

# MALAYSIA AIRLINES LOCAL COMMERCIAL WAIVER POLICY – CORONAVIRUS COUNTRY SPECIFIC TRAVEL RESTRICTIONS (CW39)

To : MH APPOINTED AGENTS  
Ref : SA/RSM/2020/03/001 (1.5V)  
Date : 18 Mar 2020

Dear Valued Partners,

Due to the developing global coronavirus situation, a growing number of governments have issued entry restrictions for passengers meeting certain criteria.

The following commercial waiver policy may be applied to passengers unable to travel due to country specific entry and transit restrictions as per countries list available on MH Website .

Below Travel and Ticket criteria must apply for passenger to be eligible for re-accommodation under this waiver :

- MH (232) tickets issued for confirmed travel on and before as per country travel restrictions list effective date as available on MH Website.
- Ticket issued for travel dates: As per country travel restrictions list available on MH Website.
- Revised/alternative travel date must be on and before **31 December, 2020** and subject to flight availability.
- Only tickets impacted by the specific government restrictions in country travel restrictions list available on MH Website are eligible.

# MALAYSIA AIRLINES LOCAL COMMERCIAL WAIVER POLICY – CORONAVIRUS COUNTRY SPECIFIC TRAVEL RESTRICTIONS (CW39)

## Re-Accommodation Options

### Booking Options:

- First time change of deferred/new travel date if rebooked in same/original RBD will be at ticketed fares (no need to reassess). Any subsequent changes in travel date must be reassessed the fares (even though same RBD). If the new fare is higher, the fare difference must be collected and if the new fare is lower, the fares difference will not be refunded. Down selling to a lower RBD than originally ticketed will not be permitted – and may result in an ADM.
- NOSHOW fees will be waived.

### Cancellation/Refund Options:

- Cancellation & service fees are waived for partially used and totally unused tickets
- a) **Refundable and Non-Refundable Tickets** – apply full refund back to original form of payment (FOP) or retain current ticket value as a credit (EMD) for future travel

### Endorsements

Subsequent reissued or revalidated tickets and rebooked PNRs must show the following endorsements:  
**‘CW39 COVID-19 travel restrictions’**

Please be guided and action accordingly.

Thank You.

## TEAM MALAYSIA AIRLINES

