

Tariff: MH1 CTA No. 355 DOT No. 562  
Carrier: Malaysia Airlines – MH

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Title Page

Airline Tariff Publishing Company, Agent  
International Passenger Rules and Fares

Tariff No. MH1

containing  
Local Rules, Fares & Charges  
on Behalf of

Malaysia Airlines Berhad

applicable to the  
Transportation of Passengers and Baggage  
Between Points in

Canada/USA  
and Points in  
Area 1/2/3

For list of participating carriers, see IPGT-1, DOT:581, CTA:373

This tariff is governed, except as otherwise provided herein, by Maximum Permitted Mileage Tariff No. MPM-1, DOT:424, CTA:239; Aircraft Type Seating Configuration Tariff No. TS-2, DOT:220, CTA:111; and International Passenger Governing Tariff No. IPGT-1, DOT:581, CTA:373 issued by Airline Tariff Publishing Company, Agent, supplements thereto and reissues thereof.

Issued by:  
Rolf Purzer, President  
Airline Tariff Publishing Company, Agent

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## Rule 1 Definitions

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Africa means the area comprised of all the countries on the continent of Africa, other than Algeria, Morocco, Sudan, Tunisia and United Arab Emirates, But Including The Following Islands: Cape Verde, Comoro, Fernando Poo, Malagasy, Mauritius, Reunion, Sao Tome and Seychelles.

Agreed stopping place means those places, except the place of destination, set out in the ticket or shown in the timetables as scheduled stopping places on your route  
air carriage means the carriage of passenger and their baggage on an aircraft.

Airline designator code means the letter and number code which identify a particular carrier.

Area no. 1 means all of the North and South American continents: Greenland; Bermuda; Cuba; Haiti; Dominican Republic; Puerto Rico; Jamaica; Netherlands Antilles; Trinidad; Bahamas; Leeward Virgin and Windward Islands; The State of Hawaii; Midway and Palmyra Islands.

Area no. 2 means all of Albania, Austria, Azores, Belgium, Bulgaria, Canary Islands, Czech Republic, Denmark, Finland, France (Including French North Africa), Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Lichtenstein, Luxembourg, Madeira, Malta, Monaco, The Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Spain (Including Spanish Morocco), Sweden, Switzerland, Tangier, Turkey (in Europe and Asia), Russian Federation (west of the Urals), the United Kingdom and Yugoslavia; all of Africa, Madagascar, Ascension island; that part of Asia lying west of and including Iran, Islamic Republic of.

Area no. 3 means all of Asia except that portion included in area no. 2 above; all of the east Indies; Australia; New Zealand; all islands of Indonesia, Malaysia, Micronesia and Polynesia (except Midway and Palmyra Islands); Guam Island; Wake Island; Caledonia, Norfolk Island; and Tasmania.

Asia means Afghanistan, Bangladesh, Bhutan, Brunei, Burma, China, Hong Kong, India, Indonesia, Islands of Pacific Ocean In Area 3 North of Equator Except Gilbert Is., Japan, Korea, Republic of, Laos, People's Democratic Republic of, Malaysia, Maldives Is., Nepal, Mongolia, Pakistan, Philippines, Singapore, Sri Lanka, Timor, Thailand, Russian Federation (west of the Urals), Vietnam.

Baggage which is equivalent to luggage, means such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort or convenience in connection with his trip. unless otherwise specified, it shall include both checked and unchecked

Baggage of the passenger.

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Baggage check means those portions of the ticket which provide for the carriage of passenger's checked baggage and which are issued by carrier as a receipt for passenger's checked baggage.

Baggage tag means a document issued by carrier solely for identification of checked baggage, the baggage (strap) tag portion of which is attached by carrier to a particular article of checked baggage and the baggage (claim) tag portion of which is given to the passenger.

Caribbean area means the area comprising Anguilla, Antigua, Aruba, Barbados, Bonaire, Cayman Islands, Cuba, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Jamaica, Martinique, Nevis, St. Kitts, St. Lucia, St. Martin, St. Vincent, Trinidad and Tobago.

Carriage which is equivalent to transportation, means carriage of passenger and/or baggage by air.

Carrier means any or all of the participating carriers named in this tariff.

Central America means the area comprising Belize, Costa Rica, El Salvador, Guatemala, Honduras and Nicaragua.

Checked baggage which is equivalent to registered luggage means baggage of which carrier takes sole custody and for which carrier has issued a baggage check and baggage (claim) tag(s).

Circle trip means travel from one point and return thereto by a continuous, circuitous air route; provided that where no reasonably direct scheduled air service is available between two points, a break in the circle may be travelled by any other means of transportation without prejudice to the circle trip.

Civil Aeronautics Board means Department of Transportation.

Civil Aeronautics Board of the United States of America means Department of Transportation.

Code share means refers to a marketing arrangement in which two or more airlines i.e. marketing carrier(s) sell seats using their own airline code on a flight that one of them operates (i.e. the operating carrier)

Conjunction ticket means two or more tickets concurrently issued to a passenger and which together constitute a single contract of carriage.

Consequential damages means damages which are reasonable out of pocket expenses and other provable damages incurred by passenger as the consequence of the loss, damage or delay in the delivery of such personal property.

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Continental U.S.A. means the 48 contiguous federated states and the federal District of Columbia of the United States of America.

Convention means, unless the context requires otherwise, the convention for the unification of certain rules relating to international carriage by air, signed at Warsaw, October 12, 1929, or that convention as amended by the Hague Protocol, 1955, whichever may be applicable to carriage hereunder.

Days means full calendar days, including Sundays and legal holidays; provided that for purposes of notification the balance of the day upon which notice is dispatched shall not be counted and that, for purposes of determining durations of validity, the balance of the day upon which the ticket is issued or flight commenced shall not be counted.

Destination means the ultimate destination of the passenger's journey as shown on the ticket.

Europe means that area comprised of Albania; Algeria; Andorra; Austria; Azores; Belgium, Bulgaria; Canary Islands; Czech Republic; Denmark; Finland; France; Germany; Gibraltar; Greece; Hungary; Iceland; Ireland; Italy; Lichtenstein; Luxembourg; Madeira; Malta; Monaco; Morocco; The Netherlands; Norway; Poland; Portugal; Romania; San Marino; Slovakia; Spain; Sweden; Switzerland; Tunisia; Turkey (In Europe and Asia); United Kingdom; Russian Federation (west of The Urals) and Yugoslavia.

Electronic coupon means an electronic flight coupon for an electronic ticket held in MH's computer database.  
electronic ticket means an itinerary/receipt and boarding document MH has issued to the passenger.

Flight coupon means a portion of the passenger ticket that indicates particular places between which the coupon is good for carriage.

Force majeure means unusual and unforeseeable circumstances beyond control, the consequences of which could not have been avoided despite all reasonable due care and attention being exercised.

Foreign air transportation means transportation between a point in the United States and a point outside thereof.

French gold francs means francs consisting of 65 1/2 milligrams of gold with a fineness of nine hundred thousandths.

Iberian Peninsula means the area comprised of Spain, Portugal, Gibraltar and The Balearic Islands.

Immediate family except as otherwise indicated, shall mean spouse, children, adopted children, sons-in-law, daughters-in-law, grandchildren, brothers-in-law, sisters, sisters-in-law, parents, fathers-in-law, mothers-in-law and grandparents.

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Intermediate fare means the full fare established for normal, regular or unusual service, the application of which is not dependent upon any specifically limited period of ticket validity or other special circumstances. Unless otherwise specified for the application of the provisions of this tariff intermediate fares shall be considered to include all year one way/round trip/circle trip/open jaw, basic season/peak season for business/executive cabin/medallion/preference class travel.

International carriage means (except when the Warsaw convention is applicable) carriage in which according to the contract of carriage, the place of departure and any place of landing are situated in more than one state. as used in this definition, the term "state" includes all territory subject to the sovereignty, suzerainty, mandate, authority or trusteeship thereof. International carriage as defined by the Warsaw convention means any carriage in which, according to the contract of carriage, the place of departure and the place of destination, whether or not there be a break in the carriage or transshipment, are situated either within the territories of two high contracting parties, or within the territory of a single high contracting party, if there is an agreed stopping place within a territory subject to the sovereignty, suzerainty, mandate or authority of another state, even though that state is not a party to the convention.

Interstate transportation means transportation between a point in any state of the United States or the district of Columbia and a point in any other state of the United States or the district of Columbia.

Itinerary/receipt means a document or documents forming part of the electronic ticket which includes a reference code and/or documents issued to a passenger and shows the passenger's name, flight information and notices required under the convention or as otherwise required.

Middle East means the area comprised of Bahrain, Cyprus, Egypt, Iran, Islamic Republic of, Iraq, Israel, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, Sudan, Syrian Arab Republic, United Arab Emirates (Abu Dhabi, Ajman, Dubai, Fujairah, Ras Al Khaimah, Sharjah, Umm Al Qaiwain) and Yemen.

Miscellaneous charges order (MCO) means a document issued by a carrier or its agents requesting issue of an appropriate passenger ticket and baggage check or provision of services to the person named in such document.

Normal fare means the full fare established for a normal, regular or usual service, the application of which is not dependent upon any specially limited period of ticket validity or other special circumstances. unless otherwise specified, for the application of provisions of this tariff, normal fares shall be considered to include all year one way, round, circle and open jaw trip fares, first class,

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Tourist/coach class, thrift class, economy class, executive full facilities, one class and standard class service fares, on-season (peak) and off-season (basic) fares, business class fares and Ronda executive class fares.

North America means the area comprising Alaska, Canada, continental U.S.A. and Mexico.

On-line tariff data base means the remotely accessible, on-line version, maintained by the filer, of (1) the electronically filed tariff data submitted to the "official D.O.T. tariff database," and (2) the departmental approvals, disapprovals and other actions, as well as departmental notations concerning such approvals, disapprovals or other actions, that subpart w of the proposed part 221 requires the filer to maintain in its database. the term "official D.O.T. tariff database" means those data records (as set forth in sections 221.283 and 221.286 of the rule) which would be in the custody of, and maintained by the department of transportation.

Open jaw trip travel comprising two international fare components and assessed as a single pricing unit consisting of half round trip fares. such fares may be subject to more restrictive open jaw provisions if so published within the applicable fares resolution. in this context;

- (1) Origin open jaw: the outward point of departure and inward point of arrival are different - or-
- (2) Turnaround open jaw: the outward point of arrival and the inward point of departure are different - or -
- (3) Double open jaw: the outward point of departure and the inward point of arrival are different (origin open jaw) and the outward point of arrival and the inward point of departure are different (turnaround open jaw).

Overseas transportation means transportation between a point in any state of the United States or the District of Columbia and a point in a territory or possession of the United states.

Passenger means any person, except members of the crew, carried or to be carried in an aircraft with the consent of carrier.

Passenger coupon means that portion of the passenger ticket constituting the passenger's written evidence of the contract of carriage.

Prepaid ticket advice (PTA) means the notification by teletype commercial wire or mail that a person in one city has requested the issuance of prepaid transportation to a person in another city.

Round trip which is equivalent to return journey, means:

- (1) Travel from one point to another and return by the same air route used outbound whether or not the fares outbound and inbound be the same, or
- (2) Travel from one point to another and return by an air





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## Rule 2 Standard Format of Electronic Rules

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### Rule Title/Application (Category 50)

This category contains the rule title and defines the application of the rule. It will be used to indicate the geographical application of the rule, type of service (first, coach, etc.), type of transportation (one way or round trip), type of journey (single open jaw, round trip, etc.) and applicability for use with joint fares, tour fares and group fares. Provisions for capacity limitations, general rules which are not applicable and miscellaneous information which is not category specific will also appear here. This category will appear with every rule with at least the rule title.

### Eligibility (Category 1)

Intentionally left blank

### Day/Time (Category 2)

Intentionally left blank

### Seasonality (Category 3)

Intentionally left blank

### Flight Application (Category 4)

Intentionally left blank

### Advance Reservations/Ticketing (Category 5)

Intentionally left blank

### Minimum Stay (Category 6)

Intentionally left blank

### Maximum Stay (Category 7)

Intentionally left blank

### Stopovers (Category 8)

Intentionally left blank

### Transfers (Category 9)

Intentionally left blank

### Permitted Combinations (Category 10)

Intentionally left blank

### Blackout Dates (Category 11)

Intentionally left blank

### Surcharges (Category 12)

Intentionally left blank

### Accompanied Travel (Category 13)

Intentionally left blank

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Travel restrictions (category 14)  
Intentionally left blank

Sales restrictions (category 15)  
Intentionally left blank

Penalties (category 16)  
Intentionally left blank

Higher intermediate point (category 17)  
Intentionally left blank

Ticket endorsements (category 18)  
Intentionally left blank

Children's discounts (category 19)  
Intentionally left blank

Tour Conductor Discounts (Category 20)  
Intentionally left blank

Agent Discounts (Category 21)  
Intentionally left blank

All Other Discounts (Category 22)  
Intentionally left blank

Miscellaneous Provisions (Category 23)  
Intentionally left blank

(Category 24)  
Currently not available

(Category 25)  
Currently not available

Groups (Category 26)

(1) Group size

A minimum group size refers to the minimum number of passengers required to form a group, which will permit the use of a particular fare. Unless otherwise specified in the fare rule, in order to determine the minimum group size, two children each paying at least 50 percent of the applicable group fare will be counted as one member of the group.

(2) Group travel requirements

(Applicable to group inclusive tour fares) unless otherwise specified in the governing fare rule, all members of the travel group must travel together as a single group on the same flight(s) for the entire itinerary. Should lack of seating accommodation or other operating conditions prevent the group from traveling together, the carrier may transport some members of the group on the next preceding or succeeding flight on which space is available.

