



RESERVATIONS NOTICE

3 April 2020

Dear GDS Subscribers,

NEW REFUND PROCESS FOR GDS BOOKING DUE TO COVID-19

In light of the huge refunds requests we are experiencing of late, we are rolling out a new GDS booking refund process to all markets in stages. Malindo Air will only offer refunds in the form of Credit Shell for **ALL** GDS bookings.

Below are the terms and condition for Credit Shell:

ITEM	COVID-19/ VISA REQUIREMENT
Source of Booking	GDS (Travel Agent Booking)
Booking Eligibility	Ticket issued on or before 17 March 2020 for travel date up to 30 April 2020.
Country	All
Credit Shell validity	Valid for 180 days after date of issuance
Apply condition	Before original departure date
Exchange	Within credit shell validity period
Passenger Name	Name change is not permitted
Reroute (Direct/Connecting Flight)	Allowed
New departure date	Within 1 year from original departure date
Change fee	Waived
Fare difference	May apply
Refund Airport Tax	Refundable before credit shell expires
Ancillary purchased	Existing ancillary purchased will be transferred to new flight



Steps for requesting credit shell will be as follow – see Appendix A:

1. Travel Agent submits refund request to Malindo Air station reps in the excel file template provided.
2. Malindo Air station reps will perform validity checks of the refund requests according to latest refund policy.
3. Malindo Air (HQ) will apply **OTH** status with remark “Credit Shell of 180 days” to all of the verified OD bookings/PNRs on the excel template and will advise station reps once complete.
NOTE : This process is for Malindo Air record and tracking.
4. Station reps will advise travel agent once step 3 is completed.

Steps for passenger to utilize the credit shell will be as follow – see Appendix B:

1. Once the passenger decides on a new Travel Date, passenger need to contact the Travel Agent for creation of a new booking.
*NOTE : New Travel date or new booking to be created within the 180 days (ie. 6 months).
Otherwise, ticket will be considered non-refundable on and after the 6 months. OD will than manually update the ticket to ‘USED’ status.*
2. Travel agent will create a new booking, retrieve the original ticket and reissue the ticket according to the below conditions:
 - a. With No Additional Collection (NO ADC) if the new booking is within the same class
 - b. With Additional Collection (ADC) of fare difference if the new booking is on higher RBD.
3. Travel agent must add a remark in the endorsement column of the new ticket “COVID19 CREDIT SHELL”

We seek your cooperation and would encourage Travel Agents to use this process until further notice.

We apologies for any inconvenience caused and look forward to your continued support.

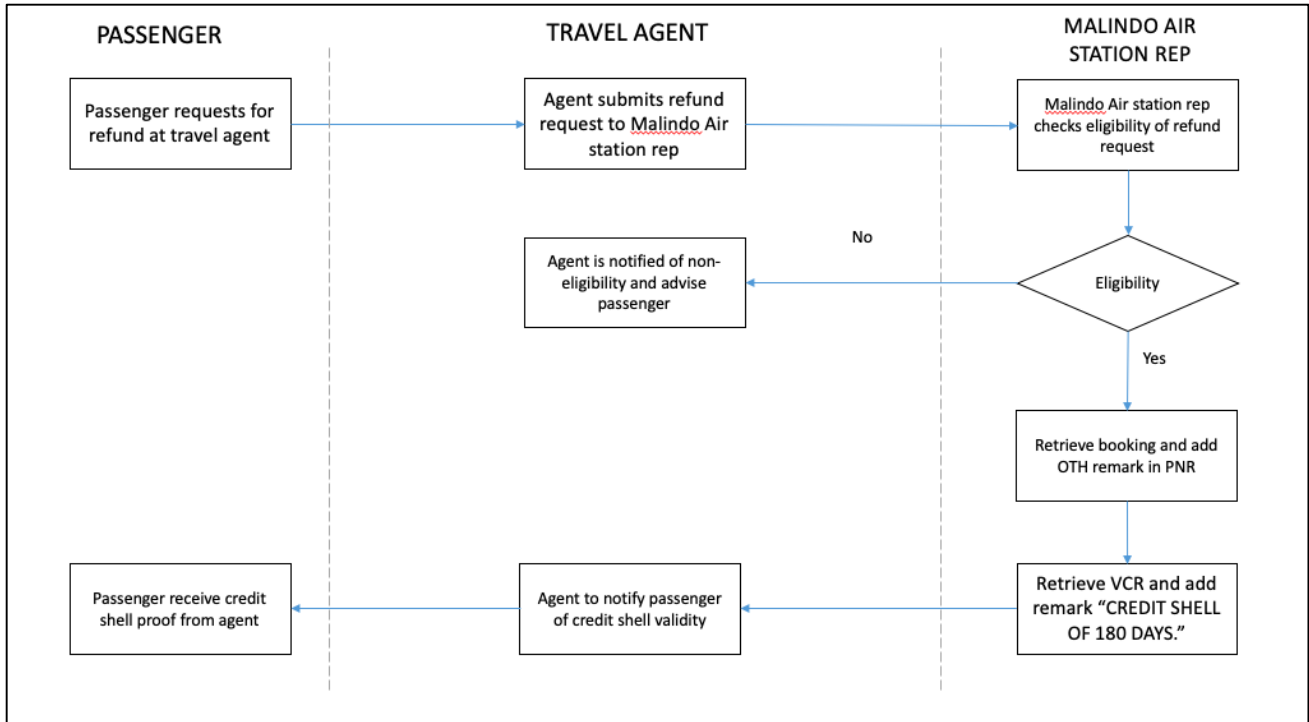
Thank you.

Malindo Airways

Date : 3 April 2020

APPENDIX A

STEPS FOR REQUESTING CREDIT SHELL



APPENDIX B

STEPS FOR PASSENGER TO UTILIZE CREDIT SHELL

