

Good Afternoon

Please see below message regarding Air Malta ticket validity, tickets issued between Jan-Oct 2020, now valid for two years, so they can be rebooked for later in the year..

*Air Malta tickets validity, please note that for Air Malta e-tickets that were issued between the period **01<sup>st</sup> Jan 2020 and 30<sup>th</sup> Oct 2020**, e-tickets will remain in SABRE database for 732 days (2 years) instead of the standard 396 days (1 year). This allows for tickets to be exchanged post their validity, but any tickets issued prior or after these dates will not be available in SABRE after 1 year from date of issuance.*

*Therefore IATA travel agents and tour operators need to check with their GDSs, i.e. Amadeus or Galileo, for how long tickets will remain active in their GDS database as in that case they will be able to rebook KM tickets through their own GDSs with a 2 year validity from date of issuance, but if not then the rebooking transaction would need to be done by the Air Malta Call centre through KM Sabre.*

*For your guidance it will not be possible for a travel agent/operator to re-associate an “\*expired” ticket with a future dated segment. (\* Expired – ticket which is past its original validity which has now been extended to 2 years) and agent will be required to;*

- *If creating HDQCRC segments – add the e-ticket number as a 5H remark*
  - *If creating real flight segments, proceed with exchange by entering ticket/document number*
- The new journey must commence prior the expiry of the extended validity (2 years) and the expiry of the new ticket is of 1 year from date of issuance.
- When actioning an exchange of an expired E-ticket, agent must update endo box and insert text ‘**CVD19 EXT**’ to avoid fare discrepancies and ADMs being raised.
- When applicable, any rebooking fees and/or difference in fares need to be collected

In the case of EMD/Vouchers, their validity has not changed which means that unused EMDs/Vouchers will remain in the database for 1year only and no exchanges can be performed post validity.