

Economy Flex or Shuttle Tickets: Eligibility of 10% Discount via Promo Code

Q1. What is 10% off next purchase for Economy Flex/Shuttle?

It is a 10% discount available for your next Economy Flex/Shuttle purchase when you book via malaysiaairlines.com or the Malaysia Airlines mobile app.

Q2. How does the '10% off next purchase' work?

You will receive a promo code once your booking is confirmed/ticketed via email.

i. I have made a booking for 5 passengers. How many promo codes will I receive?

There will be only one (1) promo code given for each booking, regardless of the number of passengers. This promo code will work for any number of pax in the next booking provided it is all done under one PNR Booking.

ii. Will I get the promo code if I make a booking via a travel agent or Malaysia Airlines Contact Centre?

No, the promo code offer is only applicable for purchases made via the Malaysia Airlines website and mobile app.

iii. Will I get the promo code if my booking was made via MHexplorer, MHenterprise or any other special partnership and promotional campaign?

Yes, purchase of Economy Flex or Shuttle tickets made via these platforms will be eligible for the promo code. However, redemption of the promo code can only be made via malaysiaairlines.com or the Malaysia Airlines mobile app.

iv. Will I get the '10% off your next purchase' promo code if I've purchased Economy Flex/Shuttle for a one-way journey only?

Yes, all Economy Flex/Shuttle tickets purchased will receive the promo code, even if it's only for a one-way journey.

v. Will I get the promo code if I purchased mixed fare tickets (For example, Basic + Flex/Shuttle for either outbound or inbound journey)?

No, should you purchase mixed fare tickets (For example, a combination of Basic + Flex/Shuttle for either outbound or inbound journey), you will not receive the promo code.

Only passengers who have purchased purely Economy Flex or Shuttle for the entire journey will get the promo code.

vi. Will the promo code work for infant and child bookings as well?

Yes, the promo code will be valid for all passenger categories (Infant, Child, Adult). However, only one (1) promo code of 10% can be inserted during redemption and it will be applicable for all pax in that booking.

vii. Will I be eligible for another promo code if I make my next Economy Flex/Shuttle purchase using the promo code given?

Yes, a new promo code will be provided for 10% off on your next flight purchase whenever an Economy Flex/Shuttle ticket is booked.

viii. My original ticket was not an Economy Flex or Shuttle ticket, but I've since rebooked and change it to Economy Flex/Shuttle. Am I eligible for the 10% discount?

Yes, a promo code will be given for tickets that have been reissued and changed from Economy Basic to Economy Flex/Shuttle.

ix. If I buy an Economy Flex/Shuttle ticket using Enrich Points redemption, am I entitled for the 10% off next flight purchase?

Yes, you will receive the 10% off coupon code via e-mail and you may use it on the next normal Flex/Shuttle fare ticket purchase (The coupon code is not applicable for redemption ticket).

Q3. How does the '10% off your next purchase' promo code redemption work?

The promo code will be emailed to the eligible customer within 24 hours after a booking is made. If you have not received the email after 24 hours, please notify us at customer@malaysiaairlines.com

i. How do I redeem/use the promo code to make my booking?

Just insert the promo code during your next ticket purchase on malaysiaairlines.com or the Malaysia Airlines mobile app.

ii. What is the redemption period for the promo code?

Redemption must be made within 3 months from the month the promo code was received. e.g., If the promo code was received on 1st June or 29th June, it will be valid until 31st August.

iii. What are the conditions for my booking using the promo code?

The promo code can be redeemed for booking with conditions below:

- Travel period: Immediate until further notice.
- Cabin class: Economy Flex/Shuttle only.
- Sector: All destinations operated by Malaysia Airlines except Malaysia to Japan, Japan to Malaysia, Jeddah and Madinah routes.

iv. Is the promo code only redeemable by the original booker?

No, the promo code is transferrable and can be used by any customer. However, validity of the promo code is for one-time purchase only.

v. Can I use the promo code for ancillary purchases?

No, this promo code is applicable for flight purchases only.

vi. Can I use the promo code to upgrade my seat?

No, this promo code is not applicable for seat upgrade.

vii. I have redeemed my promo code, but I would like to make changes. Will the 10% discount still be applicable?

No, the 10% discount will no longer be applicable if changes are made to the ticket after the promo code is redeemed.

Business Flex/Shuttle and Business Suite Tickets: Eligibility of 10% Discount via Promo Code

Q1: Who is eligible for the promo code?

