

CODESHARE BOOKING – MH OPERATING FLIGHT – TERMS & CONDITIONS

Refund and Cancellation Policy – BUSINESS CLASS

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
	<p><u>CHANGE FLIGHT DATE/TIME</u> Two (2) free changes up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.</p> <p><u>SUBSEQUENT CHANGE</u> CHANGE FEE - MYR75 per way per pax and fare differences will be imposed.</p>	<p><u>CHANGE FLIGHT DATE/TIME</u> Two (2) free changes up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.</p> <p><u>SUBSEQUENT CHANGE</u> CHANGE FEE - MYR105 per way per pax and fare differences will be imposed.</p>	<p><u>CHANGE FLIGHT DATE/TIME</u> Two (2) free changes up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.</p> <p><u>SUBSEQUENT CHANGE</u> CHANGE FEE - MYR200 per way per pax and fare differences will be imposed.</p>	<p><u>CHANGE FLIGHT DATE/TIME</u> Two (2) free changes up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.</p> <p><u>SUBSEQUENT CHANGE</u> CHANGE FEE - MYR300 per way per pax and fare differences will be imposed.</p>
	<p><u>FLIGHT CANCELLATION</u> Cancellation of unutilized ticket is permitted, subject to CANCELLATION FEE. The remaining balance will be credited into your Firefly credit account.</p> <p>CANCELLATION FEE- MYR150 per way per pax)</p>	<p><u>FLIGHT CANCELLATION</u> Cancellation of unutilized ticket is permitted, subject to CANCELLATION FEE. The remaining balance will be credited into your Firefly credit account.</p> <p>CANCELLATION FEE- MYR250 per way per pax)</p>	<p><u>FLIGHT CANCELLATION</u> Cancellation of unutilized ticket is permitted, subject to CANCELLATION FEE. The remaining balance will be credited into your Firefly credit account.</p> <p>CANCELLATION FEE- MYR350 per way per pax)</p>	<p><u>FLIGHT CANCELLATION</u> Cancellation of unutilized ticket is permitted, subject to CANCELLATION FEE. The remaining balance will be credited into your Firefly credit account.</p> <p>CANCELLATION FEE- MYR450 per way per pax)</p>
	<p><u>NO SHOW</u> In the event of no show, NO SHOW FEE and fare differences will be imposed for flight date/time changes. Change fee will be excluded.</p> <p>NO SHOW FEE - MYR150 per way per pax.</p>	<p><u>NO SHOW</u> In the event of no show, NO SHOW FEE and fare differences will be imposed for flight date/time changes. Change fee will be excluded.</p> <p>NO SHOW FEE – MYR250 per way per pax.</p>	<p><u>NO SHOW</u> In the event of no show, NO SHOW FEE and fare differences will be imposed for flight date/time changes. Change fee will be excluded.</p> <p>NO SHOW FEE – MYR350 per way per pax.</p>	<p><u>NO SHOW</u> In the event of no show, NO SHOW FEE and fare differences will be imposed for flight date/time changes. Change fee will be excluded.</p> <p>NO SHOW FEE – MYR450 per way per pax.</p>
	<p><u>GO SHOW</u> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.</p>	<p><u>GO SHOW</u> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.</p>	<p><u>GO SHOW</u> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.</p>	<p><u>GO SHOW</u> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.</p>
	<p><u>NAME CHANGE</u> Name Change is not permitted.</p>	<p><u>NAME CHANGE</u> Name Change is not permitted.</p>	<p><u>NAME CHANGE</u> Name Change is not permitted.</p>	<p><u>NAME CHANGE</u> Name Change is not permitted.</p>

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Refund and Cancellation Policy – ECONOMY CLASS

