

INVOLUNTARY REROUTING POLICY MK/OAL

1. Schedule change:

- Example: In case connection does not match the arrival on the long haul and ticket already issued

OPTION 1

Rebook/Reissue on INVOL basis on the next available flight on the same day – same airline + same RBD or lowest available fare + same cabin

OPTION 2

Rebook/Reissue on INVOL basis on the next available flight on the next day – same airline + same RBD or lowest available fare + same cabin (*Refund* is optional if requested based on company policy*)

- **MANDATORY:** Insert the cancelled flight + new rebooked flights in ENDO to avoid ADMs

VOLUNTARY CHANGE POLICY MK/OAL

1. Date change
2. In case passengers miss their flights

STEP 1

They need to contact the travel agency as we do not deal with passengers directly- T.A will in turn contact their respective GSA***

VERY IMPORTANT TO AVOID CLAIM*****

All refund request due to schd chgt or flight cancellation should be submitted to MK to be able to reconsider and authorize as per our policy. All refund without our authorization will be automatically rejected.

STEP 2

All schedule change more than 14 days before departure should be

Immediately handle by TA .Pax should be advised as soon as possible.

All queues should be handled when received so that a solution can be

Offered to pax .

All schd changed within 14 days will be handled by MK bearing

That TA advise MK in due time regarding if pax no longer wants to travel

Due to major schd chgt and cannot book on any flight same day.