(3) Eligibility

(a) Affinity groups

(i) The travel group shall be formed only from

- affinity groups, i.e. Members or employees of the same association, corporation, company or other legal entity (hereinafter referred to as the "organization") which shall have principal purposes, aims and objectives other than travel, and sufficient affinity existing prior to the application for transportation to distinguish it and set it apart from the general public;
- (ii) With respect to the formation of affinity travel groups:
- (aa) Solicitation shall be limited to personal letters, circulars and telephone calls addressed to members of the organization, to group publications intended solely for members of the organization (or for members of the federation or body to which the organization belongs) and to any other form of solicitation not being public solicitation as defined in subparagraph (cc) below,
- (bb) Solicitation shall be effected only by officials of the organization or members of the travel group.
- (cc) "Public solicitation" shall be deemed to exist when the group transportation is described, referred to, announced in advertisements or any other writing or by means of public communication, whether paid or unpaid, including but not limited to telephone campaigns, radio, telegraph and television; provided, however, that a statement in public news media, other than advertisement, that could not reasonably be construed as calculated or likely to induce travel as a member of the travel group and which has not been initiated by the organization, any member of the travel group, the carrier or an agent or representative of any of them, shall not be considered public solicitation.
- (dd) The travel group shall not be gathered directly or indirectly by a person engaged in soliciting or selling transportation services or providing or offering to provide transportation to the general public; provided that the mere ascertainment of the group fare and/or its collection from members of the travel group shall not of itself be deemed to constitute engaging in such acts; provided further that if the organizer of the travel group (hereinafter referred to as "applicant") employs a travel agent to assist in the travel arrangements, such travel agent

- shall in no way solicit members of the travel group, except that after the party to be transported is formed the travel agent may contact the members of such group for the purposes of arranging other travel services in addition to assisting in travel arrangements.
- (ee) Each member of the travel group shall be a member of the organization at the time of application for the group fare and shall have been such a member for at least six months immediately prior to the date on which the transportation will commence.
  - (ff) The travel group may include the spouse and dependent children of a member of the organization from which the party to be transported is drawn and parents of a member living in the same household as the member; provided, however, that any such spouse, dependent children or parents are accompanied on the flight by such member unless the member has been compelled to cancel his passage and only if such member's fare is not refunded.
- (b) Own use groups  
The travel group shall be formed only for own use of one person (which expression shall include an individual person or a legal entity such as an association, partnership, company or corporation) (hereinafter referred to as "the purchaser"); provided that such purchaser shall not, wholly or partially, directly or indirectly, share the cost of the air transportation with other persons interested in obtaining such transportation including the passengers carried. Notwithstanding the foregoing, such cost may have been raised by voluntary contributions; provided that:
- (i) The voluntary contributions are not solicited nor obtained solely from the passengers to be carried;
  - (ii) Participation in the travel group is not limited to those actually contributing;
  - (iii) The minimum amount of each person's contribution has not been prescribed by the purchaser, and
  - (iv) Each person to be included in the travel group is selected by the purchaser and for reasons other than such person's request that he be included in the travel group.
- (c) Incentive groups  
Incentive travel groups shall be comprised of groups of employees and/or dealers and/or agents (including spouses) of the same business firm(s), corporation(s) or enterprise(s) (excluding non-profit organizations) traveling under an established incentive travel program, which rewards the employees, dealers and/or agents for

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past work or provides an incentive for future activities; provided that:

- (i) The incentive travel program shall include air transportation, accommodation, sightseeing, entertainment and other features the cost of which is borne entirely by such firm/corporation/enterprise and not passed on directly or indirectly to the employees, dealers or agents;
  - (ii) Officials (and spouses) of such firm, corporation or enterprise may be included in the group if they are traveling for the purpose of making awards or officiating in the incentive travel program;
  - (iii) Each member of the incentive group is a member of the organization at the time of application for group fare.
- (4) documentation
- (a) Written application shall be in the form required by the issuing carrier, setting forth the names and total number of passengers, the inclusive tour code number, and shall be signed by either the applicant, tour operator or a single passenger sales agent (also referred to as the "travel organizer"). Such application shall be submitted to the "issuing carrier" (the carrier whose tickets are to be issued) prior to the commencement of outbound travel.
  - (b) (Applicable to group inclusive tour fares only) there must be vouchers specifying sleeping accommodations and vouchers specifying sightseeing tours and other features of the tour. Such documentation, including those for ground transportation, must be available for inspection during check-in prior to commencement of the outward transpacific portion of travel.

#### Tours (category 27)

##### Tour features

Unless otherwise indicated in a particular rule, the fares shall apply only as a part of an inclusive tour. In addition to air transportation, the inclusive tour must include in the published price and appropriate tour literature, features or options as specified below which must be paid for prior to commencement of the tour.

- (1) Sleeping accommodations for the total duration of the round, circle, single or open jaw trip, in hotels, motels (including commercially operated mobile/immobile caravan/ trailers), in commercially operated pensions or tents. Sleeping accommodations may be provided on means of public transportation, provided that such transportation and sleeping accommodations are featured in approved tour literature.
- (2) A program of one or more of the following for at least half of the number of days in the total trip:
  - (a) Sightseeing,
  - (b) Entertainment feature,
  - (c) Motor coach trips,

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- (d) Rail trips, or
- (e) Car rentals (not to include the purchase of cars)
- (3) Any modification to approved air itineraries shall be subject to one of the following provisions:
  - (a) (Applicable to group inclusive tour and advance purchase excursion fares)  
Modification to approved air itineraries shall be permitted only when and to the extent modification of the itinerary of the entire travel group is necessitated by circumstances beyond the control of the tour operator. Other revisions to the approved air itineraries will be considered as cancellations of previously confirmed space and the provisions outlined in rule 90 (refunds) and in the applicable fare rule shall apply.
  - (b) (Applicable to non-affinity fares and affinity, incentive or own use group fares) modification to approved air itineraries shall not be permitted and shall be considered as cancellation of previously confirmed space. In such instances, the provisions outlined in rule 90 (refunds) and in the applicable fare rule shall apply, provided that, the entire travel group may return to the point of departure at an earlier date than indicated on the application on services of the same carrier(s) specified in the application.

Visit Another Country (Category 28)  
Intentionally left blank

Deposits (Category 29)  
Intentionally left blank

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## Rule 5 Application of Tariff

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### (A) General

- (1) The provisions of this tariff apply locally via the services of Malaysia Airlines Berhad.
- (2) Rules stating any limitation on, or condition relating to, the liability of carriers for personal injury or death are not permitted to be included in tariffs filed pursuant to the laws of the United States, except to the extent provided in rule 55 (liability of carrier) with respect to tariff C.A.B. no. 562, NTA(a) no. 355 published by airline tariff publishing company, agent. Any such limitation or condition in any rule herein except to the extent provided in rule 55 (liability of carrier) is not a part of tariff C.A.B. no. 562, NTA(a) no. 355 filed with the department of transportation. Nothing in this tariff modifies or waives any provision of the Warsaw convention.
- (3) This tariff shall apply to carriage of passengers and baggage including all services incidental thereto performed by carrier under local and joint rates and charges of carrier contained in tariffs which make specific reference to this tariff for governing rules, regulations and conditions of carriage.
- (4) Fares and charges or monetary amounts shown in dollars or cents are stated in terms of U.S. currency except where fares and charges or monetary amounts are specifically stated as being published in other currency.
- (5) The rates, fares, charges, classifications, rules, regulations, practices and services provided herein and in tariffs governed by this tariff have been filed in each country in which filing is required by treaty, convention or agreement entered into between that country and Canada, in accordance with the provisions of the applicable treaty, convention or agreement.
- (6) Except as otherwise provided below, fare rule provisions, local or joint fares, including arbitraries contained in the on-line tariff database maintained by airline tariff publishing company, agent on behalf of MH are considered to be part of this tariff.  
Exception: for fares published by rule, see page NO. MH-133 OF C.A.B. NO. 562, NTA(a) no. 355.

(B) Gratuitous carriage with respect to gratuitous carriage, carrier reserves the right to exclude the application of all or any part of this tariff.

(C) Change without notice except as may be required by applicable laws, government regulations, orders and requirements, carrier's rules, regulations and

conditions of carriage are subject to change without notice; provided, that no such change shall apply to a contract of carriage after the carriage has commenced.

(D) When rules or provisions in this tariff or tariffs governed hereby provide for the application of fares and charges based upon percentages of other fares and charges, such proportionate fares and charges will be determined in accordance with the percentage conversion table, published herein.

(E) Effective rules, fares and charges except as otherwise provided herein, the applicable rules, fares and charges for carriage of passengers and/or baggage are those duly published by carrier and shall be those in effect on the date of commencement of carriage covered by the first flight coupon of the ticket. When the fares or charges collected are not the applicable fares or charges, the difference will be refunded to or collected from the passenger, as may be appropriate.

Exception: (Applicable only for local and joint transportation when MH is the carrier between a point in the U.S.A. and a point in area 3.)

No increases will be collected in cases where the ticket has been issued prior to the effective date of a tariff containing an increase in the applicable local or joint fare, (see notes 1 and 2 below) provided:

- (1) The originating flight coupon of the ticket was issued for a specific flight at the fare contained in a tariff lawfully in effect on the date of ticket issuance determined by the validation stamped or imprinted on the ticket.
- (2) the originating flight shown on the ticket is not voluntarily changed at the passenger's request to the effective date of any increase in the applicable fare.
- (3) This provision shall apply only to the passenger to whom the ticket was originally issued.

Note 1: "write your own" type tickets which are billed to the customer only after use are considered to be issued on the date of departure from point of origin.

Note 2: Purchase of a prepaid ticket advice (PTA) will constitute purchase and issuance of a ticket for the purpose of this rule.

The provisions of the contract of carriage or of this tariff may be altered, modified or waived only in writing by an agent, servant or representative of carrier.

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## Rule 6 Classes of Service

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On the fare pages the fares are designated "first class" or "economy class" or "business class" or "super economy class" or "executive class".

- (A) "First class" fares apply when travel is:
  - (1) On flights operated with jet or propeller aircraft and designated as first class flights in the Carrier's schedule; or
  - (2) in the first class compartment of combination compartments on jet or propeller aircraft on flights designed as first class and economy class flights in the carrier's schedule.
- (B) "Economy class" fares apply when travel is:
  - (1) On flights operated with jet or propeller aircraft and designated as economy class flights in the carrier's schedule; or
  - (2) In the economy class compartment of combination compartments on jet or on propeller aircraft on flights designated as first class and economy class flights in the carrier's schedule.
- (C) "Business class" fares apply when travel is:
  - in the business class compartment of combination compartments on jet flights designated as first class, business class and economy class flights on the carrier's schedule.

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Rule 10 Insurance/Fuel Surcharge (Applicable Under "YQ" for Tickets Issued/Reissued in the USA and Canada)

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Part I (Applicable to/from the USA)

- (a) insurance surcharge
- (1) For MH international and Malaysia domestic travel charge USD 5.00 per sector (except sectors between Malaysia and Hong Kong and Malaysia domestic sectors (rural air services) MH flight number 3000 series)
  - (2) Sectors between Malaysia and Hong Kong: no charge
  - (3) Malaysia domestic sectors (rural air services) MH flight number 3000 series: no charge.
- (B) Fuel surcharge
- (1) For MH international travel covering north and South America/Europe/Africa/Middle East/Australia/New Zealand. Charge USD 198.00 per sector.
  - (2) For MH international travel covering South Asia sub-continent/South East Asia (except between Malaysia and Hong Kong) charge USD 141.00 per sector.
  - (3) For MH international travel between Malaysia and Hong Kong. Charge USD 50.00 per sector.
  - (4) For Malaysia domestic travel between peninsular Malaysia and Sabah/Sarawak: charge USD 36.42 per sector.
  - (5) For Malaysia domestic travel within peninsular Malaysia/Sabah/Sarawak, charge USD 29.29 per sector.
  - (6) For travel to/from USA a fuel surcharge as follows:
    - (a) Economy class  
USD 298.00 per sector for fare with fare basis ending with -US  
USD 130.00 per sector for fare with fare basis ending with -CXUS  
USD 145.00 per sector for fare with fare basis ending with -QUS
    - (b) business and first class  
USD 321.00 per sector for fare with fare basis ending with -US  
USD 321.00 per sector for fare with fare basis ending with -CXUS  
USD 180.00 per sector for fare with fare basis ending with -QUS

Part II (Applicable to/from in Canada)

- (A) Insurance surcharge
- (1) For MH international and Malaysia domestic travel charge CAD 6.00 per sector (except sectors between Malaysia and Hong Kong and Malaysia domestic sectors (rural air services) MH flight number 3000 series)
  - (2) Sectors between Malaysia and Hong Kong: no charge

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- (3) Malaysia domestic sectors (rural air services) MH flight number 3000 series: no charge.
- (B) Fuel surcharge
- (1) For MH international travel covering north and South America/Europe/Africa/Middle East/Australia/New Zealand. Charge CAD 245.00 per sector.
  - (2) For MH international travel covering South Asia sub-continent/South East Asia (except between Malaysia and Hong Kong) charge CAD 175.00 per sector.
  - (3) for MH international travel between Malaysia and Hong Kong. Charge CAD 60.00 per sector
  - (4) For Malaysia domestic travel between peninsular Malaysia and Sabah/Sarawak: charge CAD 45.00 per sector.
  - (5) For Malaysia domestic travel within peninsular Malaysia/Sabah/Sarawak, charge CAD 36.00 per sector.
  - (6) For travel to/from Canada a fuel surcharge of CAD 162 per sector.

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Rule 15 Electronic Surveillance of Passengers and Baggage  
Issued: October 26, 2019 Effective: October 27, 2019

Passengers and their baggage are subject to inspection with an electronic detector with or without the passengers consent of knowledge.

## Rule 21 Transportation of Passengers With Disabilities

Issued: October 26, 2019 Effective: October 27, 2019

- (A) Acceptance for carriage  
The carrier will make every effort to accommodate a person with a disability and will not refuse to transport a person solely based on his/her disability. In instances when refusing transportation to a person with a disability is necessary, the carrier will provide a written explanation to the person for the decision to refuse carriage at the time of the refusal.
- (B) Acceptance FOF declaration of self-reliance  
except for applicable safety-related rules and regulations, the carrier will accept the determination made by or on behalf of a person with a disability as to self-reliance. Once advised that he or she is "self-reliant," the carrier shall not refuse such passenger transportation on the basis that the person with a disability is not accompanied by a personal attendant or based on the assumption that the passenger may require assistance from airline employees in meeting the passenger's needs such as assistance with eating, using the washroom facilities or administering medication which are beyond the range of services that are normally offered by the carrier.
- (C) Medical clearance  
A carrier will not automatically require a medical certificate from persons with disabilities as a condition of travel. Rather, a carrier may, in good faith and using its reasonable discretion, determine that a person with a disability requires medical clearance where their safety or well-being, or that of other passengers, cannot be guaranteed. Where a carrier refuses to transport a passenger for such reasons, a written explanation must be provided at the time of refusal.
- (D) Advance notice  
Where a passenger requests a service set out in this rule at least 48 hours prior to departure, the carrier will provide the service. Such requests should be made by the passenger at the time of reservation, and as far in advance of travel as possible. Where a passenger requests a service less than 48 hours prior to departure, the carrier will make a reasonable effort to provide the service.
- (E) Seating restrictions and assignments  
When a person identifies the nature of his or her disability, the carrier will inform the passenger of the available seats that are most accessible and then establish with that passenger an appropriate seat assignment.  
Passengers with a disability will not be permitted to occupy seats in designated emergency exit rows, or otherwise in accordance with applicable safety-related rules and regulations.

persons with disabilities and their attendants will, if they so request, be seated together or in other seating arrangements of their choice.

(F) Acceptance of aids

In addition to the regular baggage allowance, the carrier will accept, without charge, as priority checked baggage, mobility aids, including:

- (1) An electric wheelchair, a scooter or a manually operated rigid-frame wheelchair;
- (2) A manually operated folding wheelchair;
- (3) a walker, a cane, crutches or braces;
- (4) Any device that assists the person to communicate; and
- (5) any prosthesis or medical device.

where space permits, the carrier will, without charge, permit the person to store a manually operated folding wheelchair and small aids in the passenger cabin during the flight.

The assembling and disassembling of mobility aids is provided by the carrier without charge.

wheelchairs and mobility aids will be the last items to be stowed in the aircraft hold and the first items to be removed.

(G) Manually operated wheelchair access

the carrier will permit the person who uses a manually operated wheelchair to remain in the wheelchair:

- (1) Until the person reaches the boarding gate;
- (2) where facilities permit, while the person is moving between the terminal and the door of the aircraft;
- (3) where space and facilities permit, while the person is moving between the terminal and the passenger seat.

(H) Service animals

The carrier will accept for transportation, without charge, a service animal required to assist a person with a disability provided that the animal is properly harnessed and certified, in writing, as having been trained by a professional service animal institution, to accompany the person on board the aircraft and to remain on the floor at the person's passenger seat. for the comfort of all passengers, the carrier staff will determine, in consultation with the person with a disability, where the person and service animal will be seated. Should injury or death of a service animal result from the fault or negligence of the carrier, the carrier will undertake to provide expeditiously, and at its own expense, medical care, or replacement of the animal.

(I) Services to be provided to persons with disabilities

the carrier will ensure that services are provided to persons with disabilities when a request for such services is made at least 48 hours prior to departure, and will make reasonable efforts to accommodate requests not made within this time limit. Services to be provided upon request will include:

- (1) Assisting with registration at the check-in counter:

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- (2) Assisting in proceeding to the boarding area;
  - (3) Assisting in boarding and deplaning;
  - (4) Assisting in stowing and retrieving carry-on baggage and retrieving checked baggage;
  - (5) Assisting in moving to and from an aircraft lavatory;
  - (6) Assisting in proceeding to the general public area or, in some cases, to a representative of another carrier;
  - (7) Transferring a person between the person's own mobility aid and a mobility aid provided by the carrier;
  - (8) Transferring a person between a mobility aid and the person's passenger seat;
  - (9) Providing limited assistance with meals, such as opening packages, identifying items and cutting large food portions;
  - (10) Inquiring periodically during a flight about a person's needs; and
  - (11) Briefing individual passengers with disabilities and their attendant on emergency procedures and the layout of the cabin.
- (J) Boarding and deplaning  
Persons with disabilities needing assistance with boarding and deplaning may be required to board separately (normally prior to all other passengers) and disembark separately normally after all other passengers.

