Air Malta GDS Rebooking Policy C19 (cont.)



Ready, Steady, Book

When customer has chosen the new travel dates and destination follow below steps.

- Book required flights and reprice with available fares and apply up to €20 per direction
 - If new ticket total is higher than the original ticket value difference must be collected and up to €20 discount (for a single journey ticket) or up to €40 discount (for a return journey) applies.
 - If the new ticket total value is less than or equal to the original ticket value, difference is not refunded, and discount does not apply.
- Manually update Fare Basis with the calculated discount Ticket designator D20, where the Ticket Designator is equal to the discount being applied per coupon.
 - E.g.: If discount for cpn1 is of €10 apply D10/if discount for coupon 2 is €5 apply D05
- Manually update endorsement line to detail COVID REBOOKING D20 -where D20 would represent the total discount applied per ticket. Thus if the booking is a return then this should read COVID REBOOKING D40.
 - E.g.: If you applied D10 and D5 then ENDO should read COVID REBOOKING D15
- If no discount is being applied then endorsement line must read COVID REBOOKING D0
- Any ancillaries sold on the original booking can be transferred to the new flights.

Air Malta GDS Rebooking Policy C19 (cont.)



Example – Original Total €66.53 and New Fare Total €109.53 – fare difference of €43.00 less €20 (€20) = €23 needs to be collected from passenger.

Old Fare :-

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TWD/L7
TKT-6433781336212          RCI-          1A  LOC-OKZ6QD
OD-MLALON  SI-          FCPI-0    POI-MLA  DOI-13APR20  IOI-50200102
  1.STEWART/LITTLE B          ADT          ST
  1 OMLA KM 116    R 15JUL0835 OK RLKMON1          O  15JUL15JUL 1PC
  LGW
FARE      F EUR          30.00
TOTALTAX EUR          36.53
TOTAL      EUR          66.53
/FC MLA KM LON33.70NUC33.70END ROE0.890130
FE VALID KM FARES ONLY NON-END /NO REFUND ADD FEE FOR CHANGES
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
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Air Malta GDS Rebooking Policy C19 (cont.)



New Fare

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FXO
  1. STEWART/LITTLE B
  1  MLA KM  116 S 29DEC 0840  OK SHKMON1  D20      29DEC29DEC 1PC
    LGW
FARE  R EUR      73.00
TX001 O EUR      2.19-DBSE TX002 O EUR      16.34-UFDP TX003 O EUR      18.00-YRVB
TOTAL  EUR      23.00
GRAND TOTAL EUR      23.00
MLA KM LON82.01NUC82.01END ROE0.890130

  8.FE *M*VALID KM FARES ONLY NON-END / NO REFUND ADD FEE FOR CH
ANGES - COVID BKG D20
  9.FM *M*0.1
 10.FO 643-3781336212MLA13APR20/50200102/643-37813362122E1
    
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#	Dep. City	Arr. City	Stop	Flight No.	Class	Date	Dep. Time	Segment Status	Fare Basis	Ticket Designators	NVB	NVA	Baggage
1	MLA	LGW	O	KM 116	S	29DEC	0840	OK	SHKMON1	/ D20 /	29DEC20	29DEC20	1 PC

- Update Total amount with fare difference.
- Update Fare Base – Ticket Designator with D20 (discount per coupon as applicable)
- Update endorsement line with COVID REBOOKING D(Total Discount as applicable)

KM Unsecured and IT Private Fare Tickets



- a) For KM private fares that have been ticketed on KM cancelled flights, IATA tour operator can rebook ticket for passengers to travel by 31 October 2021 free of charge (as **INVOL**), if rebooking is made in the same class of service, otherwise fare difference will apply if rebooking is made in a higher class of service.
- b) Alternatively, IATA tour operator can place clients' reservation on hold against a "Memo" segment, but ticket reissuance must take place by not later than 31 October 2020 or prior to the expiry of the original ticket, whichever comes first. Fare difference will apply if rebooking is made in a higher class of service. Travel must be completed by not later than 31 October 2021.
- c) If clients is not in agreement to take any of the above two options, IATA tour operator can apply for ticket refund through BSP. However due to the unprecedented high volume of requests that have already been received as a result of the COVID-19 crisis, refund applications via BSP Link must be raised not earlier than 10 months from the date of ticket issuance.
- d) In the case of cancellations or refund requests made on KM flights that are still programmed in GDSs, ticket Terms & Conditions apply.