FY FARECLASS	Domestic	FY/MH Neighbour Countries	ASEAN	OTHERS
YFY Wfy UFY KFY BFY MFY	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
	<p><u>CHANGE FLIGHT DATE/TIME</u> One (1) free change up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.</p> <p><u>SUBSEQUENT CHANGE</u> CHANGE FEE - MYR75 per way per pax and fare differences will be imposed.</p>	<p><u>CHANGE FLIGHT DATE/TIME</u> One (1) free change up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.</p> <p><u>SUBSEQUENT CHANGE</u> CHANGE FEE - MYR105 per way per pax and fare differences will be imposed</p>	<p><u>CHANGE FLIGHT DATE/TIME</u> One (1) free change up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.</p> <p><u>SUBSEQUENT CHANGE</u> CHANGE FEE - MYR200 per way per pax and fare differences will be imposed</p>	<p><u>CHANGE FLIGHT DATE/TIME</u> One (1) free change up to twenty-four (24) hours before scheduled time of departure. Fare differences may apply if applicable.</p> <p><u>SUBSEQUENT CHANGE</u> CHANGE FEE - MYR300 per way per pax and fare differences will be imposed</p>
	<p><u>FLIGHT CANCELLATION</u> Cancellation of unutilized ticket is permitted, subject to CANCELLATION FEE. The remaining balance will be credited into your Firefly credit account.</p> <p>CANCELLATION FEE- MYR80 per way per pax)</p>	<p><u>FLIGHT CANCELLATION</u> Cancellation of unutilized ticket is permitted, subject to CANCELLATION FEE. The remaining balance will be credited into your Firefly credit account.</p> <p>CANCELLATION FEE- MYR110 per way per pax)</p>	<p><u>FLIGHT CANCELLATION</u> Cancellation of unutilized ticket is permitted, subject to CANCELLATION FEE. The remaining balance will be credited into your Firefly credit account.</p> <p>CANCELLATION FEE- MYR300 per way per pax)</p>	<p><u>FLIGHT CANCELLATION</u> Cancellation of unutilized ticket is permitted, subject to CANCELLATION FEE. The remaining balance will be credited into your Firefly credit account.</p> <p>CANCELLATION FEE- MYR400 per way per pax)</p>
	<p><u>NO SHOW</u> In the event of no show, NO SHOW FEE and fare differences will be imposed for flight date/time changes. Change fee will be excluded.</p> <p>NO SHOW FEE – MYR80 per way per pax.</p>	<p><u>NO SHOW</u> In the event of no show, NO SHOW FEE and fare differences will be imposed for flight date/time changes. Change fee will be excluded.</p> <p>NO SHOW FEE - MYR110 per way per pax.</p>	<p><u>NO SHOW</u> In the event of no show, NO SHOW FEE and fare differences will be imposed for flight date/time changes. Change fee will be excluded.</p> <p>NO SHOW FEE – MYR300 per way per pax.</p>	<p><u>NO SHOW</u> In the event of no show, NO SHOW FEE and fare differences will be imposed for flight date/time changes. Change fee will be excluded.</p> <p>NO SHOW FEE – MYR400 per way per pax.</p>
	<p><u>GO SHOW</u> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.</p>	<p><u>GO SHOW</u> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.</p>	<p><u>GO SHOW</u> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.</p>	<p><u>GO SHOW</u> Go Show is permitted on earlier flight on the same departure date, subject to seat availability with no charges.</p>
	<p><u>NAME CHANGE</u> Name Change is not permitted.</p>	<p><u>NAME CHANGE</u> Name Change is not permitted.</p>	<p><u>NAME CHANGE</u> Name Change is not permitted.</p>	<p><u>NAME CHANGE</u> Name Change is not permitted.</p>

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FY FARECLASS	Domestic	FY/MH Neighbour Countries	ASEAN	OTHERS
QFY HFY SFY AFY EFY	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
	<u>CHANGE FLIGHT DATE/TIME</u> CHANGE FEE - MYR75 per way per pax and fare differences will be imposed.	<u>CHANGE FLIGHT DATE/TIME</u> CHANGE FEE – MYR105 per way per pax and fare differences will be imposed.	<u>CHANGE FLIGHT DATE/TIME</u> CHANGE FEE – MYR200 per way per pax and fare differences will be imposed.	<u>CHANGE FLIGHT DATE/TIME</u> CHANGE FEE – 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.	<u>NO SHOW</u> Ticket is not refundable.	<u>NO SHOW</u> Ticket is not refundable.	<u>NO SHOW</u> Ticket is not refundable.
	<u>NAME CHANGE</u> Name Change is not permitted.	<u>NAME CHANGE</u> Name Change is not permitted.	<u>NAME CHANGE</u> Name Change is not permitted.	<u>NAME CHANGE</u> Name Change is not permitted.