## Rule 25 Refusal to Transport

Issued: October 26, 2019

Effective: October 27, 2019

MH may refuse to transport any passenger, and may remove any Passenger from its aircraft at any time, for any of the following reasons:

- (A) Government request or regulations  
whenever such action is necessary to comply with any government regulations, directives, or instructions; or to comply with any governmental request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond its control (including but without limitation, acts of god, force majeure, strikes, civil commotions, embargoes, wars, hostilities or disturbances) actual, threatened or reported.
- (B) Search of passenger or property  
when a passenger refuses to permit search of his person or property for explosives, weapons, dangerous materials, or other prohibited items.
- (C) Proof of identity  
When a passenger refuses on request to produce positive identification; provided however that MH shall have no obligation to require positive identification of persons purchasing tickets and/or presenting tickets for the purpose of boarding aircraft.
- (D) Travel across international boundaries  
when a passenger is traveling across any international boundary if:
  - (1) The travel documents of such passenger are not in order or;
  - (2) Such transportation would be unlawful.
- (E) Failure to comply with MH's rules or contract of carriage  
when a passenger fails or refuses to comply with any of MH's rules or regulations or any term of the contract of carriage.
- (F) Passenger's conduct or condition
  - (1) When the passenger's actions or inactions prove to the carrier that his/her mental, intellectual or physical condition is such as to render him/her incapable of caring for himself/herself without assistance or medical treatment en route unless;
    - (a) The passenger is accompanied by a personal attendant who will be responsible for assisting with the passenger's needs en route such as assistance with eating, using the washroom facilities or administering medication which are beyond the range of services that are normally offered by the carrier; and
    - (b) The passenger complies with requirements of rule 21, carriage of passengers with disabilities.

exception: (for transportation to/from and within Canada) the carrier will accept the determination of a person with a disability as to self-reliance as per rule 21, carriage of passengers with disabilities.

note: if the passenger is accompanied by an attendant and the passenger is refused transport, then the attendant will also be refused transport and the two will be removed from the aircraft together.

- (2) When the passenger has a contagious disease.
- (3) When the passenger has an offensive odor
- (4) When the carrier determines, in good faith and using its reasonable discretion, that a passenger's medical or physical condition involves an unusual hazard or risk to their self or other persons (including, in the case of expectant mothers, unborn children) or property. The carrier can require the passenger to provide a medical certificate that then may be assessed by the carrier's own medical officer as a condition of the passenger's acceptance for subsequent travel. The carrier may refuse transportation to the person posing such hazard or risk.

Note: Pregnant passengers:

- (i) An expectant mother with a complication-free pregnancy can travel on the carrier's flights up to the 27th week of her pregnancy or up to four weeks before her expected due date without a medical certificate.
  - (ii) Expectant mother who is in or beyond the 28th week of her pregnancy must present a medical certificate, dated within 72 hours of the scheduled time of departure. the certificate must state that the physician has examined the patient and found her to be physically fit for travel by air and the certificate must state the estimated date of birth.
- (G) Failure to provide a suitable escort
- (1) When the passenger requires an escort due to a mental health condition and under care of a psychiatric institution or in the custody of law enforcement personnel or other responsible authority and the necessary arrangements have not been made with the carrier in advanced of the departure of the flight.
  - (2) However, the carrier will accept escorted passengers under the following conditions when the passenger has a mental health condition and is under care of a psychiatric institution or in custody of law enforcement personnel or other



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### Rule 30 Ground Transfer Service

Issued: October 26, 2019 Effective: October 27, 2019

#### General

- (A) Except as otherwise provided below, carrier does not maintain, operate or provide ground transfer service between airports or between airports and town centers. except where ground transfer service is directly operated by carrier, it is agreed that any such service is performed by independent operators who are not and shall not be deemed to be agents or servants of carrier. Anything done by an employee, agent or representative of carrier in assisting the passenger to make arrangements for such ground transfer service shall in no way make carrier liable for the acts or omissions of such an independent operator. In cases where a carrier maintains and operates for its passengers local transfer services, the terms, conditions, rules and regulations of the carrier, including (but without limitations) those stated or referred to in their tickets, baggage checks and baggage evaluation agreements shall be deemed applicable to such local services. No portion of the fare shall be refundable in the event local transfer services are not used.
- (B) In the case of scheduled overnight stops on through service via the same or a combination of carriers name, ground transfer charges may be borne by the carrier.

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### Rule 35 Passenger Expenses En Route

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- (A) Inflight services  
Meals, if served, will be free of charge, unless otherwise specified in the published tariffs of carrier.
- (B) En route ground services
  - (1) When requested by passenger, carrier's representatives will make application on their behalf for hotel reservations, but the availability thereof is not guaranteed. All expenses incurred by carrier or its representatives in arranging or attempting to arrange, for reservations will be chargeable to passengers, except as otherwise provided in this tariff.
  - (2) Except as provided below, hotel expenses are not included in passenger fares, and in the case of scheduled overnight or other stops on through services the cost of hotel accommodations may be borne by carrier.
- (C) Arrangements made by carrier  
In making arrangements for hotel or other housing and board accommodation for passengers, or for other services requested by passengers, whether or not the cost of such arrangements are for the account of carrier, carrier acts only as agent for the passenger and carrier is not liable for loss, damage or expense incurred by the passenger as a result of, or in connection with, the use by the passenger of such accommodation or other service, or the denial of the use thereof to the passenger by any other person, company or agency.

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#### Rule 40 Taxes

Issued: October 26, 2019 Effective: October 27, 2019

Any tax or other charge imposed by government authority and collectible from a passenger will be in addition to the published fares and charges.

Exception: Transit taxes at connecting points will be borne by carrier in case of scheduled overnight or other stops on through services.

Rule 45 Administrative Formalities Passports, Visas and Tourist Cards

Issued: October 26, 2019 Effective: October 27, 2019

- (A) Compliance with regulations  
The passenger shall comply with all laws, regulations, orders, demands or travel requirements of countries to be flown from, into or over and with all rules, regulations and instructions of carrier. Carrier shall not be liable for any aid or information given by any agent or employee of carrier to any passenger in connection with obtaining necessary documents or complying with such laws, regulations, orders, demands, requirements or instructions, whether given orally or in writing or for the consequences to any passenger resulting from his failure to obtain such documents or to comply with such laws, regulations, orders, demands, requirements or instructions.
- (B) Passports and visas
- (1) The passenger must present all exit, entry and other documents required by laws, regulations, orders, demands or requirements of the countries concerned. Carrier will refuse carriage to any passenger who has not complied with applicable laws, regulations orders, demands or requirements or whose documents are not complete. Carrier is not liable to the passenger for loss or expense due to the passenger's failure to comply with this provision.
  - (2) Subject to applicable laws and regulations, the passenger agrees to pay the applicable fare whenever carrier on government order is required to return a passenger at his point of origin or elsewhere due to the passenger's inadmissibility into a country, whether of transit or of destination. Carrier will apply to the payment of such fares any funds paid by the passenger to carrier for unused carriage, or any funds of the passenger in the possession of carrier. The fare collected for carriage to the point of refusal or deportation will not be refunded by carrier.
- (C) Customs inspection  
If required, the passenger must attend inspection of his baggage, checked or unchecked, by customs or other government officials. Carrier accepts no responsibility toward the passenger if the latter fails to observe this condition. If damage is caused to carrier because of the passenger's failure to observe this condition, the passenger shall indemnify carrier therefore.
- (D) Government regulation  
No liability shall attach to carrier if carrier in good faith determines that what it understands to be applicable law, government regulation, demand, order or requirement, requires that it refuses and it does refuse to carry a passenger.

Rule 55 Liability of Carriers

Issued: October 26, 2019

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- (A) Successive carriers  
Carriage to be performed under one ticket or under a ticket and any conjunction ticket issued in connection therewith by several successive carriers is regarded as a single operation.
- (B) Laws and provisions applicable
  - (1) Carriage hereunder is subject to the rules and limitations relating to liability established by the convention (rule 1, herein) unless such carriage is not "international carriage" as defined by the convention (rule 1, herein).
  - (2) To the extent not to conflict with the provisions of paragraph (1) above, all carriage under this tariff and other services performed by each carrier are subject to:
    - (a) Applicable laws (including national laws implementing the convention or extending the rules of the convention to carriage which is not "international carriage" as defined in the convention), government regulations, orders and requirements;
    - (b) Provisions set forth in the passenger's ticket;
    - (c) Applicable tariffs; and
    - (d) Except in transportation between a place in the United States and any place outside thereof, and also between a place in Canada and any place outside thereof, conditions of carriage, regulations and timetables (but not the times of departure and arrival therein specified) of carrier, which may be inspected at any of its offices and at airports from which it operates regular services.
  - (3) Carrier's name may be abbreviated in the ticket and carrier's address shall be the airport of departure shown opposite the first abbreviation of carrier's name in the ticket; and for the purpose of the convention, the agreed stopping places are those places, except the place of departure and the place of destination set forth in the ticket and any conjunction ticket issued therewith or as shown in carrier's timetable as scheduled stopping places on the passenger's route. A list giving the full name, and its abbreviation of each carrier concurring in this tariff is set forth in the front of this tariff.
  - (4) For the purpose of international carriage governed by the Montreal convention, the liability rules set out in the Montreal convention are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with this rules.
- (C) Limitation of liability

Except as the convention or other applicable law may otherwise require:

- (1) Carrier is not liable for any loss or claim of whatsoever nature (hereinafter in this tariff collectively referred to as "damage") arising out of or in connection with carriage or other services performed by carrier incidental thereto, unless such damage is proved to have been caused by the negligence or willful fault of carrier and there has been no contributory negligence of the passenger.
- (2) Under no circumstances will carrier be liable for damage to unchecked baggage not attributed to negligence of carrier. Assistance rendered the passenger by carrier's employees in loading, unloading or transshipping unchecked baggage shall be considered as gratuitous service to the passenger.
- (3) Carrier is not liable for any damage directly and solely arising out of its compliance with any laws or with governmental regulations, orders or requirements, or from failure of the passenger to comply with same, or out of any cause beyond the carrier's control.
- (4) (Applicable on MH only)
  - (a) In accordance with article 22 (1) of the convention for the unification of certain rules relating to international transportation by air signed at Warsaw, October 12, 1929 or said convention as amended by the protocol signed at the Hague on 25 September 1995 ("the protocol"), MH agrees that, as to all international transportation as defined in the said convention or said convention as amended by said protocol, which is provided by MH pursuant to a contract of carriage with MH and which, according to the contract of carriage, includes a point in the United States of America as a point of origin, point of destination, or agreed stopping place, MH shall not invoke the limitation of liability in article 22 (1) of the convention as to any claim for recoverable compensatory damages arising under article 17 of the convention.
  - (b) MH shall not avail itself of any defense under article 20 (1) of the convention with respect to that portion of such claim which does not exceed 100,000 SDRs.
  - (c) Except as otherwise provided in paragraphs (a) and (b) hereof, MH reserves all defenses available under the convention to any such claim. With respect to third parties, MH also reserves all rights of recourse against any other person, including without limitation, rights of contribution and indemnity.
  - (d) neither the waiver of limits nor the waiver

of defenses shall be applicable in respect of claims made by public social insurance or similar bodies (except with respect to any such bodies of the United States), however asserted. Such claims shall be subject to the limit in article 22 (1) and to defenses under article 20 (1) of the convention.

Note: In the United States, paragraph (c)(4) of rule 55 shall expire upon any final action of the department of transportation which does not make provision for tariffs identical to the above paragraph (c)(4), or in accordance with any order of the department.

- (5) (a) The carrier shall avail itself of the limitation of liability provided in the convention for the unification of certain rules relating to international carriage by air signed at Warsaw, October 12, 1929 or provided in the said convention as amended by the protocol signed at the Hague September 28, 1955. However, in accordance with article 22(i) of said convention, or said convention amended by said protocol, the carrier agrees that, as to all international transportation by the carrier as defined in the said convention or said convention as amended by said protocol, which according to the contract of carriage, includes a point in the United States of America as a point of origin, point of destination, or agreed stopping place.
- (i) The limit of liability for each passenger for death, wounding, or other bodily injury shall be the sum of USD 75,000, inclusive of legal fees and costs, except that, in case of a claim brought in a state where provision is made for separate award of legal fees and costs, the limit shall be the sum of USD 58,000 exclusive of legal fees and costs.
- (ii) The carrier shall not, with respect to any claim arising out of the death, wounding or other bodily injury of a passenger, avail itself of any defense under article 20(i) of said convention or said convention as amended by said protocol. Nothing herein shall be deemed to affect the rights and liabilities of the carrier with regard to any claim brought by, or on behalf of, or in respect of, any person who has willfully caused damage which resulted in death, wounding or other bodily injury of a passenger.
- (b) Carrier shall avail itself of the limitation of liability to passenger as provided in the

convention (see rule 1 herein); and, in the international transportation of passengers, except as provided in (4) above and (5)(a) above, the liability of the carrier for personal injury or death of each passenger shall be limited to the sum of 125,000 French gold francs (USD 10,000.00) (CAD 10,000.00) or 250.00 French gold francs (USD 20,000.00) (CAD 20,000.00) if the Hague protocol amendment of the convention is applicable.

- (c) in any event liability of carrier for delay of passenger shall not exceed the limitation set forth in the convention.
- (6) Any liability of carrier is limited to 250 French gold francs, USD 20.00, CAD 20.00, per kilogram in the case of checked baggage, and 5,000 French gold francs, USD 400.00, CAD 400.00, per passenger in the case of unchecked baggage or other property, unless a higher value is declared in advance and additional charges are paid pursuant to carrier's tariff. In that event, the liability of carrier shall be limited to such higher declared value. in no case shall the carrier's liability exceed the actual loss suffered by the passenger. All claims are subject to proof of amount of loss.
- (7) in the event of delivery to the passenger of part but not all of his checked baggage (or in the event of damage to part but not all of such baggage) the liability of the carrier with respect to the not delivered (or damaged) portion shall be reduced proportionately on the basis of weight, notwithstanding the value of any part of the baggage or contents thereof.
- (8) Carrier is not liable for damage to a passenger's baggage caused by property contained in the passenger's baggage. Any passenger whose property caused damaged to another passenger's baggage or to the property of carrier shall indemnify carrier for all losses and expenses incurred by carrier as a result thereof.
- (9) Liability for fragile, irreplaceable or perishable articles  
Carrier is not liable for loss, damage to or delay in the delivery of fragile or perishable articles, money, jewelry, silverware, negotiable papers, securities or other valuables, business documents or samples which are included in the passenger's checked baggage, whether with or without the knowledge of carrier.
- (10) Carrier will refuse to accept any articles which do not constitute baggage as such term is defined herein, but if delivered to and received by carrier, such articles shall be deemed to be within the baggage valuation and limit of liability and shall be subject to the published rates and charges of carrier.
- (11) Liability - services of other airlines

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- (a) A carrier issuing a ticket or checking baggage for carriage over the lines of others does so only as agent.
- (b) No carrier shall be liable for the delay of a passenger or the loss, damage or delay of unchecked baggage, not occurring on its own line; and no carrier shall be liable for the loss, damage or delay of checked baggage not occurring on its own line, except that the passenger shall have a right of action for such loss, damage or delay on the terms herein provided against the first carrier or the last carrier under the agreement to carry.
- (c) No carrier shall be liable for the death or injury of a passenger not occurring on its own line (see note).

