

MALAYSIA AIRLINES COMMERCIAL WAIVER POLICY (CW51 v1.6)

Issue date : 29 November 2022

This CW51 will override all previous issued CW policies and Standard Schedule Change Policies

Below are eligibility criteria for any ticket/flight(s) impacted by an involuntary change initiated by MH	
1	Applies to 232 tickets (holding both MH operated and/or MH* codeshare flight numbers) Applies to 232 tickets issued for travel during 01 Jan 2020 to 29 Oct 2022 only
2	All travel must be completed on and before – 30 Jun 2023
3.	All rebooked travel requests, whether original ticket or subsequently issued EMD, or OPEN ticket must be made on/before 31 Mar 2023 Ticket validity will be extended for travel to 30 Jun 2023

Involuntary Flight Changes/Disruption

Ticketed and confirmed passengers who have experienced flight disruption with original travel **on/before 29 Oct 22** 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 2023**

All subsequent changes for deferred/new travel dates to 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:

- 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 2023**

In line with UK and European government regulations for MH tickets with journeys originating from the UK where outbound flights have been cancelled, full refund requests are permitted back to original form of payment (FOP)

Refunds cannot be requested for tickets where travel does not originate from the UK, including those where separate tickets may have been issued in conjunction with MH flights from the UK.

Endorsements

Subsequent reissued tickets / rebooked PNRs must show the endorsement '**CW51 INVOL**'