



MALAYSIA AIRLINES COMMERCIAL WAIVER POLICY – VOLCANIC ERUPTION MOUNT RUANG, INDONESIA

Dear Valued Partner

Date: 18 April 2024

This is to inform you that flights to and from Sabah/Sarawak on 18 April 2024 have been cancelled due to the **VOLCANIC ERUPTION – MOUNT RUANG INDONESIA**.

Affected passengers who may wish to defer their travel plans, the below re-accommodation options are offered :

- Effective immediately passengers holding Malaysia Airlines (232) tickets that involves travel to/from/via Sabah and Sarawak airports (BKI/SDK/TWU/KCH/MYY/BTU) and request a flight change **will be permitted a one-time reservation change with waiver of change fees**.
- The following Travel and Ticket criteria must apply for a passenger to be eligible for re-accommodation under this waiver:
 - Tickets issued for travel date(s): 18 April 2024
 - Ticket must be issued on or before: 18 April 2024
 - Applies to tickets issued on MH (232) tickets with confirmed travel to/from/via Sabah and Sarawak
 - Revised /alternative travel date must be on or before 1 May 2024 and subject to flight/seat availability
- **Rebooking Options:**
 - Change fee and fare difference will be waived. Wherever possible, rebook in the original ticketed booking class or where not available in the next class available **in the same cabin**. Changes to cabin may result in an additional collection of fare. No show fees will not be waived.



- **Cancellation/Refund Options:**

- Full Refund of ticketed fare/taxes/fees will be permitted to the original Form of Payment (FOP). Applicable Refund fees associated with fare ticketed will be waived.

- **Endorsements**

- Subsequent reissued or revalidated tickets and rebooked PNRs must show the following endorsement **'CW55 Mount Ruang Volcanic'**

Please feel free to email your Account Manager or ssupport@malaysiaairlines.com should you have any questions or queries related to this.

We thank you for your continuous support and look forward to serving your clients onboard.

Nur Hayati

NUR HAYATI AZIZ RASHID

Central Region Commercial Sales Head (Malaysia & ASEAN)