Note: Except to the extent provided in this rule with respect to tariff C.A.B. no. 562, issued by airline tariff publishing company, agent, rules affecting liability of carriers for personal injury or death are not permitted to be included in tariffs filed pursuant to the laws of the United States, and this rule is included herein, as part of the tariff filed with governments other than the United States and not as part of tariff C.A.B. no. 562, issued by airline tariff publishing company, agent, filed with the department of transportation.

- (12) Carrier shall not be liable in any event for any consequential or special damage arising from carriage subject to this tariff, whether or not carrier had knowledge that such damages might be incurred.
- (13) Whenever the liability of carrier is excluded or limited under these conditions, such exclusion or limitation shall apply to agents, servants, or representatives of the carrier and also any carrier whose aircraft is used for carriage and its agents, servants or representatives.
- (14) Gratuitous transportation
  - (a) Gratuitous transportation by carrier of persons as hereinafter described shall be governed by all the provisions of this rule, except subparagraphs (b) and (c) which follow, and by all other applicable rules of this tariff.
    - (i) Transportation of persons injured in aircraft accidents on the lines of carrier and physicians and nurses attending such persons.
    - (ii) Transportation of persons, the object of which is that of providing relief in general epidemics, pestilence or other

- calamitous visitation.
- (iii) Transportation of persons, which is required by and authorized pursuant to part 223 of the economic regulations of the department of transportation.
  - (iv) Transportation of persons which is subject to the convention.
  - (v) Transportation of officers, employees and servants of carrier traveling in the course of their employment and in the furtherance of carrier's business.
- (b) Except in respect of gratuitous transportation of persons described in (a) above, carrier in furnishing gratuitous transportation shall not be liable (the provisions of this rule to the contrary, notwithstanding, under any circumstances whether of its own negligence or that of its officers, agents, representatives or employees, or otherwise, and the person using such free transportation, on behalf of himself, his heirs, legal representatives, defendants and other parties in interest, and their representatives, assignees, releases and agrees to indemnify carrier, its officers, agents, representatives and employees from all liability (including cost and expenses) for any and all delay, and for failure to complete passage, and from any and all loss or damages to the property of such person.
- (c) Except in respect of gratuitous transportation of persons described in (a) above, carrier in furnishing gratuitous transportation shall not be liable (the provisions of this rule to the contrary notwithstanding), under and circumstances whether of its own negligence or that of its officers, agents, representatives or employees, or otherwise and the person using such free transportation, on behalf of himself, his heirs, legal representatives, defendants and other parties in interest, and their representatives, assignees, releases and agrees to indemnify carrier, its officers, agents, representatives and employees from all liability (including cost and expenses) for any and all death or injury, to such person (see note).

Note: Except to the extent provided in this rule with respect to tariff C.A.B. no. 562 issued by airline tariff publishing company, agent, rules affecting liability of carriers for personal injury or death are not permitted to be included in tariffs filed pursuant to the laws of the United States, and this rule is included herein as part of the tariffs filed with governments other than the United States and not as part of tariff C.A.B. no. 562, issued by

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airline tariff publishing company,  
agent, filed with the department of  
transportation.

- (D) Time limitations on claims and actions
- (1) No action shall lie in the case of damage to baggage unless the person entitled to delivery complains to an office of carrier forthwith after the discovery of the damage, and at the latest, within seven (7) days from the date of receipt; and in the case of delay or loss, unless the complaint is made at the latest within twenty-one (21) days for all carriers from the date on which the baggage has been placed at his disposal (in the case of delay) or should have been placed at his disposal (in the case of loss). Every complaint must be in writing and dispatched within the times aforesaid. Where carriage is not "international carriage" as defined in the convention, failure to give notice shall not be a bar to suit where claimant proves that:
    - (a) It was not reasonably possible for him to give such notice, or
    - (b) That notice was not given due to fraud on the part of carrier, or
    - (c) The management of carrier had knowledge of damage to passenger's baggage.
  - (2) Any right to damages against carrier shall be extinguished unless an action is brought within two (2) years reckoned from the date of arrival at the destination or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.
- (E) Overriding law modification and waiver
- (1) Overriding law - insofar as any provision contained or referred to in the ticket or in this tariff may be contrary to mandatory law, government regulations, orders, or requirements, such provision shall remain applicable to the extent that it is not over-ridden thereby. The invalidity of any provision shall not affect any other part.
  - (2) Modification and waiver - no agent, servant or representative of carrier has authority to alter, modify or waive any provisions of the contract of carriage or of this tariff.

## Rule 60 Reservations

Issued: October 26, 2019

Effective: October 27, 2019

(A) General

A ticket will be valid only for the flight(s) for which reservation(s) shall have been made, and only between the points named on the ticket or applicable flight coupons. A passenger holding an unused open-date ticket or portion thereof or miscellaneous charges order for onward travel, or who wishes to change his ticketed reservation to another date, shall not be entitled to any preferential right with respect to the obtaining of a reservation.

(B) Conditions of reservations

Reservations shall be tentative unless and until carrier has issued a validated ticket or miscellaneous charges order for the carriage for which space is reserved. Carrier will cancel a reservation at any time without notice on the failure of the passenger to purchase a ticket for the space reserved.

Exception: A reservation for space on a given flight is valid when the availability and allocation of such space is confirmed by a reservations agent of the carrier, and a record of the confirmed space is reflected in the carrier's reservations system. subject to payment or satisfactory credit arrangements, a validated ticket will be issued by the carrier indicating such confirmed space, provided the passenger applies to carrier for such ticket prior to expiration of the time limits prescribed in paragraph (c) of this rule. Such reservation of space is subject to cancellation by the carrier without notice if the passenger has not obtained a validated ticket specifying thereon his confirmed reserved space prior to the time limits prescribed in paragraph (c) of the rule and;

carrier may overbook, that is, accept reservations for space for specific flights in excess of available space on board the aircraft. Excess reservations are made to offset the late cancellations of space and the failure of persons with confirmed reservations to utilize said space. When the number of passengers who make late cancellations or who otherwise fail to utilize their confirmed reservations are less than the number of excess reservations, an over sale results. When an over sale occurs and the number of passengers holding confirmed reservations of space actually presenting themselves for

boarding at the time of departure exceeds the available space on board, carrier will not accommodate some of those passengers. if carrier cannot accommodate a passenger on the aircraft for which he holds a confirmed reservation, passenger will be subject to the provisions of rule 80 (involuntary revised routings) and rule 87 (denied boarding compensation) herein. reservations for handicapped passengers and other persons as described in rule 25 (limitations of carriage), are conditional until an evaluation is made at boarding time based on observation of the passenger and may be cancelled regardless of advance notice when, in the opinion of the captain of the flight or responsible ground personnel, refusal is necessary for the reasonable safety of the flight or acceptance would involve an undue hazard or risk to either the handicapped passenger or other passengers.

- (C) Reservations and ticketing time limits
- (1) When a reservation is made more than 72 hours in advance of the scheduled departure time without payment of the applicable fare, carrier will require that such reservation be ticketed and paid for in full not less than 72 hours prior to such departure time.
  - (2) Failure to pay the balance of fare or the full fare by the time specified above will result in automatic cancellation of the reservation, with refund to the passenger of the fare, less any communications expenses in accordance with paragraph (d) of this rule.
  - (3) Tickets for reservation made 72 hours or less prior to scheduled departure time for which confirmation is given must be issued and paid for as follows:

Reservations	Ticketing
Between 72 and 48 hours	48 hours before departure
Between 48 and 24 hours	24 hours before departure
Less than 24 hours	at time of booking

- (D) Communication charges  
The passenger will be charged for any communication expense paid or incurred by carrier for telephone, telegraph radio or cable arising from a special request of the passenger concerning a reservation.
- (E) Allocation of accommodations  
Carrier does not guarantee allocation of any particular space in the aircraft.
- (F) Arrival of passengers at airports
- (1) The passenger must arrive at the airport of departure sufficiently in advance of flight departure to permit completion of government formalities and departure procedures. If the passenger fails to so arrive at such airport of

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departure or arrives improperly documented and not ready to travel, carrier will cancel the space reserved for him/her. Departure will not be delayed for passengers who arrive at airports of departure too late for such formalities to be completed before scheduled departure time. carrier is not liable to the passenger for loss or expense due to the passenger's failure to comply with this provision.

- (2) The passenger must present himself at the airport of departure for check-in at least 90 minutes prior to the schedule departure time of the flight on which he/she holds a reservation. If the passenger fails to arrive at such airport of departure by the established time limit or appears improperly documented and not ready to travel, carrier(s) will cancel space reserved for him/her. departure will not be delayed for passengers who arrive at airports of departure too late for such formalities to be completed before scheduled departure time. Carrier(s) is not liable to the passenger for loss or expense due to passenger's failure to comply with this provision.

- (G) Reconfirmation of reservation  
Carrier will cancel the reservation of an international portion of an itinerary (including the complete remaining international itinerary) of any passenger on a flight operated by it:

- (1) From any stopping point; or
- (2) From the point of origin of the continuing or return trip, unless the passenger advises the carrier of his/her intention to use his/her reservation by communicating with a reservations or ticket office of the carrier at least 72 hours before scheduled departure of the flight. however, reconfirmation of reservations is not required if the passenger remains at any point less than 72 hours.

- (H) Cancellation of continuing space  
If a passenger fails to occupy space which has been reserved for him/her, carrier will cancel all other reservations held by such passenger for continuing or return space. Carrier is not liable for such cancellation but carrier will refund in accordance with voluntary refunds provisions published herein.

## Rule 65 Tickets

Issued: October 26, 2019

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### (A) General

- (1) A ticket will not be issued and in any case carrier will not be obliged to carry until the passenger has paid the applicable fare or has complied with credit arrangements established by carrier.
- (2) A ticket which has not been validated or which has been altered, mutilated or improperly issued, shall not be valid.
- (3) No person shall be entitled to transportation except upon presentation of a valid ticket. Such ticket shall entitle the passenger to transportation only between points of origin and destination and via the routing designated thereon.
- (4) Airline tickets issued outside the Philippines for international transportation of passengers originating in the Philippines shall not be valid for such transportation. (see notes 1 and 2 below)

Note 1: For the purpose of this rule, a passenger traveling abroad from the Philippines shall be deemed originating in the Philippines if:

- (a) He is a resident of the Philippines; or
- (b) His travel abroad from the Philippines is subject to the payment of the travel tax imposed under pd1183, as amended; or
- (c) The first leg of his actual trip starts in the Philippines as verified by the absence of the corresponding immigration entry on his passport subsequent to the date of issuance of the airline ticket abroad.

Note 2: For the purpose of this rule, an airline ticket is deemed issued outside the Philippines if it shows on its face that it has been issued outside the Philippines.

### (B) Validity

- (1) When validated the ticket is good for carriage from the airport at the place of departure to the airport at the place of destination via the route shown therein and for the applicable class of service and is valid for one year from the date of commencement of flight except as otherwise specified in carrier's tariffs. Each flight coupon will be accepted for carriage on the date of flight for which accommodation has been reserved. When flight coupons are issued on an

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"open date" basis, accommodations will be reserved upon application subject to the availability of space. The place and date of issue are set forth on the flight coupons. Any extension of ticket validity will be in accordance with carrier's tariffs.

Exception 1: If the ticket is for or includes an excursion or other special fare having a shorter period of ticket validity than indicated above, such shorter period of validity shall apply only in respect to such excursion or special fare transportation.

Exception 2: If no portion of the ticket is used, the period of validity will be one year from date of issuance of the ticket.

(2) Periods of validity

Tickets expire at midnight on the date of expiration of ticket validity, except that such period of validity will be extended by carrier without additional collection of fare as follows:

(a) For no longer than seven days beyond the original limit when a passenger who holds a ticket valid for one year is unable to obtain space at time of application to carrier.

(b) Until the date when the passenger, who is prevented from traveling within the period of validity of his ticket by reason of illness, becomes fit to travel according to a medical certificate, or until the first service of the class for which the fare has been paid on the carrier on which space is available after such date from the point where the journey is resumed or from the last connecting point. provided, that when the flight coupons remaining in a ticket having a one year validity involve one or more stopovers, the validity of such ticket will be extended for not more than 3 months from the date shown on such certificate. In such circumstances carrier will extend similarly the period of validity of tickets of persons traveling with an incapacitated passenger.

(c) A miscellaneous charges order issued without definite date of passage must be presented for a ticket within one year from the date of issue; otherwise it will not be honored for a ticket.

(C) Coupon sequence and production of the ticket  
Flight coupons will be honored in sequence from the place of departure as shown on the passenger coupon. the passenger throughout his journey must retain the passenger coupon and all flight coupons of the ticket not previously surrendered to carrier. He must, when required, produce the ticket or surrender any applicable portion to carrier.

- (D) Absence, loss or irregularities of ticket  
carrier will refuse carriage to any person not in possession of a valid ticket. In case of loss or non-presentation of the ticket or the applicable portion thereof, carriage will not be furnished for that part of the trip covered by such ticket or portion thereof until the passenger purchases another ticket at the current applicable fare for the carriage to be performed. Carrier will not accept a ticket if any part of it is mutilated or if it has been altered by other than carrier or it is presented without the passenger coupon and all unused flight coupons. Notwithstanding the foregoing, carrier will issue at the passenger's request a new ticket to replace the lost one upon receipt of proof of loss satisfactory to carrier, and if the circumstances of the case in carrier's opinion warrant such action; provided, that the passenger agrees, in such form as may be prescribed by carrier, to indemnify carrier for any loss or damage which carrier may sustain by reason thereof.
- (E) Non-transferability
- (1) A ticket is not transferable, but carrier shall not be liable to the person entitled to be transported to the person entitled to receive such refund for honoring or refunding such ticket when presented by someone other than the person entitled to be transported thereunder or to a refund in connection therewith.
  - (2) If a ticket is in fact used by any person other than the person to whom it was issued, with or without the knowledge and consent of the person to whom it was issued, carrier will not be liable for the destruction, damage, or delay of such unauthorized person's baggage or other personal property arising from or in connection with such unauthorized use.
  - (3) If a ticket is in fact used by any person other than the person to whom it was issued, with or without the knowledge and consent of the person to whom it was issued. Carrier will not be liable for the death or injury of such unauthorized person arising from or in connection with such unauthorized use (see note.)  
Note: Except to the extent provided in rule 25 (liability of carriage) with respect to tariff C.A.B. no. 562 issued by airline tariff publishing company, agent, rules affecting liability of carriers for personal injury or death are not permitted to be included in tariffs filed pursuant to the laws of the United States, and this rule is included herein as part of the tariff filed with governments other than the United States and not as part of tariff C.A.B. no. 562 issued by airline tariff publishing company, agent, filed with the department of transportation.
- (F) Prepaid ticket advance



## Rule 75 Currency of Payment

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Except as otherwise provided below, fares and charges are payable in any currency acceptable to carrier. When payment is made in currency other than the currency in which the fare is published such payment will be made at the rate of exchange established for such purpose by carrier, the current statement of which is available for inspection by the passenger at carrier's office where the ticket is purchased. The provisions of this paragraph are subject to applicable exchange laws and government regulations.