Only for customers who purchased Malaysia Airlines Business Flex/Shuttle or Business Suite tickets on malaysiaairlines.com or the Malaysia Airlines mobile app.

Q2: What does the promo code offer?

The promo code gives customers a 10% discount on their next Business Flex/Shuttle or Business Suite purchase.

- i. **I've made a booking for 5 passengers. How many promo codes will I receive?**
There will be only one (1) promo code given for each booking, regardless of the number of passengers. This promo code will work for any number of pax in the next booking provided it is all done under one PNR Booking.
- ii. **Will I get the promo code if I make a booking via a travel agent or Malaysia Airlines Contact Centre?**
No, the promo code offer is only applicable for purchases made via the Malaysia Airlines website and mobile app.
- iii. **Will I get the promo code if my booking was made via MHexplorer or any other special partnership and promotional campaign?**
Yes, purchase of Business Flex/Shuttle or Business Suite tickets made via these platforms will be eligible for the promo code. However, redemption of the promo code can only be made via malaysiaairlines.com or the Malaysia Airlines mobile app.
- iv. **Will I get the '10% off your next purchase' promo code if I've purchased Business Flex/Shuttle or Business Suite for a one-way journey only?**
Yes, all Business Flex/Shuttle or Business Suite tickets purchased will receive the promo code, even if it's only for a one-way journey.

However, for redemption, only a return Business Flex/Shuttle or Business Suite ticket will activate the promo code.

- v. **Will I get the promo code if I purchased mixed fare tickets (For example, Basic + Flex/Shuttle/Business Suite for either outbound or inbound journey)?**
No, should you purchase mixed fare tickets (For example, a combination of Basic + Flex/Shuttle/Business Suite for either outbound or inbound journey), you will not receive the promo code.

Only passengers who have purchased purely Business Flex/Shuttle/Business Suite for the entire journey will get the promo code.

v. Will the promo code work for infant and child bookings as well?

Yes, the promo code will be valid for all passenger categories (Infant, Child, Adult). However, only one (1) promo code of 10% can be inserted during redemption and it will be applicable for all pax in that booking.

vi. Will I be eligible for another promo code if I make my next Business Flex/Shuttle or Business Suite purchase using the promo code given?

Yes, a new promo code will be provided for 10% off on your next flight purchase whenever a Business Flex/Shuttle or Business Suite ticket is booked.

vii. My original ticket was not a Business Flex/Shuttle or Business Suite ticket, but I've since rebooked and change it to Business Flex/Shuttle or Business Suite. Am I eligible for the 10% discount?

Yes, a promo code will be given for tickets that have been reissued and changed from Business Basic to Business Flex/Shuttle or Business Suite.

viii. If I buy a Business Flex/Shuttle or Business Suites ticket using Enrich Points redemption, am I entitled for the 10% off next flight purchase?

Yes, you will receive the 10% off coupon code via e-mail and you may use it on the next normal Flex/Shuttle fare ticket purchase (The coupon code is not applicable for redemption ticket).

Q3. How does the '10% off your next purchase' promo code redemption work?

The promo code will be emailed to the eligible customer within 24 hours after a booking is made. If you have not received the email after 24 hours, please notify us at customer@malaysiaairlines.com

i. How do I redeem/use the promo code to make my booking?

Just insert the promo code during your next ticket purchase on malaysiaairlines.com or the Malaysia Airlines mobile app.

ii. What is the redemption period for the promo code?

Redemption must be made within 3 months from the month the promo code was received. e.g., If the promo code was received on 1st December or 31st December, it will be valid until 28th February.

iii. What are the conditions for my booking using the promo code?

The promo code can be redeemed for booking with conditions below:

- Travel period: Immediate until further notice
- Cabin class: Business Flex/Shuttle or Business Suite only
- Sector: All destinations operated by Malaysia Airlines except Malaysia to Japan, Japan to Malaysia, Jeddah and Madinah routes.

Once you book your Business Flex/Shuttle or Business Suite, your promo code can be used for your next Business Flex/Shuttle or Business Suite purchase.

iv. Is the promo code only redeemable by the original booker?

No, the promo code is transferrable and can be used by any customer. However, validity of the promo code is for one-time purchase only.

v. Can I use the promo code for ancillary purchases?

No, this promo code is applicable for flight purchases only.

vi. Can I use the promo code to upgrade my seat?

No, this promo code is not applicable for seat upgrade.

vii. I have redeemed my promo code, but I would like to make changes. Will the 10% discount still be applicable?

No, the 10% discount will no longer be applicable if changes are made to the ticket after promo code is redeemed.