

Attachment to the CEO order No
A/153. dated on June 30, 2020



Special Ticketing instruction due to Coronavirus outbreak
For travel date between 21st of January, 2020 and 15th of July, 2020.

For OM tickets (all destination), MIAT code share marketed tickets and MIAT SPA tickets issued on/before 15th of July, 2020.

1. Cancellation and Refund
 - Waiver on cancellation and refund charge.
 - For all OM purchased tickets to be refunded between 21th of January & 15th of July, 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 31st 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 31st of December, 2021 and the passenger is entitled to change flight date within 31st 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 31st of December, 2021 and the passenger is entitled to change flight date within 31st of December, 2021 at no additional reissuing charge regardless of ticket issue date.
 - 2) For all MIAT tickets with travel date from 15th of July to 31st of August of 2020, issued before 1st of July, 2020, ticket expiry date will be extended to 31st of December, 2021 and the passenger is entitled to change flight date within 31st of December, 2021 at no additional reissuing 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 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.

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