

## CODESHARE BOOKING – MH OPERATING FLIGHT – TERMS & CONDITIONS

### Refund and Cancellation Policy

FY FARECLASS	Domestic	FY/MH Neighbour Countries	ASEAN	OTHERS
JFY CFY DFY	Malaysian Routes	Indonesia, Thailand, Singapore	Cambodia, Brunei Darussalam, Myanmar, Laos, Philippines, Vietnam	Bangladesh, Sri Lanka, Taiwan, Nepal, India, China, Hong Kong, Australia, Japan, Korea, New Zealand, United Kingdom, Jeddah
	<b><u>CHANGE FLIGHT DATE/TIME</u></b> Two (2) free changes up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.	<b><u>CHANGE FLIGHT DATE/TIME</u></b> Two (2) free changes up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.	<b><u>CHANGE FLIGHT DATE/TIME</u></b> Two (2) free changes up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.	<b><u>CHANGE FLIGHT DATE/TIME</u></b> Two (2) free changes up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.
	<b><u>SUBSEQUENT CHANGE</u></b> <b>CHANGE FEE</b> - MYR75 per way per pax and fare differences will be imposed.	<b><u>SUBSEQUENT CHANGE</u></b> <b>CHANGE FEE</b> - MYR105 per way per pax and fare differences will be imposed.	<b><u>SUBSEQUENT CHANGE</u></b> <b>CHANGE FEE</b> - MYR200 per way per pax and fare differences will be imposed.	<b><u>SUBSEQUENT CHANGE</u></b> <b>CHANGE FEE</b> - MYR300 per way per pax and fare differences will be imposed.
	<b><u>FLIGHT CANCELLATION</u></b> Cancellation of unutilized ticket is permitted, subject to <b>CANCELLATION FEE</b> . The remaining balance will be credited into your Firefly credit account. Cancellation is not allowed after <b>90 days</b> of your departure date. <b>CANCELLATION FEE</b> - MYR150 per way per pax)	<b><u>FLIGHT CANCELLATION</u></b> Cancellation of unutilized ticket is permitted, subject to <b>CANCELLATION FEE</b> . The remaining balance will be credited into your Firefly credit account. Cancellation is not allowed after <b>90 days</b> of your departure date. <b>CANCELLATION FEE</b> - MYR250 per way per pax)	<b><u>FLIGHT CANCELLATION</u></b> Cancellation of unutilized ticket is permitted, subject to <b>CANCELLATION FEE</b> . The remaining balance will be credited into your Firefly credit account. Cancellation is not allowed after <b>90 days</b> of your departure date. <b>CANCELLATION FEE</b> - MYR350 per way per pax)	<b><u>FLIGHT CANCELLATION</u></b> Cancellation of unutilized ticket is permitted, subject to <b>CANCELLATION FEE</b> . The remaining balance will be credited into your Firefly credit account. Cancellation is not allowed after <b>90 days</b> of your departure date. <b>CANCELLATION FEE</b> - MYR450 per way per pax)
	<b><u>NO SHOW</u></b> In the event of no show, <b>NO SHOW FEE</b> and fare differences will be imposed for <b>flight date/time changes</b> . Flight change is not allowed after <b>90 days</b> of your departure date. <b>NO SHOW FEE</b> - MYR150 per way per pax. <b>AIRPORT TAX PROCESSING FEE</b> -MYR15 per pax	<b><u>NO SHOW</u></b> In the event of no show, <b>NO SHOW FEE</b> and fare differences will be imposed for <b>flight date/time changes</b> . Flight change is not allowed after <b>90 days</b> of your departure date. <b>NO SHOW FEE</b> – MYR250 per way per pax. <b>AIRPORT TAX PROCESSING FEE</b> –MYR20 per pax	<b><u>NO SHOW</u></b> In the event of no show, <b>NO SHOW FEE</b> and fare differences will be imposed for <b>flight date/time changes</b> . Flight change is not allowed after <b>90 days</b> of your departure date. <b>NO SHOW FEE</b> – MYR350 per way per pax. <b>AIRPORT TAX PROCESSING FEE</b> –MYR20 per pax	<b><u>NO SHOW</u></b> In the event of no show, <b>NO SHOW FEE</b> and fare differences will be imposed for <b>flight date/time changes</b> . Flight change is not allowed after <b>90 days</b> of your departure date. <b>NO SHOW FEE</b> – MYR450 per way per pax. <b>AIRPORT TAX PROCESSING FEE</b> –MYR20 per pax
	<b><u>GO SHOW</u></b> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.	<b><u>GO SHOW</u></b> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.	<b><u>GO SHOW</u></b> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.	<b><u>GO SHOW</u></b> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.
	<b><u>NAME CHANGE</u></b> Name Change is not permitted.			