- (A) Payment of fares in the U.S. for travel originating in the U.S. shall be in U.S. dollars.
- (B) Payment of fares in Canada for travel originating in Canada shall be in Canadian dollars.
- (C) Payment of fares for travel originating at a point outside the U.S. or Canada and destined to a point in the U.S. or Canada shall be in the currency of the country of origin, except as provided in (d) below.
- (D) Payment of fares for travel originating at a point outside the U.S.A. or Canada and destined to a point in the U.S. or Canada may also be made in the U.S. or Canada in U.S. or Canadian dollars. When the fare in the currency of the country of origin is converted to U.S. or Canadian dollars the local bankers' buying rate of exchange will apply.
- (E) When a transportation document is presented for either rerouting or refund at:
  - (1) Points in the U.S.A.; or
  - (2) Points outside the U.S.A. covering travel originating and paid for in the U.S.A.; and

The difference between the value of the revised journey and the value of the original transportation document shall be calculated in the currency of the country in which travel commenced; and

- (1) If the value of the revised journey exceeds the value of the original transportation document, the difference in value shall constitute an additional collection and it shall be converted from the currency in which calculated into the currency being collected from the passenger or purchaser at the local bankers' buying rate of exchange in effect at the time of such transaction; or
- (2) If the value of the original transportation document exceeds the value of the revised journey, the difference in value shall constitute a refund and it shall be converted from the currency in which calculated into the currency being refunded to the passenger or purchaser at the local bankers' buying rate of exchange in effect at the time of such transaction.

Note: Carrier will pay the refund in the same form (i.e., cash, check, credit card, etc.) that was used in purchasing the original transportation document. Carrier, in



Rule 80 Revised Routings, Failure to Carry and Missed Connections  
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- (A) Changes requested by passenger
- (1) At the passenger's request, carrier will effect a change in the routing (other than the point of origin), carrier(s), class(es) of service, destination, fare or validity specified in an unused ticket, flight coupon(s) or miscellaneous charges order by issuing a new ticket or by endorsing such unused ticket, flight coupon(s) or miscellaneous charges order, provided that:
    - (a) Such carrier issued the original ticket or;
    - (b) Such carrier is the carrier designated in the "via carrier" box, or no carrier is designated in the "via carrier" box, of the unused flight coupon or miscellaneous charges order for the first onward carriage from the point on the route at which the passenger desires the change to commence; however, where the carrier who issued the ticket is designated as carrier for any subsequent section(s) and has an office or general agent who is authorized to make endorsements, at the point of the route where the change is to commence or where the passenger makes his request for such change, the reissuing carrier shall obtain such issuing carrier's endorsement; or
    - (c) Such carrier has received written or telegraphic authority to do so from the carrier entitled, under (a) or (b) above, to effect the change.
  - (2) When the rerouting results in a change of fare, the new fare and charges shall be constructed as follows:
    - (a) (Not applicable to/from points in the U.S.A.) - if the destination is unchanged. The new fare shall be constructed from the last fare construction point preceding the point at which the rerouting takes place, as shown on the ticket submitted for rerouting, to the fare construction point shown on the ticket submitted for rerouting, beyond which the original fare construction remains applicable;  
Note: for the purpose of this rule, fare construction point, as used herein, means the point to which the previous fare was calculated.
    - (b) (Not applicable to/from points in the U.S.A.) - if the destination is changed. The new fare shall be constructed from the last fare construction point preceding the point at which the rerouting takes place, as shown on the ticket submitted for rerouting, to the new destination;

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Note 1: The points of origin and destination, as well as the point of outward destination in the case of a round trip ticket, shall also be fare construction points, and the fares and charges to be used for the construction of the new fare shall be those which would have been applicable as of the date of commencement of carriage.

Note 2: For the purpose of this rule, fare construction point, as used herein, means the point to which the previous fare was calculated.

- (c) (Applicable only from/to points in the U.S.A.) - the new fare shall be calculated upon the basis of that which would have been applicable had the passenger purchased transportation for the revised itinerary (which includes those points for which transportation has already been completed) prior to departure from point of origin.
- (d) Additional passage at the through fare and charges shall not be permitted unless request therefore has been made prior to arrival at the destination named on the original ticket or miscellaneous charges order; and, after carriage has commenced:
  - (i) A one way ticket shall not be converted into a round, circle or open jaw trip ticket at the round, circle or open jaw trip discount for any portion already flown. Discount will be applied only to any rerouted portion of the trip and only from the point of rerouting, not based on any portion of the trip already flown;
  - (ii) A round, circle or discounted open jaw trip ticket can be converted into any other one of these categories provided that the request therefore is made prior to arrival at the destination named on the original ticket or miscellaneous charges order.
- (3) Any difference between the fares and charges applicable under sub-paragraph (2) above, and the fares and charges paid by the passenger, will be collected from the passenger by the carrier accomplishing the rerouting who will also pay to the passenger any amounts due on account of refunds.
- (4) The expiration date of any new ticket issued for a revised routing will be limited to the expiration date that would have been applicable had the new ticket been issued on the date of sale of the original ticket or miscellaneous charges order.
- (5) Time limits on cancellations and charges for late cancellations will be applicable to revised

routings requested by passenger.

(B) Involuntary revised routings

In the event carrier cancels a flight, fails to operate according to schedules, substitutes a different type of equipment or different class of service, or is unable to provide previously confirmed space, or the passenger is refused passage or removed. In accordance with rule 25 herein, carrier will either:

- (1) Carry the passenger on another of its passenger aircraft on which space is available; or
- (2) Endorse to another carrier or to any other transportation service the unused portion of the ticket for purposes of rerouting; or
- (3) Reroute the passenger to destination named on the ticket for applicable portion thereof by its own services or by other means of transportation; and, if the fare, excess baggage charges and any applicable service charge of the revised routing is higher than the refund value of the ticket or applicable portions as determined from rule 90 (refunds) and charges for the revised routing are lower; or
- (4) Make involuntary refund in accordance with the provisions of rule 90 (refunds) herein.

(C) Missed connections

The event a passenger misses an onward connecting flight on which space has been reserved for him/her because the delivering carrier did not operate its flight according to schedules, or changed the schedule for such flight, the delivering carrier will arrange for the carriage of the passenger or make involuntary refund in accordance with rule 90 (refunds) herein.

(D) Free baggage allowance

An involuntarily rerouted passenger shall be entitled to retain the free baggage allowance applicable for the type of service originally paid for. This provision shall apply even though the passenger may be transferred from a first class flight to an economy executive class flight and is entitled to a fare refund.

## Rule 85 Schedules, Delays and Cancellations

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### (A) Schedules

The times shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract of carriage. Schedules are subject to change without notice and carrier assumes no responsibility for making connections. Carrier will not be responsible for errors or omissions either in timetables or other representations of schedules. No employee, agent or representative of carrier is authorized to bind carrier as to the dates or time of departure or arrival or of the operation of any flight.

### (B) Cancellations

- (1) Carrier may, without notice, substitute alternate carriers or aircraft.
- (2) Carrier may, without notice cancel, terminate, divert, postpone or delay any flight or the further right of carriage or reservation of traffic accommodations and determine if any departure or landing should be made without any liability except to refund in accordance with its tariffs the fare and baggage charges for any unused portion of the ticket if it would be advisable to do so:
  - (a) Because of any fact beyond its control (including but without limitation, meteorological conditions, acts of god, force majeure, strikes, riots, civil commotions, embargoes, wars, hostilities, disturbances, or unsettled international conditions) actual, threatened or reported or because of any delay, demand, conditions, circumstance or requirement due, directly or indirectly, to such fact; or
  - (b) Because of any fact not be foreseen, anticipated or predicted; or
  - (c) Because of any government regulation, demand or requirement; or
  - (d) Because of shortage of labor, fuel or facilities, or labor difficulties of carrier or others.
- (3) Carrier will cancel the right or further right of Carriage of the passenger and his baggage upon the refusal of the passenger, after demand by carrier, to pay the fare or the portion thereof so demanded, or to pay any charge so demanded and assessable with respect to the baggage of the passenger without being subject to any liability therefore except to refund, in accordance herewith, the unused portion of the fare and baggage charge(s) previously paid, if any.

## Rule 87 Denied Boarding Compensation

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(Applicable only to flights or portions of flights originating or terminating in the United States)

### (a) Definitions

For the purpose of this rule except as otherwise specifically provided herein:

airport means the airport at which the direct or connecting flight, on which the passenger holds confirmed reserved space, is planned to arrive or some other airport serving the same metropolitan area, provided that transportation to the other airport is accepted (i.e. used) by the passenger.

alternate transportation is air transportation (by an airline licensed by the department of transportation) or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer) or if none at the airport of final destination no later than 4 hours after the passenger's originally scheduled arrival time.

carrier means

- (1) A direct air carrier, except a helicopter operator, holding a certificate issued by the department of transportation pursuant to section 401(d)(1), 401(d)(2), 401(d)(5), or 401(d)(8) of the act, or an exemption from section 401(a) of the act, authorizing the transportation of persons, or
- (2) A foreign route air carrier holding a permit issued by the department of transportation pursuant to section 402 of the act, or an exemption from section 402 of the act, authorizing the scheduled foreign air transportation of persons.

Comparable air transportation means transportation provided to passenger at no extra cost by a carrier as defined above.

Confirmed reserved space means space on a specific date and on a specific flight and class of service of a carrier which has been requested by a passenger and which the carrier or it's agent has verified, by appropriate notation on the ticket or in any other manner provided therefore by the carrier as being reserved for the accommodation of the passenger.

Stopover means a deliberate interruption of a journey by the passenger, scheduled to exceed four hours, at a point between the place of departure and the place of final destination.

The sum of the values of the remaining flight coupons means the sum of the applicable one way fares including any surcharges and air transportation taxes, less any applicable discounts.

Volunteer means a person who responds to carrier's request for volunteers and who willingly accepts carrier's offer of compensation, in any amount, in exchange for relinquishing his confirmed reserved space. Any other passenger denied boarding is considered for the purposes of this rule to have been denied boarding involuntarily, even if he accepts denied boarding compensation.

(B) Request for volunteers

The carrier will request passengers who are willing to do so, to voluntarily relinquish their confirmed reserved space in exchange for compensation of an amount determined by the carrier. If a passenger is asked to volunteer the carrier will not later deny boarding to that passenger involuntarily unless that passenger was informed at the time he was asked to volunteer that there was a possibility of being denied boarding involuntarily and of the amount of compensation to which he would have been entitled in that event. The request for volunteers and the selection of such persons to be denied space shall be in a manner determined solely by the carrier.

(C) Boarding priority rules

If a flight is oversold (more passengers hold confirmed reservations than there are seats available) no one may be denied boarding against his will until airline personnel first ask for volunteers who will give up their reservations willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily, in accordance with the boarding priority of the specific carrier. The boarding priorities are provided below:

Note: The boarding priorities as presented below will appear in the notice provided to passengers denied boarding (see paragraph (e) below.)

(1) (Not applicable to points in area 3) passengers with confirmed reservations who have not received a boarding authority will be permitted to board in the following order until all available seats are occupied.

(a) Passengers who are physically handicapped to an extent that failure to carry would in carrier's opinion, cause a severe hardship, or any other passenger, including unaccompanied children under 12 years of age, who would suffer a severe hardship in carrier's opinion. Business commitments will not, of themselves, constitute a severe hardship.

(b) All other passengers (including tour conductors) holding confirmed space tickets, except for passengers listed in (c) below.

- (c) Travel agency personnel, traveling at reduced fares provided for such person, in appropriate tariffs.
- Note 1: Passengers in each of the above three categories will be accommodated in the order in which they present themselves at the loading gate designated for their flight.
- Note 2: Accompanied children under 12 years of age will be included in the same category as the accompanying passenger.
- (2) (Applicable to points in area 3) passengers with confirmed reservations who have not received a boarding authority will be permitted to board in the following order until all seats are occupied.
- (a) Passengers who are physically handicapped to an extent that failure to carry would, in carrier's opinion, cause a severe hardship, or any other passenger, including unaccompanied children under 12 years of age, who would suffer a severe hardship in carrier's opinion. Business commitments will not, in themselves, constitute a severe hardship.
- (b) Passengers paying first class fares.
- (c) Passengers paying business class fares.
- (d) passengers paying full one way economy (y) fares.
- (e) Passengers other than noted in (a)(b)(c) or (d) above (including tour conductors accompanying a group).
- Note 1: Passengers within each category will be accommodated in the order in which they presented themselves for check-in and boarding at the loading gate or other point(s) designated by carrier for such purpose.
- Note 2: Accompanied children under 12 years of age will be included in the same category as the accompanying passenger.
- (D) Transportation for passenger denied boarding when the carrier is unable to provide previously confirmed space the carrier causing the passenger to be delayed will provide transportation to persons who have been denied boarding, whether voluntarily or involuntarily, in accordance with the provisions below.
- (1) Carrier will transport the passenger without stopover on its next flight on which space is available at no additional cost to the passenger regardless of class of service.
- (2) If the carrier causing such delay is unable to provide onward transportation acceptable to the passenger, any other carrier or combination of carriers, at the request of the passenger, will transport the passenger without stopover on its

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(their) next flight(s) in the same class of service as the passenger's original outbound flight, or if space is available on a flight(s) of a different class of service acceptable to the passenger, such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point, or transfer point.

- (E) Applicable only to flight or portions of flights Originating or terminating in the United States compensation for involuntary denied boarding in addition to providing transportation as described above, when the passenger who is delayed has not voluntarily relinquished confirmed reserved space in accordance with provisions above, the carrier causing the delay will compensate the delayed passenger for the carrier's failure to provide confirmed space. compensation will be made in accordance with provisions below.

(1) Conditions for payment

- (a) The passenger holding a ticket for confirmed space must present himself for carriage at the appropriate time and place having complied totally with the carrier's requirements as to ticketing check-in, and reconfirmation procedures and having met all requirements for acceptance for transportation published in carrier's tariff.
- (b) The flight for which the passenger holds confirmed reserved space must be unable to accommodate the passenger and departs without him.

Exception 1: (Not applicable to points in area 3) the passenger will not be eligible for compensation if the flight on which he holds confirmed reserved space in unable to accommodate him because of substitution of equipment of a lesser capacity when required by operational or safety reasons.

Exception 2: The passenger will not be eligible for compensation if he is offered accommodations or is seated in a section of the aircraft other than that specified on his ticket at not extra charge if a passenger shall be entitled to an appropriate refund.

Exception 3: Employees of the carrier or of other carriers traveling on a reduced rate basis are not eligible for denied boarding compensation.

Exception 4: (Applicable to points in area

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- 3) The passenger will not be eligible for compensation if;
- (aa) The flight on which he holds confirmed space is unable accommodate him because of substitution of equipment of lesser capacity when required by operational or safety reasons.
  - (bb) He does not present himself at the loading gate for check-in and/or boarding at least 30 minutes prior to scheduled departure time for the flight on which the reservation is confirmed.
  - (cc) The ticket was issued at a free or reduced fare available to employees within the transportation industry;
  - (dd) Carrier arranges for comparable air transportation or for other transportation that is accepted and used by the passenger at no extra cost to the passenger which, at the time either arrangement is made is planned to arrive at the airport of the passenger's next stopover, or if none at the airport of the passenger's final destination within one hour.

Note: The carrier will inform its passengers of its tariff rules concerning check-in time limits by publication in its public timetables and ticket envelopes, and that failure to comply with these rules will result in the cancellation of the passenger's reservation and will render him ineligible for denied boarding compensation.

- (2) Amount of compensation  
Subject to provisions above the carrier will tender liquidated damages in the amount of 200 percent of the sum of the values of the passenger's remaining flight coupons of the ticket to the passenger's next stopover or if none to his destination but not more than USD 400.00.

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however, the compensation shall be 50 percent of the amount described above but not more than USD 200.00 if the carrier arranges for comparable air transportation, or for other transportation that is accepted. That is, transportation used by the passenger which at the time either arrangement is made is planned to arrive at the airport of the passenger's next stopover or if none at the airport of the passenger's destination earlier than or not later than four hours after the planned arrival at the airport of the passenger's next stopover, or if none, at the airport of the passenger's destination of the flight on which the passenger holds a confirmed reservation.

