



致： 所有 BSP 客运代理人

日期： 2020 年 7 月 29 日

主题： 关于 MIAT Mongolian Airlines 的市场通知

尊敬的代理人，

请参考以下来自 MIAT Mongolian Airlines 的通知。

作为对客户的服务，并应航空公司的具体要求，IATA 可通过 ASD 向其指定的代理人提供该航空公司的市场通知。

此通知绝不代表或反映 IATA 的意见或政策。

此通知中包含的信息由航空公司提供，并由其负责，仅用于指定的 ASD 用户的访问、使用和受益。

IATA 对此通知中包含的虚假陈述、内容的准确性、此通知中信息的使用或依据以及未收到此通知的 ASD 用户访问此通知不承担任何责任。

有关此通知的任何问题或投诉请直接提交给相关航空公司。

顺致敬意！

国际航空运输协会（加拿大）北京办事处



MIAT MONGOLIAN AIRLINES

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Date 29 July 2020  
Ref. 05/1322

To whom it may concern

In relation to recent "COVID-19" outbreak we have temporarily suspended our scheduled flights until 31<sup>st</sup> of August.

Please refer to the attached "Special Ticketing instruction due to Coronavirus outbreak" for further instruction on how to accommodate customers whose flights are affected.

In a case the flight suspension continues beyond the above mentioned date, we will follow up with an updated instruction in a timely manner.

Thank you for your understanding.

Sincerely,



Ya.Ulziibold  
CCO



Special Ticketing instruction due to Coronavirus outbreak  
For travel date between 21<sup>st</sup> of January, 2020 and 31<sup>st</sup> of August, 2020.

For OM tickets (all destination), MIAT code share marketed tickets and MIAT SPA tickets  
issued on/before 1<sup>st</sup> of August, 2020.

1. Cancellation and Refund

- Waiver on cancellation and refund charge.
- For all OM purchased tickets to be refunded between 21<sup>th</sup> of January & 31<sup>st</sup> of August, 2020.
- Waiver code: IN2003
- OSI message: OSI OM IRR CANCEL/OM FLTXXXX/DDMM20 for valid PNR.
- Refunded ticket: Remarks section: Waiver code "IN2003", reason for waive: A/117

2. Rebooking/Reissuing

- New travel date must be on/before 31<sup>st</sup> of December, 2021. There will be no charge for Rebook/Reissue. Waiver code: IN2003
- OSI message: OSI OM IRR CANCEL/OM FLTXXXX/DDMM20 for valid PNR.

2.1 For all MIAT operating and marketing flights, 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 affected flights, ticket expiry date will be extended to 31<sup>st</sup> of December, 2021 and the passenger is entitled to change flight date within 31<sup>st</sup> of December, 2021 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.

Exception:

- 1) For the route ULN-TYO vv, ticket expiry date will be extended to 31<sup>st</sup> of December, 2021 and the passenger is entitled to change flight date within 31<sup>st</sup> of December, 2021 at no additional reissuing charge regardless of ticket issue date.

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 available fare closest to the passenger's original fare and calculate fare difference and tax difference accordingly and the passenger shall cover the fare difference. In this case, reissuing charge is waived.

2.6 Reservation & ticketing agents shall use tour code "IN20M1ULNR2020" for new ticket.  
Travel agents shall use code "IN2003" to waive the reissuing charge.

2.7 For any ticket Refund, regardless of the sales channel including card payments, bank transfer, and cash payments shall be refunded within 3-6 months.

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

Date 29 JUL, 2020

51/20

Ulaanbaatar

FLIGHT IRREGULARITY NOTICE

To: Whom it may concern,

In response to the Coronavirus situation, MIAT Mongolian Airlines has cancelled some of the scheduled flights below.

The cancelled flights are as follows:

Flight number	Flight routes	Date of flights
OM135/OM136	Ulaanbaatar-Moscow-Berlin-Moscow-Ulaanbaatar	01 AUG 2020 – 31 AUG 2020
OM137/OM138	Ulaanbaatar-Frankfurt-Ulaanbaatar	01 AUG 2020 – 31 AUG 2020
OM501/OM502 OM503/OM504	Ulaanbaatar-Narita-Ulaanbaatar	01 AUG 2020 – 31 AUG 2020
OM301/OM302 OM307/OM308	Ulaanbaatar-Incheon-Ulaanbaatar	01 AUG 2020 – 31 AUG 2020
OM311/OM312	Ulaanbaatar-Busan-Ulaanbaatar	01 AUG 2020 – 31 AUG 2020
OM223/OM224 OM227/OM228	Ulaanbaatar-Beijing-Ulaanbaatar	01 AUG 2020 – 31 AUG 2020
OM235/OM236	Ulaanbaatar-Guangzhou-Ulaanbaatar	01 AUG 2020 – 31 AUG 2020
OM297/OM298 OM2971/OM2972	Ulaanbaatar-Hong Kong-Ulaanbaatar	01 AUG 2020 – 31 AUG 2020
OM505/OM506	Ulaanbaatar-Osaka-Ulaanbaatar	01 AUG 2020 – 31 AUG 2020

Thank you for your kind attention.

Sincerely yours,

Gantulga E.  
Head of FOCED

