



Terms and Conditions for MAS Lowest Price Promise

1. To be eligible for the MAS Lowest Price Promise (MLPP) offer you must have completed and made full payment for an Eligible Itinerary at **www.malaysiaairlines.com** (or other sub websites owned and operated by Malaysia Airlines such as book.malaysiaairlines.com, hereinafter collectively referred to as www.malaysiaairlines.com) using a credit or debit card with a Malaysian billing address or through the Internet banking option for maybank2u or CIMB Clicks. The MLPP is subject to you complying with Malaysia Airlines' Terms and Conditions for the booking of flights online at **www.malaysiaairlines.com**

2. An Eligible Itinerary shall mean a valid **return** domestic itinerary provided by Malaysia Airlines, within Malaysia. The class purchased must be the lowest fare available within the booked class. The classes referred to on www.malaysiaairlines.com are as follows: Economy, Business and First. Travel must be done on Malaysia Airlines flights only. This offer is not valid for itineraries that include;
 - i) flights marketed or operated by other airlines (any journey where the booking is made up of two or more carriers and/or Codeshare flights) ;and
 - ii) flights operated by MASWings (i.e. MH flights in the range of MH3000 to MH3999).

3. To be eligible for a MLPP you must have found a bonafide fare for an itinerary identical to the Eligible Itinerary on an Internet site other than **www.malaysiaairlines.com**. The itinerary must be cheaper than the itinerary purchased through **www.malaysiaairlines.com** and must be for the same route, with each leg of the itinerary flown in the same order, for the same dates, for the same flight numbers, in the same class of travel, for the same type of ticket (including fare conditions such as whether tickets are flexible or not, refundable or changeable) and be sold in Malaysia over the Internet in MYR currency. The website containing the lower online fare must provide capability to book and ticket that fare. Websites showing fares but not providing booking and ticketing capability will not qualify for the MLPP.

4. The MLPP is applicable only to the original itinerary booked; any subsequent changes to an itinerary or booking will not be eligible for a MLPP.

5. The MLPP applies to the total fare. Some websites display fares that do not include all taxes and fees. All taxes and fees must be included when comparing any fare to the published fare purchased on malaysiaairlines.com.

6. Only claims made using the [online form](#) are accepted can only be accepted Claim requests via phone, fax, email, in person or other means of communication will not be accepted. Incomplete MLPP forms will be ineligible. Forms must be received by **www.malaysiaairlines.com** no later than midnight Malaysian Time on the same day you purchased your flights on **www.malaysiaairlines.com**. Malaysia Airlines reserves the



right to verify evidence of lower online fare purchased. Malaysia Airlines is not responsible for any MLPP forms which are not received or delayed in transmission.

7. The MLPP shall not be applicable where:
 - a. the lower online fare is offered under any promotion with a third party (including, but not limited to promotions with newspapers, exhibitions or other special events); or
 - b. the lower online fare makes use of fares that are not published or are not available to the general public. These include, but are not limited to, corporate discount fares, government staff fares, consolidator fares, wholesaler fares, student fares, closed user group fares and fares where the carrier details are not known until after the purchase; or
 - c. the lower online fare has been discounted by the online retailer by use of coupons, loyalty rewards, redemption of frequent flyer miles or similar and other offers or incentives to reduce the total cost; or
 - d. the lower online fare is part of an inclusive travel package with air, hotel, car or any other component; or
 - e. the difference in cost between the purchase on **www.malaysiaairlines.com** and the lower online fare is the result of an error by the retailer of the lower online fare; or
 - f. Malaysia Airlines is unable to verify, using reasonable means, that the lower online fare is available. This may be at any time within twenty-four (24) hours of receipt of your claim at the discretion of Malaysia Airlines;
 - g. you have exercised your right to a refund or have cancelled your booking on Malaysia Airlines before you apply for a MLPP. Malaysia Airlines' usual terms for cancellation and refunds apply; or
 - h. the fare is not a return fare.

8. To be eligible for a MLPP you must supply sufficient evidence of the cheaper quote in the form of a printout or screen print of the fare quote page as required to Malaysia Airlines' reasonable satisfaction, along with the terms & conditions applicable to the cheaper quote. You must retain your printout or screen print until your claim has been resolved by Malaysia Airlines and you have been advised of the outcome.

9. If the claim meets all the Terms and Conditions of the MLPP, Malaysia Airlines will provide you with a voucher for the difference between the purchase cost on **www.malaysiaairlines.com** and the cost of the lower online fare. This voucher which can be used for future travel with Malaysia Airlines (subject to the standard terms and conditions associated with such vouchers) will be sent to you within twenty-eight (28) days of the claim having been verified by Malaysia Airlines. A refund voucher will be granted for each ticket within a booking that meets the Terms and Conditions of the MLPP. Upon a refund being made, Malaysia Airlines shall be discharged from all further liabilities and you shall have no further claims of whatsoever nature against Malaysia Airlines.



10. The refund voucher of the difference between the purchase cost on **www.malaysiaairlines.com** and the total cost of the lower online fare is the sole and exclusive compensation that will be made to qualified claimants who show that Malaysia Airlines failed to meet its MLPP.
11. The information that you provide to us will only be used to provide you with your MLPP Refund or to discuss your MLPP Claim with you. We will destroy this information within six (6) months of final settlement of any claim made under the terms of the MLPP. Malaysia Airlines will not share your personal information with third parties outside the Malaysia Airlines Group of companies. For further information on Malaysia Airlines online privacy policy please go to <http://www.malaysiaairlines.com/hq/en/privacy-policy.aspx>
12. There can only be one claim per booking made and paid for in full at **www.malaysiaairlines.com** only.
13. Malaysia Airlines is the final authority on interpretation of these rules and no correspondence will be entered into.
14. Malaysia Airlines reserves the right to terminate or amend this offer at any time without notice.