Exception: (Not applicable to points in area 3) if arrangements can be made for comparable air transportation that is planned to arrive at the passenger's next stopover or destination not later than two hours after the flight on which the passenger holds confirmed space but such accommodations would be in a connection of the aircraft other than that specified on the passenger's ticket and the passenger refuses to accept such accommodations at no additional charge or subject to an appropriate refund, the carrier shall pay the passenger only such amount of denied boarding compensation as he would have received had he accepted such comparable air transportation.

Note 1: If the date of compensation is made by the carrier and accepted by the passenger, such payment will constitute full compensation for all actual or anticipatory damages incurred or to be incurred by the passenger as a result of carrier's failure to provide passenger with confirmed reserved space.

Note 2: Passengers who are offered such compensation will not be provided with the amenities and services offered under the provisions of delayed passengers.

Note 3: At passenger's option, carrier may compensate the passenger with credit valid for transportation on MH in lieu of monetary compensation. The offer of free transportation would be equal to or greater than the monetary compensation due. The credit voucher is

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non-transferable, has no refund value, and may be voluntarily rerouted and reissued by the issuing carrier only.

- (3) Time of offer of compensation  
The offer of compensation will be made by the carrier on the day and at the place where the failure to provide confirmed reserved space occurs, and if accepted, will be receipted for by the passenger. Provided, however, that when the carrier arranges, for the passenger's convenience alternate means of transportation that departs prior to the time the offer can be made to the passenger. The offer shall be made by mail or other means within 25 hours after the time the failure occurs.
- (4) Notice provided passengers  
The following written notice shall be provided all passengers who are denied boarding involuntarily on flights on which they hold confirmed reserved space. Blanks that appear in parentheses in the notice below will be completed in the actual notice provided passengers, with the full name of the applicable carrier and with the carrier's specific boarding priorities.  
Note: For the purpose of this rule, specific boarding priorities for each carrier are provided in paragraph (c) above.

#### Compensation for denied boarding

- (a) (Applicable for flights originating in the U.S.A.)  
If you have been denied a reserved seat on ( ) airlines, you are probably entitled to monetary compensation. This notice explains the airline's obligations and the passenger's rights in the case of an oversold flight, in accordance with regulations of the U.S. department of transportation.
- (b) (Applicable for flights originating in Canada)  
if you have been denied a reserved seat on ( ) airlines, you are probably entitled to monetary compensation. This notice explains the airline's obligations and the passenger's rights in the case of an oversold flight, in accordance with regulations of the Canadian transport commission (a).

#### Volunteers and boarding priorities

If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his will until airline personnel first ask for volunteers who will give up their reservations willingly in exchange for a payment of the airline's choosing. If there are not enough volunteers other passengers may be denied boarding

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involuntarily, in accordance with the following boarding priority of ( ) airlines ( ). passengers with confirmed reservations, who have not received a boarding authority will be permitted to board in the following order until all Available seats are occupied.

- (a) Passengers who are physically handicapped to the extent that failure to carry would, in MH's opinion, cause a severe hardship or any other passenger, including unaccompanied children under 12 years of age, who would suffer a severe hardship in MH's opinion. business commitments will not of themselves constitute a severe hardship.
- (b) Passengers paying first class fares.
- (c) Passengers paying business class fares.
- (d) passengers paying full one way economy (y) fares.
- (e) Passengers other than noted above (including tour conductors accompanying a group).

note 1: Passengers within each category will be accommodated in the order in which they presented themselves for check-in and boarding at the loading gate or other point's designated by MH for such purpose.

note 2: Accompanied children under 12 years of age will be included in the same category as the accompanying passenger.

#### Compensation for involuntary denied boarding

If you are denied boarding involuntarily you are entitled to a payment of "denied boarding compensation" from the airline unless:

- (a) You have not fully complied with the airline's ticketing, check-in and reconfirmation requirements, or you are not acceptable for transportation under the airline's tariff filed with the D.O.T. or;
- (b) You are denied boarding because the flight is cancelled; or
- (c) You are denied boarding because a smaller capacity aircraft was substituted for operational or safety reasons; or
- (d) You are offered accommodations in a section of the aircraft other than that specified in your ticket, at no extra charge (a passenger seated in a section for which a lower fare is charged must be given an appropriate refund); or
- (e) The airline is able to place you on another flight or flights that are planned to reach your next stop or destination within one hour of the scheduled arrival of your original flight.

#### Amount of denied boarding compensation

- (a) (Not applicable to points in area 3) passengers who are eligible for denied

boarding compensation must be offered a payment equal to the sum of the face values of their ticket coupons, with a USD 200.00 maximum. However, if the airline cannot arrange alternate transportation (see below) for the passenger, the compensation is doubled (USD 400.00 maximum). The value of a ticket coupon is the one way fare for the flight shown on the coupon, including any surcharge and air transportation tax, minus any applicable discount. All flight coupons, including connecting flights, to the passenger's destination or first 4-hour stopover are used to compute the compensation. "alternate transportation" is air transportation provided by an airline licensed by the D.O.T. or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer) or destination no later than 4 hours after the passenger's originally scheduled arrival time.

- (b) (Applicable to points in area 3) passengers who are eligible for denied boarding compensation must be offered a payment equal to the sum of the face values of their ticket coupons, with a USD 200.00 maximum. However, if the airline cannot arrange "alternate transportation" (see below) for the passenger the compensation is doubled (USD 400.00 maximum). The "value" of a ticket coupon is the one way fare for the flight shown on the coupon including any surcharge and air transportation tax, minus any applicable discount. All flight coupons, including connection flights, to the passenger's destination or first 4-hour stopover are used to compute the compensation. "alternate transportation" is air transportation provided by an airline licensed by the D.O.T. or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the next scheduled stopover (of 4 hours or longer) or destination no later than 4 hours after passenger's originally scheduled arrival time.

#### Method of payment

The airline must give each passenger who qualifies for denied boarding compensation, a payment by check or draft for the amount specified above, on the day and place the involuntary denied boarding occurs. However, if the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment will be sent to the passenger within 24 hours. The carrier may offer transportation credit in each place of

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cash payment. The passenger may, however, insist upon the cash payment, or refuse all compensation and bring legal action.

#### Passenger's options

Acceptance of the compensation (by endorsing the check or draft within 30 days) relieves ( ) airlines from any further liability to the passenger caused by its failure to honor the confirmed reservation. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.

Rule 90 Refunds

Issued: October 26, 2019

Effective: October 27, 2019

(A) General

- (1) In case of refund, whether due to failure of carrier to provide the accommodation called for by the ticket, or to voluntary change of arrangements by the passenger, the conditions and amount of refund will be governed by carrier's tariffs.
- (2) Except as otherwise provided in paragraph (f) of this rule, refund by carrier for an unused ticket or portion thereof or miscellaneous charges order will be made to the person named as the passenger in such ticket or miscellaneous charges order unless at the time of purchase the purchaser designates on the ticket or miscellaneous charges order another person to whom refund shall be made in which event refund will be made to persons so designated and only upon delivery of the passenger coupon and all unused flight coupons of the ticket or miscellaneous charges order. A refund made in accordance with this procedure to a person representing him as the person named or designated in the ticket or miscellaneous charges order will be considered a valid refund and carrier will not be liable to the true passenger for another refund.
  - Exception 1: Refund in accordance with paragraph (e) below of tickets for transportation which have been issued against a credit card will be made only to the credit card account of the person to whom such credit card has been issued.
  - Exception 2: Refund of a ticket which has been issued pursuant to a prepaid ticket advice (PTA) will be made to the person who paid carrier for the ticket.
- (3) Carrier will refuse to refund when application therefore is made later than thirty (30) days after the expiry date of the ticket or miscellaneous charges order.
- (4) Carrier will refuse to refund on a ticket which as been presented to government officials of a country or to carrier as evidence of intention to depart therefrom, unless the passenger establishes to carrier's satisfaction that he has permission to remain in the country or that he will depart therefrom by another carrier or conveyance.

(B) Currency

All refunds will be subject to government laws, rules, regulation or orders of the country in which the ticket

was originally purchased and of the country in which the refund is being made. Subject to the foregoing provisions, refunds will be made in the currency in which the fare was paid or in lawful currency of the country of the carrier making the refund or of the country where the refund is made, or in the currency of the country in which the ticket was purchased, in an amount equivalent to the amount due in the currency in which the fare or fares for the flight covered by the ticket as originally issued was collected.

(c) Special handling by carrier  
Carrier will make all or any individual refunds through its general accounting offices of regional sales or accounting offices, and will require prior written applications for refunds to be prepared by passenger on special forms furnished by carrier.

(d) Involuntary refunds  
See also rule 80 (involuntary revised routings) and rule 87 (denied boarding compensation) - for the purpose of this paragraph, the term involuntary refund shall mean any refund to a passenger who is prevented from using the carriage provided for in his ticket because of cancellation of flight, inability of carrier to provide previously confirmed space, substitution of a different type of equipment or different class of service by carrier, missed connections, postponement or delay of flight, omission of a scheduled stop, or removal or refusal to carry under conditions prescribed in rule 25. Involuntary refunds will be computed as follows:

- (1) When no portion of the trip has been made, the amount of refund will be equal to the fare paid.  
Exception: Carrier shall not be obligated to refund any portion(s) of a fully unused ticket which does not reflect a confirmed reservation on said carrier's flight involved in a schedule irregularity unless such ticket was issued by that carrier.
- (2) When a portion of the trip has been made, the amount of refund will be:
  - (a) Either an amount equal to the one way fare less the same rate of discount, if any, that was applied in computing the original one way fare (or on round or circle trip tickets, one half of the round trip fare) and charges applicable to the unused transportation from the point of termination to the destination or stopover point named on the ticket or to the point at which transportation is to be resumed, via:
    - (i) The routing specified on the ticket, if the point of termination was on such routing; or
    - (ii) The routing of any carrier operating between such points, if the point of termination was not on the routing specified on the ticket; in such case

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the amount of refund will be based on the lowest fare applicable between such points: or

- (b) The difference between the fare paid and the fare for the transportation used, whichever is higher.

Exception: When a passenger holding a ticket for carriage for a higher class of service between an origin and a destination is required by carrier to use a lower class of service for any portion of such carriage, the amount of refund will be as follows:

- (1) For one way tickets: the difference between the fare for the higher class of service and the fare for the lower class of service between the points where the lower class service is used;
- (2) For round trip, circle trip or open jaw tickets: the difference between 50 percent of the round trip fare for the higher class of service and 50 percent of the round trip fare for the lower class of service between the points where the lower class of service is used.

For the purpose of this exception fares are published in the following descending order of classes of service:

- (a) First class fares applicable on jet aircraft.
- (b) Economy class fares applicable on jet aircraft.

The term "jet aircraft" as used above means A-300, B-737, B-747 and Dc-10.

- (3) The service charge provided for in rule no. 60 (reservations) herein, will not be assessed, and any communication expenses paid by the passenger in accordance with rule no. 60 (reservations) will be refunded, or if such expense at the time has not been collected by carrier, its collection will be waived.

(E) Voluntary refunds

For the purpose of this paragraph, the term "voluntary refund" shall mean any refund of a ticket or portion thereof other than an involuntary refund, as described in paragraph (d) of this rule. Voluntary refunds

shall be computed as follows:

- (1) If no portion of the ticket has been used, refund will be the full amount of the fare paid, less any applicable service charge and communication expenses. (see rule nos. 60 (reservations) and 65 (tickets)); or
- (2) If a portion of ticket has been used, refund will be made in an amount equal to the difference, if any, between the fare paid and the applicable fare between the points between which the ticket has been used, less any applicable service charge and communication expenses. (see rule nos. 60 (reservations) and 65 (tickets)).
- (3) When the refunding of any portion of a ticket would result in the use of such ticket between any points where the carriage of traffic is prohibited the refund, if any, will be determined as if such ticket has been used to a point beyond which would not result in the violation of carrier's operating rights or privileges. The passenger will be refunded the difference between the fare paid from the points of origin to such farther point and the total fare paid, less any applicable charges.
- (4) A penalty for voluntary cancellation shall not apply and the total amount paid shall be refunded if such cancellation is made after an increase in the fare is made applicable between the time of the initial payment and the date of travel.

(F) Lost ticket

The following provisions will govern refund of a lost ticket or unused portion thereof:

- (1) When a lost ticket or portion thereof is not found, refund as stipulated will be made upon receipt of proof of loss satisfactory to carrier and after receipt of written request for refund from the passenger. Refund will only be made provided that the lost ticket or portion thereof has not been honored for transportation of or refunded upon surrender by any person prior to the time the refund is made and further provided that the passenger agrees to indemnify and hold carrier harmless against any and all loss, damage, claim or expense, including without limitation, reasonable attorney fees, which carrier may suffer or incur by reason of the making of such refund and/or the subsequent presentation of said ticket(s) for transportation or refund of any other use whatsoever.  
Exception 1: Written request for refund must be made not later than one month after expiration date of the lost ticket.  
Exception 2: Refund will not be made in less than four months after receipt of proof of loss satisfactory to carrier.
- (2) The foregoing provisions shall also apply to lost miscellaneous charges order, deposit receipts and excess baggage tickets.
- (3) A service charge of USD 30.00/CAD 36.00 will be

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imposed per passenger/document for handling such request for refund or replacement of a lost ticket (or the equivalent local currency).

## Rule 115 Baggage

Issued: October 26, 2019

Effective: October 27, 2019

Free baggage allowance and excess baggage charges between North America and points in area 2/3 via Pacific, USA and Area 2/3 via Atlantic, Buenos Aires and points in South Africa/area 3 via Atlantic/South Asian sub-continent

### (A) Conditions of acceptance of baggage

MH will accept for transportation as baggage, such personal property as is necessary or appropriate for the wear, use, comfort or convenience of the passenger for the purpose of the trip, subject to the following conditions:

- (1) All baggage is subject to inspection by MH; however, MH shall not be obligated to perform inspection. MH will refuse to transport or will remove at any point baggage that the passenger refuses to submit for inspection.
- (2) MH has the right to refuse to transport baggage on any flight other than the one carrying the passenger.
- (3) MH will refuse to accept property whose size, weight or character renders it unsuitable for transportation in the particular aircraft which is to transport it or which cannot be accommodated without harming or annoying passengers. MH will also refuse to accept property which is not suitably packed to withstand ordinary handling unless the passenger executes a release form.
- (4) Checked baggage will be carried in the same aircraft as the passenger unless such carriage is deemed impractical by MH, in which event MH will carry the baggage on the next preceding or subsequent flight on which space is available.
- (5) Upon delivery to MH of the baggage to be checked, MH will insert on the applicable flight coupon(s) of the ticket number of pieces of checked baggage (which shall constitute the issuance of the baggage check); in addition MH will issue for identification purposes only, a baggage (claim) tag for each piece of baggage so delivered and covered by the baggage check. Money, jewelry, silverware, negotiable papers, securities or other valuables will be accepted in accordance as checked baggage. Fragile and perishable items will be accepted in accordance with the provisions of this rule. MH will not accept explosives, corrosives and articles easily ignited for carriage as baggage.
- (6) Conditions and limitations or restrictions for the acceptance of baggage which are applicable to MH as outlined in this tariff apply locally on MH or for interline transportation where MH is involved in the routing.

### (B) Acceptance, conditions and charges - special items

general

charges are applicable from the point at which the item is accepted to the point to which the item is transported.

