

To : MH APPOINTED AGENTS
From : Regional Manager South Asia / Middle East
Date : 01 Jun 2021
Ref : MY/RSM/2021/003/002 (R2)

Dear Trade and Business Partners,

RE : NEW HORIZON GROUP FLEXIBILITY v1.0 - Extension

We are pleased to share the extension of **New Horizon Group Flexibility v1.0** that offers the flexibility for passengers to fly with us again.

Below are the various eligibility criteria required to take advantage of the 'New Horizon Group Flexibility'.

1	Applies for ALL group bookings confirmed up to 31Aug2021 for travelling from 01 January 2020 to 31 December 2021 period only. (applicable for existing and new bookings).
2	All deferment travel must be completed on/before 30 June 2022.
3	Rebooking for deferment must be made on/before 31 December 2021.
4	Valid on all existing MH operated flights only.
5	Allow to be re-booked on any available RBD and to waive any fare difference.
6	All groups ticketed or un-ticketed are allowed for unlimited deferment with nil booking/change fee imposed.
7	Deposits are transferable to new itinerary and new group. Any unutilized balance in the deposit will be forfeited.
8	No blackout dates apply and subject to seats availability.
9	All groups are NOT allowed to reroute and to maintain on original O&D.

Notes

- These new terms listed above will supersede any existing group T&C's.



MALAYSIA AIRLINES BERHAD
(201401040794) (1116944-X)
Administration Building, Southern Support Zone,
KLIA, 64000 Sepang, Selangor, Malaysia.

- Any other T&C not mentioned above will follow the existing Group Policy eg. passenger name change and MR etc.
- All seats confirmation above is subject to Revenue Management final assessment and review.

Endorsements

Subsequent reissued tickets and rebooked PNRs must show the following endorsement '**Group – MH New Horizon**'

As we continue to strive towards managing this situation to the best of our ability, we appreciate your support and cooperation in handling our esteem passengers. We hope that together we will brave this storm and have faith for better days ahead.

Stay safe everyone.

Thank You.

CHAN YOON KHEE

Regional Manager South Asia/Middle East



MALAYSIA AIRLINES BERHAD
(201401040794) (1116944-X)
Administration Building, Southern Support Zone,
KLIA, 64000 Sepang, Selangor, Malaysia.