## Refund and Cancellation Policy

FY FARECLASS	Domestic	FY/MH Neighbour Countries	ASEAN	OTHERS
YFY Wfy UFY	Malaysian Routes	Indonesia, Thailand, Singapore	Cambodia, Brunei Darussalam, Myanmar, Laos, Philippines, Vietnam	Bangladesh, Sri Lanka, Taiwan, Nepal, India, China, Hong Kong, Australia, Japan, Korea, New Zealand, United Kingdom, Jeddah
	<b><u>CHANGE FLIGHT DATE/TIME</u></b> One (1) free change up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.	<b><u>CHANGE FLIGHT DATE/TIME</u></b> One (1) free change up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.	<b><u>CHANGE FLIGHT DATE/TIME</u></b> One (1) free change up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.	<b><u>CHANGE FLIGHT DATE/TIME</u></b> One (1) free change up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.
	<b><u>SUBSEQUENT CHANGE</u></b> <b>CHANGE FEE</b> - MYR75 per way per pax and fare differences will be imposed.	<b><u>SUBSEQUENT CHANGE</u></b> <b>CHANGE FEE</b> - MYR105 per way per pax and fare differences will be imposed	<b><u>SUBSEQUENT CHANGE</u></b> <b>CHANGE FEE</b> - MYR200 per way per pax and fare differences will be imposed	<b><u>SUBSEQUENT CHANGE</u></b> <b>CHANGE FEE</b> - MYR300 per way per pax and fare differences will be imposed
	<b><u>FLIGHT CANCELLATION</u></b> Cancellation of unutilized ticket is permitted, subject to <b>CANCELLATION FEE</b> . The remaining balance will be credited into your Firefly credit account. Cancellation is not allowed after <b>90 days</b> of your departure date.	<b><u>FLIGHT CANCELLATION</u></b> Cancellation of unutilized ticket is permitted, subject to <b>CANCELLATION FEE</b> . The remaining balance will be credited into your Firefly credit account. Cancellation is not allowed after <b>90 days</b> of your departure date.	<b><u>FLIGHT CANCELLATION</u></b> Cancellation of unutilized ticket is permitted, subject to <b>CANCELLATION FEE</b> . The remaining balance will be credited into your Firefly credit account. Cancellation is not allowed after <b>90 days</b> of your departure date.	<b><u>FLIGHT CANCELLATION</u></b> Cancellation of unutilized ticket is permitted, subject to <b>CANCELLATION FEE</b> . The remaining balance will be credited into your Firefly credit account. Cancellation is not allowed after <b>90 days</b> of your departure date.
	<b>CANCELLATION FEE</b> - MYR80 per way per pax)	<b>CANCELLATION FEE</b> - MYR110 per way per pax)	<b>CANCELLATION FEE</b> - MYR300 per way per pax)	<b>CANCELLATION FEE</b> - MYR400 per way per pax)
	<b><u>NO SHOW</u></b> In the event of no show, <b>NO SHOW FEE</b> and fare differences will be imposed for <b>flight date/time changes</b> . Flight change is not allowed after <b>90 days</b> of your departure date.	<b><u>NO SHOW</u></b> In the event of no show, <b>NO SHOW FEE</b> and fare differences will be imposed for <b>flight date/time changes</b> . Flight change is not allowed after <b>90 days</b> of your departure date.	<b><u>NO SHOW</u></b> In the event of no show, <b>NO SHOW FEE</b> and fare differences will be imposed for <b>flight date/time changes</b> . Flight change is not allowed after <b>90 days</b> of your departure date.	<b><u>NO SHOW</u></b> In the event of no show, <b>NO SHOW FEE</b> and fare differences will be imposed for <b>flight date/time changes</b> . Flight change is not allowed after <b>90 days</b> of your departure date.
	<b>NO SHOW FEE</b> – MYR80 per way per pax. <b>AIRPORT TAX PROCESSING FEE</b> -MYR15 per pax	<b>NO SHOW FEE</b> - MYR110 per way per pax. <b>AIRPORT TAX PROCESSING FEE</b> –MYR20 per pax	<b>NO SHOW FEE</b> – MYR300 per way per pax. <b>AIRPORT TAX PROCESSING FEE</b> –MYR20 per pax	<b>NO SHOW FEE</b> – MYR400 per way per pax. <b>AIRPORT TAX PROCESSING FEE</b> –MYR20 per pax
	<b><u>GO SHOW</u></b> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.	<b><u>GO SHOW</u></b> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.	<b><u>GO SHOW</u></b> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.	<b><u>GO SHOW</u></b> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.
<b><u>NAME CHANGE</u></b> Name Change is not permitted.	<b><u>NAME CHANGE</u></b> Name Change is not permitted.	<b><u>NAME CHANGE</u></b> Name Change is not permitted.	<b><u>NAME CHANGE</u></b> Name Change is not permitted.	