- (1) Bassinets and infant carrying-seats  
an infant's bassinet will be accepted for transportation in the passenger compartment only when an additional seat is reserved for the infant, a ticket is purchased and the bassinet can be properly secured by the seatbelt.
- (2) Dangerous goods
  - (a) The only items accepted for carriage in baggage which are defined as restricted articles/hazardous materials in the department of transportation hazardous materials regulations (49 CFR 171-177); the international civil aviation organization technical instructions for the safe transport of dangerous goods by air and/or the IATA dangerous goods regulations.
  - (b) Following items may not be carried on board an aircraft as checked or carry on baggage: compressed gasses, corrosives, poisons, flammable liquids, mercury, deadly weapons, acids, oxidizing, materials of explosives, radioactive materials, magnet materials, undeclared ammunition.
- (3) duffel bags, sea bags and b-4 bags
  - (a) Definitions  
Duffel bags - a canvas cylindrically shaped bag, folded and fastened at one end.  
Sea bag - a canvas cylindrically shaped bag, laced at one end by means of draw ropes.  
B-4 bag - a suitcase type handbag made of canvas with leather and metal bindings and fittings with expandable canvas compartments on the two sides of the bag.
  - (b)
    - (i) (Applicable to/from japan only) a duffel bag, sea bag or b-4 bag may be accepted in lieu of the first piece of baggage and will be considered a piece of baggage whose outside linear dimensions are 53 inches, regardless of its actual dimensions.
    - (ii) (Applicable between points in area 1 and area 2/3 except japan and within area 1). A duffel bag, sea bag, or b-4 bag may be accepted in lieu of the first piece of baggage and will be considered a piece of baggage whose outside linear dimensions are 55 inches, regardless of its actual dimensions.
- (4) Firearms (other than sporting firearms)  
nonsporting firearms and ammunition will be

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accepted as checked baggage only. Officers of the military personnel, couriers and foreign escorts will be permitted to carry sidearms on the aircraft. Appropriate federal aviation administration and carrier approvals must be obtained.

- (5) Fragile items  
Fragile items will be accepted if they are appropriately packaged in a properly sealed factory carton which was originally intended for the shipment of the item being checked or a cardboard mailing tube or container or case designed for shipping such items and packed with protective internal material. However, fragile items will be accepted without the appropriate packaging only upon the execution of a release form. (MH will supply a release which relieves carrier of liability for unsuitably packed baggage or improperly sealed package or from damage contents or delay in delivery of checked baggage of the type identified below which results solely from the unsuitability of such items as checked baggage and/or the inadequacy of their packaging and not from the MH failure to exercise the ordinary standard of care.)

Form of release  
Limited release

- ( ) Fragile and unsuitably packed - release applies to damage.  
( ) Packaging inadequate - release applies to damage and loss of contents.  
( ) Perishable - release applies to spoilage resulting from delay.

Received damaged

- ( ) Handle broken ( ) Strap broken ( ) Torn ( ) Dent  
( ) Scratch ( ) Other  
( ) Top ( ) Bottom ( ) Side ( ) End  
release applies to damage

Article/baggage description

agent's initials

In consideration of MH's transporting any property (described above), which has been damaged previously or which is deemed by governing tariffs to be unsuitable for transportation solely from such pre-existing damage or unsuitability (as designated above by an "x").

passenger signature: Date:

Note: for the purpose of this rule, classes of fragile items are as follows:

- (a) Electronic equipment  
For example: television sets, cathode ray tube devices, CBS, radios, calculators, audio and video equipment, electron microscopes, electrographs, tape recorders, portable stereos, turntables, phonograph records and electronic medical equipment that includes tubes and glass.
- (b) Musical instruments

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- for example: guitars, violins and violas, organs, harps, bass cellos and violas, horns, trombones, woodwinds, drums or percussion instruments and amplifiers/speakers used in conjunction with electronic instruments.
- (c) Ornamental objects  
For example: sconces, decorative screens, items of decorator stones/marble/onyx/alabaster, vases, figurines, trophies, souvenirs and other decorator objects and curios.
  - (d) Artistic/artwork  
For example: paintings, drawings, statues or other sculptures, plastics, plaster of Paris, molds, casts, pictures, photographs, display models, antique furniture, fish tanks and terrariums.
  - (e) Photographic equipment  
For example: cameras (excluding one camera per passenger) photoflash equipment, photometers, spectrosopes, phototubes or other devices using sensitive tubes or plates, projectors, lenses and flashbulbs.
  - (f) Recreational/sporting equipment  
For example:
    - (i) Tennis rackets, fishing rods, sculls, surfboards, scuba diving masks and pressure gauges, scopes, sporting trophies such as animal horns and antlers, skin diving gear, firearms, model airplanes, golfing equipment and bicycles.
    - (ii) Backpacks, knapsacks, sleeping bags and tent made of plastic, vinyl or other easily torn material with aluminum frames, outside pockets or with protruding straps and buckles.
  - (g) Mechanical items  
For example: typewriters, sewing machines, watches and clocks, sensitive calibrated tools and instruments.
  - (h) Glass  
For example: glassware, crystal, mirrors, bottles and any liquids contained therein (excluding reasonable quantities of toiletries), telescopes, binoculars, barometers, glass covers on pictures, plate/window glass/stained glass, lampshades, eyeglasses and contact lenses that are not in their cases.
  - (i) Paper  
For example: pinatas, historical documents, antique books, advertising displays, advertising models.
  - (j) Ceramics/chinaware pottery  
For example: ceramics, pots, bowls, dishes, glasses or other containers made of clay hardened by heat, earthenware, crockery and

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- containers or ornaments made of porcelain or baked clay.
- (k) Precision instruments  
For example: microscopes, oscilloscopes, meters, counters, polygraphs, electrographs, medical equipment.
  - (l) Wooden items  
For example: chess sets, tabletops and frames.
  - (m) Garment bags and suit/dress covers  
Garment bags and suit/dress covers made of light, flimsy paper, plastic or vinyl designated for carrying and not for shipping.
  - (n) Liquor cartons  
Liquor cartons provided for hand carriage by duty free shops.
  - (o) Toys  
For example: dolls, doll houses, models such as trains, cars or airplanes.
  - (p) Personal/household appliances  
For example: hair dryers, hair curlers, clocks, electric toothbrushes, water pics, coffee pots, toaster and lamps.
  - (q) Potted plants and foliage  
Such as branches and blossoms of flowers.
  - (r) Overpacked baggage
  - (s) Corrugated/cardboard boxes, sacks or paper or plastic bags that do not have sufficient durability, do not have a secure closure, or do not provided sufficient protection from damage to its contents.
  - (t) Totally unprotected items or non-luggage, uncrated items such as infant strollers, umbrellas, bag carts and other items whose shape, material or characteristics render them susceptible to damage.
  - (u) Otherwise unsuitable articles. For example: cosmetic cases, hat boxes, wig boxes. perishables (see note below) will be accepted subject to the execution of release (see paragraph (a) above).  
Note: For the purpose of this rule, examples of perishables are as follows:
    - (i) Fresh or frozen foodstuffs such as fruits, vegetables, meats, fish, poultry, bakery products and dairy products.
    - (ii) Floral and nursery stock such as flowers, fruits and vegetable plants.
    - (iii) Cut flowers and foliage such as floral displays.
- (6) Garment bags  
MH will accept garment bags and other bags made of unreinforced pliable materials provided such bags contained only garments and non-fragile items, which will be included in determining the free baggage allowance when in excess will be subject

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to excess baggage charge. Garment bags containing fragile items will be accepted upon receipt of a release form.

- (7) Musical instruments  
Bass violas or cellos will be accepted for checked baggage if securely packed in a rigid case designed for shipping such items. The instrument and container is subject to the applicable oversize baggage charge.
- (8) Perishables  
MH will accept perishables upon receipt of a release form. Examples of perishable items are as follows:  
cut flowers and plants, foods, untreated animal skins or hides and articles requiring maintenance at specific temperatures such as medicines, biological tissues, organs or serum.
- (9) Restricted articles  
(See dangerous goods)
- (10) Sporting equipment  
Sporting equipment items listed below will be accepted subject to the conditions of acceptance and/or prescribed charges. Certain items of sporting equipment will be carried free in addition to the basic free baggage allowance or in lieu of one piece or more of free baggage.
  - (a) Bicycles
    - (i) MH will accept non-motorized touring or racing bicycles with a single seat;
    - (ii) Bicycle packing requirements-bicycles must have the handlebars fixed sideways and the pedals removed or be placed in cardboard containers with the handlebars fixed sideways and the pedals and handlebars must be encased in plastic foam or similar materials.
    - (iii) (Not applicable for transportation between points in area 1) one bicycle will be included in determining the free baggage allowance and, if in excess, will be accepted subject to payment of the excess baggage charge for a single piece.
  - (b) Bowling equipment
    - (i) (Not applicable to/from japan) items of bowling equipment will be accepted as checked baggage. One item of bowling equipment is defined as one bowling bag, one or two bowling balls and one pair of bowling shoes. Bowling equipment will be included in determining the free baggage allowance and when in excess each item will be subject to the excess baggage charge for a single piece.
    - (ii) (Applicable to/from japan) one item of bowling equipment (bag, one bowling ball, and a pair of shoes) will be subject to excess baggage charge for a single piece.
  - (c) Fishing equipment

- (i) (Not applicable to/from japan) items of fishing equipment will be accepted as checked baggage. One item of fishing equipment is defined as two rods, one reel, one landing net, one pair of fishing boots (all properly encased) and one fishing tackle box. Fishing equipment will be included in determining the free baggage allowance and when in excess, each item will be subject to the excess baggage charge for a single piece.
- (ii) (Applicable to/from japan) one item of fishing equipment as defined above will be subject to excess baggage charge for a single piece.
- (d) Golfing equipment  
(Applicable for travel between points in area 1 and points in area 2/3 and points within area 1) one set of golfing equipment consisting of one golf bag (containing golf clubs) and one pair of golf shoes will be included in determining the free baggage allowance and in excess, will be assessed 50 percent of the applicable charge for a single piece. Additional sets will be assessed the full applicable excess charge for a single piece.
- (e) Scuba diving equipment
  - (i) One item of scuba diving equipment is defined as one scuba tank (empty), one scuba regulator, one tank harness, one tank pressure gauge, one mask, two fins, one snorkel, one knife, one spear gun and one safety vest.
  - (ii) Items of scuba diving equipment will not be included in determining the free baggage allowance and will always be subject to the excess baggage charge for a single piece whether or not presented as a single piece and regardless of actual dimensions will be considered to be one piece of baggage whose outside linear dimensions are 62 inches.  
Exception: (Applicable for travel on MH services between the U.S.A./Canada and Malaysia only) one item of scuba diving equipment will be included in determining the free baggage allowance and in excess, will be assessed 50 percent of the applicable charge for a single piece. Additional sets will be assessed the full applicable excess charge for a single piece.

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- (f) Snow/water skiing equipment  
one item of snow/water skiing equipment consists of one pair of skis, one pair of ski poles, one pair of boots, or one snow board, one pair of boots, or one pair of standard water skis or one slalom water ski, one item of skiing equipment may be included in the free baggage allowance.
- (i) The charge of 33 percent of the applicable excess baggage charge shall apply when the above articles are not included in the normal checked baggage allowance for the class of service paid.
  - (ii) This charge is available only for one set of equipment per passenger. For any snow/water skiing equipment in excess, normal excess baggage shall apply.
- (g) Sporting firearms  
One item of shooting equipment is defined as: one rifle case containing not more than two rifles, with or without scopes, 11 pounds of ammunition, one shooting mat, noise suppressors and small rifle tools; or two shotguns and two shotgun cases and 11 pounds of ammunition; or one pistol case containing not more than five pistols, 11 pounds of ammunitions, noise suppressors, one pistol telescope and small pistol tools.
- (i) (Not applicable to/from japan) items of shooting equipment will be accepted as checked baggage only subject to the conditions specified below. Sporting firearms will be included in determining free baggage allowance and, when in piece, whether or not presented as a single piece.
  - (ii) (Applicable to/from japan) sporting firearms are not permitted except target pistols to be used at international athletic meetings.
  - (iii) Conditions of acceptance
    - (aa) (Applicable for travel between points in area 1 and area 2/3, and within area 1) advance arrangements must be made.
    - (bb) Firearms must be unloaded and packed in a manufacturer's crushproof type container, manufactured specifically for the same purpose.
    - (cc) Baggage containing handguns must be locked with a key or lock combination in possession of the passenger only and the bag must be of the hard-side type.

- (dd) Baggage containing firearms will be transported in an area other than the cockpit that is inaccessible to passengers.
- (ee) Baggage containing firearms will not knowingly be accepted for transportation at point of origin or at an online or interline connecting point unless a declaration, signed and dated on the day the baggage is accepted for transportation, is attached to the outside of the case declaring that firearms are not loaded.  
Exception: When firearms are in container not specifically designed for carrying firearms, the declaration must be placed inside the suitcase or other baggage.
- (h) Surfboards/sailboards and masts  
Surfboards, sailboards and masts will be accepted as checked baggage.  
surfboards/sailboards and masts will not be included in the free baggage allowance and will be assessed as follows:
  - (i) One surfboard or one sailboard or one mast at 50 percent of the applicable excess baggage charge.
  - (ii) Additional surfboards or sailboards or masts at the applicable excess baggage charge.
- (11) Pets
  - (a) Acceptability  
Pets, including dogs, cats and birds will be accepted for carriage at the owner's risk (except that the carrier will be liable for its own negligence). Pets will be accepted as baggage only when accompanied by a passenger traveling on the same aircraft and they travel either in the cargo compartment or in the passenger cabin as described below. pets will be accepted for carriage subject to the following conditions:
    - (i) Advance arrangements must be made.
    - (ii) Valid health and rabies vaccination certificates must accompany the pet.
    - (iii) The passengers must make all arrangements and assume full responsibility for complying with any applicable laws, customs and/or other governmental regulations, requirements or restrictions of the country, state or territory to which the animal is being transported.

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- (iv) The animal must be confined in a leakproof container subject to inspection and approval by the carrier prior to acceptance.
- (v) The animal must be harmless, inoffensive, odorless and require no attention during transit.
- (vi) Pets will be accepted in the cargo compartment or in the passenger cabin as described in paragraph (b) below.
- (vii) Carrier will accept no more than two pet containers per ticketed passenger.
- (viii) Carrier will not accept container(s) whose combined dimensions exceed 115 inches or 100 pounds.
- (b) Carriage of pets
  - (i) In the cargo compartment
    - (aa) Pets will not be accepted as checked baggage for interline carriage.
    - (bb) The number of animals is limited to one animal per container, except that two kittens or two puppies between 8 weeks and 6 months of age, size permitting, or two household birds will be permitted in a single container.
    - (cc) Carrier reserves the right to limit the number of containers carried on any flight in order to ensure the safety and well being of any animal being transported.
  - (ii) In the cabin
    - (aa) (Applicable for travel between points in area 1 and area 2/3) pets will not be accepted for travel in the passenger cabin.
    - (bb) (Applicable for travel within area 1 only except for travel to Hawaii)
      - (1) Carrier will only accept domestic puppies, kittens, small dogs, cats or household birds for transportation in the cabin.
      - (2) Pets are not permitted with unaccompanied children.
      - (3) The pets' containers' dimensions may not exceed 21 inches in length by 13 inches in width by 8 inches in height.
      - (4) The container shall be stored underneath the seat directly in front of the passenger and the animal must remain in the container throughout the entire flight.

