

Attachment to the CEO order No A/73
dated on 21st of February 2020



Special Ticketing guidance due to Coronavirus outbreak

For travel date between 21st of January, 2020 and 30th of March, 2020.

For OM tickets (all destination), including MIAT code share marketed tickets and MIAT SPA tickets issued on/before 21st of February, 2020.

1. Cancellation and Refund

- Waiver on cancellation and refund charge.
- For all OM purchased tickets to be refunded between 21th of February & 30th of March 2020.
- Waiver code: IN2002
- OSI message: OSI OM IRR CANCEL/OM FLTXXXX/DDMM20 for valid PNR.
- Refunded ticket: Remarks section: Waiver code "IN2002", reason for waive: A73

2. Rebook/Reissue

- New travel date must be on/before 31st of December, 2020. There will be no charge for Rebook/Reissue. Waiver code: IN2002
- OSI message: OSI OM IRR CANCEL/OM FLTXXXX/DDMM20 for valid PNR.

2.1 For all MIAT operating and marketing flights dates until 30th March 2020, reservation and ticketing agents shall first offer the passenger to change travel date, explaining if the passenger decides to refund now and purchase the ticket later he or she would have to pay higher price because of currency fluctuations and availability of lower booking class, and that the passenger shall pay refund charge for routes other than above exempted routes.

2.2 For all MIAT operating and marketing flights dates until 30th March 2020, ticket expiry date may extended until 31st of December, 2020 and the passenger is entitled to change flight date within 31st of December, 2020 at no additional reissuing charge, for avoidance of double, the passenger shall pay fare difference. If passenger has a promotional or discounted ticket, the ticket will be rebooked to "U" booking class on the new travel date at no additional charge.

2.3 In the case of passenger ticket for MIAT marketing codeshare flight or ticket with MIAT SPA fare, if the cooperating airline does not have seat available for new booking class for the passenger's original fare, the passenger shall cover fare difference.

2.4 Please handle any problem that may arise from new flight date and fare not meeting current fare rules and sales date, and if new booking class or fare is not available in MIAT operating flights on case by case basis, if necessary, contact MIAT marketing department (rescontrols@miat.com) at your earliest convenience.

2.5 In a case of rerouting, please choose the lowest available class to the passenger's original fare. Recalculate fare, tax difference and such difference shall be paid by passenger.

2.6 Reservation & ticketing agents shall use tour code "IN20M1ULNR2020" for new ticket.

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Travel agents shall use code "IN2001" to waive the reissue charge.

2.7 For any ticket refund regardless of the sales channel, refund will be settled within 10 business days for any card payments and bank transfer, and within 15 business days for cash payment.

2.8 For any complain in relation to ticket refund or rebooking, please contact to MIAT Service quality and Standards department.

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