## Refund and Cancellation Policy

FY FARECLASS	Domestic	FY/MH Neighbour Countries	ASEAN	OTHERS
<b>KFY</b> <b>BFY</b> <b>MFY</b> <b>QFY</b> <b>HFY</b> <b>SFY</b> <b>AFY</b> <b>EFY</b>	Malaysian Routes	Indonesia, Thailand, Singapore	Cambodia, Brunei Darussalam, Myanmar, Laos, Philippines, Vietnam	Bangladesh, Sri Lanka, Taiwan, Nepal, India, China, Hong Kong, Australia, Japan, Korea, New Zealand, United Kingdom, Jeddah
	<u>CHANGE FLIGHT DATE/TIME</u> <b>CHANGE FEE</b> - MYR75 per way per pax and fare differences will be imposed.	<u>CHANGE FLIGHT DATE/TIME</u> <b>CHANGE FEE</b> – MYR105 per way per pax and fare differences will be imposed.	<u>CHANGE FLIGHT DATE/TIME</u> <b>CHANGE FEE</b> – MYR200 per way per pax and fare differences will be imposed.	<u>CHANGE FLIGHT DATE/TIME</u> <b>CHANGE FEE</b> – MYR300 per way per pax and fare differences will be imposed.
	<u>FLIGHT CANCELLATION</u> Cancellation is not allowed. Ticket is not refundable.	<u>FLIGHT CANCELLATION</u> Cancellation is not allowed. Ticket is not refundable.	<u>FLIGHT CANCELLATION</u> Cancellation is not allowed. Ticket is not refundable.	<u>FLIGHT CANCELLATION</u> Cancellation is not allowed. Ticket is not refundable.
	<u>NO SHOW</u> Ticket is not refundable. Passenger can ONLY opt for Airport Tax refund - processing fees will be imposed.	<u>NO SHOW</u> Ticket is not refundable. Passenger can ONLY opt for Airport Tax refund - processing fees will be imposed.	<u>NO SHOW</u> Ticket is not refundable. Passenger can ONLY opt for Airport Tax refund - processing fees will be imposed.	<u>NO SHOW</u> Ticket is not refundable. Passenger can ONLY opt for Airport Tax refund - processing fees will be imposed.
	<b>AIRPORT TAX PROCESSING FEE</b> -MYR15 per pax	<b>AIRPORT TAX PROCESSING FEE</b> –MYR20 per pax	<b>AIRPORT TAX PROCESSING FEE</b> –MYR20 per pax	<b>AIRPORT TAX PROCESSING FEE</b> –MYR20 per pax
	<u>GO SHOW</u> Go Show is not allowed.			
	<u>NAME CHANGE</u> Name Change is not permitted.			