

Air Malta Public & Private Fare Tickets

The following policies supersede all previous policies and instructions that have been issued by Air Malta before the 14th September 2020.

a) Air Malta tickets that have been issued by IATA agents, either public or private fares and which are booked on Air Malta flights that are cancelled, IATA travel agents can rebook KM/643 tickets FOC on INVOL basis (for the same destination if the route is operational, or any other KM operated flight if the route is no longer operational). Travel must be completed by 31st December 2021 (i.e. last return date).

- Endorsement box for the exchanged documents should read: INVOL RRT KM COVID-19

b) Alternatively IATA agents can place their clients' reservation on hold against a "Memo" segment. The reissue of the original booked ticket must take place by the 31st March 2021, or prior to the expiry of the original Ticket – whichever comes first. Travel must be completed by 31st December 2021 (i.e. last return date).

- KM/643 tickets are valid 1 year from date of issuance.

- Rebooking must be made in the lowest available RBD and in the same service cabin.

- Any bookings/e-tickets exchanged as per this policy MUST include Endorsement to reflect: INVOL RRT KM COVID-19

If clients booked on a cancelled flight decide that they no longer wish to travel, or to take any of the above options, IATA agents can apply for ticket refund through BSP. In those cases where clients are booked on Air Malta flights programmed to operate, then rebookings and cancellations will be subject to KM ticket Terms & Conditions.

Obligatory quarantine imposed by local Authorities.

As from the 14th September 2020 passengers deciding not to travel due to having to undergo obligatory quarantine imposed by local Authorities, as a result of which passengers are impeded from travelling as per their booked travel dates, the following policy will apply for Air Malta published and private fare tickets.

a) IATA tour operator and travel agents can place clients' reservation on hold against a "Memo" segment. Ticket reissuance for the same or any other Air Malta operated destination must take place by not later than 31st March 2021 or prior to the expiry date of the original ticket, whichever comes first. Rebooking will be FOC, but any Fare difference needs to be collected. Tax difference may also apply and needs to be collected when applicable. Travel must be completed by the 31st December 2021 (i.e. last return date).

b) Travel Agent can consider placing PNRs in a Queue so that PNRs can be processed closer to their deadline or alternatively change time limit to a future date. Important to advise clients of the deadline date by when the exchange must be completed.

- Retention of the PNR: A Memo Segment is required and mandatory to ensure PNR is not purged. Free-Text "COVID-19 TRAVEL RESTRICTIONS" is required.

- Amadeus Example: RU 1A HK1 MLA 12OCT* COVID-19 TRAVEL RESTRICTIONS

- Sabre Example: 00THKMGK1MLA12OCT- COVID-19 TRAVEL RESTRICTIONS

- Travelport Galileo Example: RT.T/12OCT* COVID-19 TRAVEL RESTRICTIONS

Obligatory quarantine imposed by local Authorities (cont.).

- Travelport Apollo Example: 0TURKMBK1MLA12OCT- COVID-19 TRAVEL RESTRICTIONS Travelport
- Worldspan Example: TNKMMK1MIS12OCT/AN- COVID-19 TRAVEL RESTRICTIONS

- KM643 tickets are valid 1 year from date of issuance.

c) Any bookings/e-tickets exchanged as per this policy MUST include all Remarks/Endorsements specified in the rebooking guidelines. Once exchange is completed - all fare rules of the new ticket will apply.

d) In the case of ticket cancellations or refund requests made on Air Malta flights that are still programmed in GDSs, for reasons other than that stipulated in this policy, ticket Terms & Conditions apply.

e) Requirements to provide a PCR COVID-19 swab test, does not constitute a travel restriction and therefore for any changes required, ticket Terms & Conditions apply.

Please ensure that this email address is used only for Air Malta tickets purchased by travel agents or tour operators from Air Malta's website.

g) For Air Malta group tickets please contact the respective Air Malta groups help desk for assistance.

Air Malta Groups booked on cancelled Flights

a) Air Malta groups booked on KM schedule flights that have been cancelled, amounts paid to KM will be credited to agent/group for future use or group can be rebooked FOC on INVOL basis, but travel must be completed by not later than 31st December 2021 (i.e. last return date).

b) If a group booked on an Air Malta cancelled flight decides not make use of the above option, then group can

apply for refund to KM. However due to the unprecedented high volume of requests that Air Malta is dealing with, it will take quite some time for ticket refunds to be processed.

c) If group tickets have been issued by an IATA agent through BSP and group decides not to travel by 31st December 2021, IATA travel agents can apply for tickets refund through BSP Link.

d) For groups booked on KM schedule flights that are programmed to operate, if group decides to cancel then Air Malta's group contract terms and conditions apply. In the case of group bookings made by IATA agents, ADMs will be raised on the IATA agent for any penalties and payments due to Air Malta.