

Unfair payment for flight cancellation

MALAY MAIL

FEB 02, 2011

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QUESTION :

HOW finds it disappointing he is being charged a cancellation fee by Malaysia Airlines (MAS) for his flight to Cairo while other airlines have suspended their flights for safety reasons.

"There are riots in Cairo and there is no doubt it is not safe there," he says. He and his wife had booked flight tickets to Cairo on Feb 9.

"Other airlines are cancelling flights into Cairo for the safety of their customers, but MAS is charging us to cancel our tickets. Is MAS not a caring organisation?"

HOW hopes for a satisfactory explanation from MAS.

ANSWER :

MAS Commercial Strategy Executive vice-president Dr Amir Khan says, customers on code share service to and from Cairo via Egypt Air, on MH9148 and MH9149, can opt to change their travel dates from now until June 30.

"Please ensure all tickets requiring a change of dates are reissued in the same booking class by Malaysia Airlines ticket Office no later than Feb 14.

"Dr Amir said in HOW'S case, a ticket refund is possible but subject to the terms and conditions of the ticket purchased.

"MAS would also like to apologise for any inconvenience caused and thank the customer for taking his time to submit his query."