



Schedule Change Policy

12/2023

Situation	Option
Flight retimed at least 30 minutes earlier or delayed more than 2 hours	Passengers are allowed a one-time change without change fee for the affected destination or option of full refund. (T&C applies)
Flight delayed less than 2 hours	Passengers not entitled to refund. (Schedule changes between 30 minutes and below 2 hours, passengers are allowed a one-time change without Change Fee for the affected destination). All the changes must be done before original travel date.
For flight cancellation or route suspension	Passenger can request for full refund or one-time change without Change Fee within the same country.
Flight delayed more than 2 hours	Passengers are allowed a one-time change without change fee for the affected destination or option of full refund. (T&C applies)

Any changes due to ASC, (Airline Schedule Change) rebooking and revalidation must be done before original travel date.

To revalidate tickets due to Airline Schedule Change, please follow the below procedure:

- 1) Please remove unwanted sectors from PNR.
- 2) Add new sectors to be revalidated of equal class. If the class is unavailable, please rebook the next available class within the same cabin.
- 3) Copy and paste the PNR in an email and request FOC revalidation (note this is only permitted if **involuntary** schedule change is greater than 01hour. Tickets are not required to be revalidated if the passengers agreed with ASC.

Send an e-mail with **“Schedule Change Revalidation”** in subject line to agent@batikair.com.my for action.

2. Name error policy

Enclosed the name error / amendment policy for your reference.

3. Voluntary refund

The YQ / YR will be considered as non-refundable irrespective of any scenario .
So now even if we process any refund with CF or refund only the taxes, the YQ / YR will be considered as non-refundable.

The Q surcharge and any charges is non-refundable.

Refunds will be processed according to the specified RBD (refer attachment (CAT16 rule_Update_OD) & attachment (OD/RN02-22)

4. Involuntary refund

Any pax requesting for a refund due to the involuntary changes, then in that case we will refund the YQ / YR. It is a full refund.

The current/normal procedure (ACM) is followed.

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2. Add new sectors to be revalidated of equal class. If the class is unavailable, please rebook the next available class within the same cabin.
3. Copy and paste the PNR in an email and request FOC revalidation (note this is only permitted if involuntary schedule change is greater than 01hour. Tickets are not required to be revalidated if the passengers agreed with ASC.

Send an e-mail with “**Schedule Change Revalidation**” in subject line to

usa@apg-ga.us for action.

Please note that involuntary refund will be process through ACM.