

Dear Trade and Business Partners,

**RE : COMMERCIAL WAIVER POLICY COVID 19 - INVOLUNTARY OPTIONS CW51**

We are pleased to share our **Commercial Waiver CW51 – Involuntary Options** that offers the flexibility for passengers to fly with us again.

CW51 applies only to passengers impacted by flight disruption due to of COVID-19 (Involuntary Changes) and this will override terms in CW48 1.1- Involuntary Changes.

Please note this policy will be strictly governed by the date and eligibility criteria as specified below and should be adhered to all scenarios.

This CW is issued for all changes in flight/ date/ routing applicable to MH (232) tickets and will override the Standard Schedule Change (SSC) Policy in regard to Advance Schedule Change (ASC) and Schedule Change (SC) for the duration of this CW51 or until further notice. Irregular Operation (IROPS) will remain as per SSC Policy.

This CW51 will also override original fare T&C for the options shown below.

Exception will be the no-show rule / category which will remain as per fare T&C.

**INVOLUNTARY REBOOKING OPTIONS**

**Below are the various eligibility criteria for any ticket/flight(s) impacted by an involuntary change initiated by MH**

<b>1</b>	Applies to 232 tickets (applies to MH operated or MH* Marketed flights) Applies to 232 tickets issued for travel during <b>01 JAN'20 to 30 OCT'21 period only.</b>
<b>2</b>	All travel must be completed on and before – <b>30 JUN'22</b>
<b>3.</b>	All rebooked travel requests, whether original ticket or subsequently issued EMD, or OPEN ticket must be made on/before <b>31 DEC'21</b> Ticket validity will be extended for travel to <b>30 JUN'22</b>

**Involuntary Flight Changes/Disruption -**

Ticketed and confirmed passengers who have experienced flight disruption with original travel **on/before 30 October'21** will be allowed one free change - no fare difference or change/service fees to be collected subject to the below criteria:

- o New travel should be booked in the same/original RBD or the next highest available RBD

- o No change in O&D or cabin is permitted.

- o New/deferred travel must be **on and before 30 JUN'22**

All subsequent changes for deferred/new travel dates must be reassessed to reflect current available fare.

- o If the new fare is higher, the fare difference must be collected.

- o If the new fare is lower, any unutilized balance will be forfeited, and MH will not refund the balance.

- o **NOSH** 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).

**Cancellation/Refund Options:**

Cancellation & service fees are waived for partially used and totally unused tickets, when applying as per below:

- Retain current ticket value as a credit (EMD/Travel Voucher) or 'open ticket' for future travel. EMD must be redeemed for any future travel, but this subsequent travel must be completed by **30 JUN'22**

**• Endorsements**

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

As we continue to strive towards managing this situation to the best of our ability, we appreciate your support and cooperation in handling our esteemed passengers.

We hope that together we will brave this storm and have faith for better days ahead. Stay safe everyone.