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- (5) Only one animal per container except for two household birds.
- (6) The number of containers on a flight shall be limited to one container per compartment.
- (c) Charges  
(Applicable for travel between points in area 1 and area 2/3 and within area 1). The pet and container will not be included in determining the free baggage allowance, and will be subject to 200 percent of the excess baggage charge for a single piece.
- (C) Checked and carry-on baggage  
Passenger may check baggage for carriage in the cargo compartment of the aircraft and/or may carry baggage on board the aircraft subject to the provisions below. the suitability of baggage, as to weight, size and character, to be carried in the passenger compartment of the aircraft will be determined by MH.
  - (1) Checked baggage  
Carrier will check baggage which is tendered by a passenger and which is acceptable under the terms of this rule, upon presentation of a valid ticket for transportation over the lines of MH, and one or more other carriers subject to the conditions specified below.
    - (a) Baggage must be checked at the city or airport office designated MH and in advance of flight departure time as prescribed by MH.
    - (b) The passenger's name must appear on the baggage. MH will supply baggage identification labels free of charge.
    - (c) Baggage will not be checked:
      - (i) To a point that is not specified on the passenger's ticket.
      - (ii) Beyond the passenger's next point of stopover or, if there is no stopover, beyond the destination designated on the ticket.
      - (iii) Beyond a point at which the passenger wants to reclaim the baggage or any portion thereof.
      - (iv) Beyond the point to which all applicable charges have been paid.
      - (v) Beyond a point at which the passenger is to transfer to a connecting flight, if that flight is scheduled to depart from an airport different from the one at which the passenger is scheduled to arrive.
      - (vi) Beyond the point to which the passenger holds a reservation.
    - (d) Live animals will not be checked beyond a point of transfer to another carrier.
  - (2) Delivery of checked baggage by carrier
    - (a) Checked baggage will be delivered to the bearer of the baggage check upon payment of

- all unpaid sums due MH under the contract of carriage and upon return to MH of the obligation to ascertain that the bearer of the baggage check and baggage (claim) tags is entitled to delivery of the baggage and carrier is not liable for any loss, damage or expense arising out of or in connection with such delivery of the baggage. Except as otherwise provided in sub-paragraph (c) below, delivery will be made at the destination shown in the baggage.
- (b) If the provisions of sub-paragraph (a) above, are not complied with by a person claiming the baggage, MH will deliver the baggage only on condition that such person establishes to MH's satisfaction his rights thereto and if required by MH, such person shall furnish adequate security to indemnify MH for any loss, damage or expense which may be incurred by MH as a result of such delivery.
  - (c) At the request of the bearer of the baggage check and baggage claim tag(s), checked baggage will be delivered at the place of departure or intermediate stopping place upon the same condition provided for in subparagraph (a) above, unless precluded by government regulations or unless time and circumstances do not permit. In delivering baggage at the place of departure or any intermediate stopping place, MH shall be under no obligation to refund any charges paid.
  - (d) Acceptance of baggage by the bearer of the baggage check and baggage (claim) tag(s) without written complaint at the time if delivery is presumptively evident that the baggage has been delivered in good condition and in accordance with the contract of carriage.
  - (e) Passengers who arrive at the airport of departure for check-in within 30 minutes of scheduled departure or who are traveling on a standby basis and are accepted for carriage will be advised that it may not be possible to load their checked baggage on the flight on which he/she has been accepted for carriage. Such baggage will be accepted only upon execution of a release supplied by the carrier, which relieves the carrier from liability of any delivery charges resulting from failure of baggage to arrive on the flight on which the passenger traveled unless the carrier has failed to exercise ordinary standards of care in the carriage and delivery of the baggage.
- (3) Carry on baggage
- (a) when baggage is carried on board the aircraft it may be stored in carry-on compartments of

aircraft so equipped or it must be retained in the passenger's custody and stored under a seat or in an overhead compartment approved for the carriage of such baggage.

- (b) Maximum dimensions for under seat storage (measured together, if more than one piece of baggage) must not exceed a total of 45 inches (9 inches plus 14 inches plus 22 inches).

(D) Cabin-seat baggage and charges

When a passenger requests that an item of baggage be carried in the cabin and it is determined by MH that the item is acceptable as cabin baggage, but it is so fragile and/or bulky as to require the use of a seat, the provisions specified below will apply.

- (1) Cabin-seat baggage must be carried aboard the aircraft by the passenger and secured in a seat. the seat must be located in the aircraft as indicated below:

Location	Remarks
Seat immediately behind bulkhead, class divider or windscreen.	seat must Be located next to the passengers seat. Baggage must not protrude above the seat back, not more than 165 pounds/75 kgs. per seat.

- (2) Charges  
 carrier will charge 100 percent of the applicable adult fare, for the portion of the trip on which the extra seat is used. Cabin seat baggage will not be included in determining free baggage allowance or excess baggage charges.

(E) Free baggage allowance

- (1) Maximum allowance  
 When a fare-paying passenger presents a valid ticket for transportation between points on MH, MH will transport the passenger's baggage between such points without charge, subject to the conditions of acceptance above and to the maximums named in this rule. The following table shows the basic allowance (quantity, weight, and size) of baggage that will be carried free either in addition to the basic maximum or in lieu of one or more of the allowed pieces. The following are definitions of terms as used in the table below:
  - (i) The third piece may be one or more pieces of baggage. If more than one piece, the combined outside linear dimensions must not

exceed the stated maximum outside linear dimensions for the third piece and the combined weight must not exceed the stated maximum weight for the third piece.

(ii) "Oversize" baggage is defined as a piece of baggage whose outside linear dimensions exceed 62 inches or which weighs more than 70 pounds.

(iii) The term "one item" (used to describe certain articles to be carried free) is defined in sporting equipment above for each article to which it applies.

(2) Applicable only between area 1 and area 2/3; and within area 1:

	Basic allowance	
Pieces	Maximum outside linear dimensions and weight of each piece.	Applicable to first/business class service only.
1st	62 in.	Applicable to economy class/service Only.
2nd	70 lbs.	SEE subparagraphs (e) (2) (c)
3rd	62 in.	Below
	70 lbs.	
	45 in.	
Pieces	Sporting equipment One item of one type of equipment free in addition to basic allowance.	One item of one type of equipment free in lieu of first Pieces
1st		See subparagraphs (e) (2) (d) and (e) (2) (e) below
2nd	--	
3rd		
pieces	Oversize One item free in lieu of first and second pieces.	
1st	--	
2nd		
3rd		

Additional conditions:

- (a) Between north America and points in area 2/3 via pacific and between USA and area 2/3 via Atlantic.
  - (i) when travel is wholly on MH services, the piece (pc) concept shall apply to the entire journey irrespective whether stopover(s) or transfer(s) is/are made

- at intermediate point(s).
- (ii) when travel involves interlining and where stopovers are made at intermediate points, the weight system shall apply to the interline segments within area 3 and within area 2 and between area 3 and area 2.
- (iii) when travel involves interlining and where transfers are made at intermediate points, the piece concept shall apply to the interline segments.
- (b) Between Buenos Aires and points in South Africa/area 3 via Atlantic/South Asian sub-continent.
  - (i) when travel is wholly on MH services, the piece (pc) concept shall apply to the entire journey irrespective whether stopover(s) or transfer(s) is/are made at intermediate point(s).
  - (ii) when travel involves interlining, the weight (WT) concept shall apply to the interlining segment(s) irrespective whether stopover(s) or transfer(s) is/are made at intermediate point(s).
- (c) Maximum allowance will be 66 lbs. For all portions of transportation within the continental U.S.
- (d) Passenger must carry third piece on board the aircraft.
- (e) For economy class of service, two pieces of checked baggage (measured together) of which the sum of the greatest outside linear dimensions does not exceed 107 inches, provided that the outside linear dimension of each bag does not exceed 62 inches and does not weigh more than 70 lbs., the third piece of baggage whose outside linear dimensions do not exceed 45 inches must be carried on board the aircraft.
- (f) (applicable to/from japan only) in lieu of the first piece of baggage provided for above, any article listed below will be accepted and regardless of the actual dimensions will be considered a piece of baggage whose outside dimensions are 53 inches:
  - (i) One bedroll or sleeping bag;
  - (ii) One rucksack, knapsack or backpack;
  - (iii) One duffel bag, B-4 bag or sea bag;
  - (iv) Snow skiing equipment;
  - (v) Golfing equipment;
  - (vi) One bicycle (single seat touring or racing bicycle, non-motorized) provided the handlebars are fixed sideways and the pedals removed.
- (g) (Applicable between points in area 1 or between points in area 1 and points in area 3, except japan) in lieu of the first piece

- of baggage provided for above, any article listed below will be accepted and regardless of the actual dimensions, will be considered a piece of baggage whose outside linear dimensions are 55 inches:
- (i) One bedroll or sleeping bag;
  - (ii) One rucksack, knapsack or backpack;
  - (iii) One duffel bag, B-4 bag or sea bag;
  - (iv) Snow skiing equipment;
  - (v) Golfing equipment;
  - (vi) Bowling equipment;
  - (vii) One pair of water skis;
  - (viii) Fishing equipment;
  - (ix) Shooting equipment (sporting firearms)
- (h) In lieu of the first piece of baggage provided for above, any portable musical instrument not exceeding 39 inches in length will be accepted and will be considered to be a piece of baggage whose outside linear dimensions are 39 inches.
- (3) Free baggage allowance for children and infants
- (a) Children paying at least 50 percent of the adult fare receive the same baggage allowance as adults.
  - (b) Infants who pay 10 percent of the adult fare will be allowed one piece of checked baggage whose sum of the three dimensions does not exceed 45 inches and weight not exceeding 70 lbs, plus one fully collapsible baby stroller.
  - (c) Infant carried without charge will not be granted a free baggage allowance.
- (4) Articles carried free in addition to stated maximum, in addition to the maximum allowances provided in paragraphs (1), (2) and (3) above, each fare-paying passenger may carry, without additional charge, the following articles of baggage only when retained in the passenger's custody (except items (h) or (j) which also may be checked:
- (a) A handbag or pocketbook
  - (b) An overcoat or wrap
  - (c) A foot rug
  - (d) An umbrella or walking stick
  - (e) A camera and/or a pair of binoculars
  - (f) A reasonable amount of reading matter for a flight
  - (g) An infant's food for consumption en route
  - (h) A collapsible wheelchair and/or crutches and/or braces or other prosthetic devices on the same flight with passenger dependent on the devices
  - (i) (Not applicable to/from Japan) one attaché case, maximum width 4 inches
  - (j) (Not applicable to/from Japan) one box or mesh bag of citrus fruit not to exceed 10 pounds

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(k) (Applicable to/from Japan only) one infant's basket

(5) Pooled baggage  
 When two or more passengers traveling to the same destination on the same flight present themselves and their baggage at the same time and place, their maximum allowance will be the sum of their individual maximum allowance. Baggage in excess of the combined maximum allowance will be subject to the excess baggage charge.

(F) Excess baggage charges

Excess pieces

(1) (Applicable between area 1 and area 2/3 via the Pacific) the charge for each piece of normal size is indicated below in USD.

Between	Hawaii	LAX/PDX/ SFO/SEA YVR	Puerto Rico/Alaska and points in the continental U.S.A./Canada not specified/Mexico
Malaysia/Indonesia/ Thailand/Cambodia/ Laos/Singapore/ Viet Nam	96.00	109.00	117.00
Philippines	77.00	98.00	107.00
Hong Kong/Korea/ China/Taiwan	75.00	89.00	97.00
Japan (excluding Okinawa)	63.00	73.00	86.00
Okinawa	77.00	91.00	100.00
Afghanistan/ Bangladesh/Myanmar/ India/Maldives/ Nepal/ South West Pacific (excluding Australia/ New Caledonia/New Zealand and Papua New Guinea)	109.00	121.00	129.00
New Caledonia/ New Zealand Australia (excluding BNE/SYD)/ Papua New Guinea	53.00	64.00	72.00
BNE/SYD	75.00	86.00	94.00
South Africa	-	128.00	143.00
Middle East	-	110.00	110.00

(2) Applicable between U.S.A. and area 2/3 via the Atlantic the charges for each piece of normal size excess baggage is indicated below in USD.

Between	and: New York/Baltimore/ Boston/Philadelphia/ Washington	Other points in continental U.S.A. not specified
Japan/Korea/ South East Asia/ South West Pacific	149.00	164.00
Europe	90.00	110.00

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Middle East 106.00 150.00  
 South Asian 123.00 145.00  
 Sub-Continent

(3) Applicable between Buenos Aires and points in South Africa/area 3 via the Atlantic/South Asian sub-continent:

Between	And:	Per piece (USD)
Buenos Aires	Japan/Korea	141.00
	Australia/New Zealand	144.00
	India	117.00
	South Africa	74.00
	Malaysia/Singapore/ Hong Kong/Taiwan/China/ Philippines/Indonesia/ Viet Nam/Laos/Brunei Thailand	131.00     158.00

(4) Oversized baggage charges (applicable between area 1 and area 2/3) each piece of baggage whose sum of the three linear dimensions and/or weight exceeds the free baggage allowance is subject to charges as indicated below.

Measured per piece	Piece		Advance arrangements must be made
	1st or 2nd	3rd or More	
63-80 inches and 70 pounds or less (32 kgs)	100	200	No
81 inches or over and/or 71-99 pounds (33-45 kgs)	300	300	Yes
100 pounds (46 kgs) or over	In addition to the above excess baggage rate add 100 percent of the applicable per piece rate in (f) (1) above for each additional 22 pounds		Yes

(3) Collection of excess weight/oversize and/or additional piece charges at the passenger's option, excess weight, oversize and/or additional piece charges will be payable either at the point of origin for the entire journey to final destination, or at the point of origin to the

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- point of stopover, in which event, when carriage is resumed charges will be payable from the point of stopover to the next point of stopover or destination. When on a journey for which a through excess baggage ticket has been issued there is an increase in the amount of excess baggage carried, carrier will issue a separate excess baggage ticket for such increase and collect charges to destination or stopover point.
- (4) Excess weight/oversize and/or additional piece charges on reroutings or cancellations when a passenger is rerouted or his carriage cancelled, the provisions which govern with respect to the payment of additional fares or the refunding of fares shall likewise govern the payment or the refunding of excess weight charges.
- (G) Excess value charges for baggage
- (1) Excess value charges
- (a) Checked baggage  
In case of checked baggage, a passenger may declare a value for baggage in excess of USD 20.00 (CAD 20.00 or 250 French gold francs) or its equivalent per kilogram.
- (b) Unchecked baggage or unchecked property  
in the case of unchecked baggage or unchecked property, a passenger may not declare a value for baggage in excess of USD/CAD 400.00 or 5000 French gold francs or its equivalent per kilogram.
- (c) MH will assess the above charge for baggage value in excess of USD 1250.00 per passenger for local carriage or for its portion of joint carriage wholly between points in the United States.
- (d) when passenger makes an excess value declaration, a charge of USD/CAD 1.00 per USD/CAD 100.00 or fraction thereof, will be assessed for the additional amount of liability. Any higher declared value shall not apply to money, jewelry, silverware, negotiable papers, securities, business documents, samples, paintings, antiques, artifacts, manuscripts, irreplaceable books or publications or other similar valuables when such valuables are included in baggage checked or otherwise delivered into the custody of MH.
- (e) This rule shall not entitle the passenger to declare such excess value for baggage in connection with carriage over carrier's route in relation to which the above rule does not permit such declarations unless the carriage over such route forms a part of through carriage including other routes in relation to which such declarations are permitted.
- (2) Valuation limit of baggage
- (a) No baggage of any one passenger having a declared value in excess of USD/CAD 5000.00

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will be accepted for carriage. MH will not accept a declaration of value in excess of USD/CAD 400.00 on unchecked baggage.

- (b) when personal property, including baggage, is tendered for transportation via two or more carriers with different maximum limits on declared value, the lowest limit for any such carrier shall apply to all carriers participating in such transportation.
- (3) collection of excess value charges  
Excess value charges will be payable at the point of origin for the entire journey to final destination, provided that if at a stopover en route a passenger declares a higher excess value than that originally declared additional value charges for the increased value from the stopover at which the higher value was declared to final destination will be payable.  
Exception: Excess value charges will be payable only to the point to which the baggage is checked or to the point of transfer to another carrier if such point precedes the point to which baggage is checked.
- (4) Excess value charges on rerouting or cancellations when a passenger is rerouted or his carriage cancelled, the provisions which govern with respect to the payment of additional fares or the refunding of fares shall likewise govern the payment of excess value charges. No refund of value charges will be made when a portion of the carriage has been completed.

## Rule 116 Interline Baggage Acceptance

Issued: October 26, 2019 Effective: October 27, 2019

- (A) **Applicability**  
This rule is applicable to all interline itineraries issued on a single ticket whose origin or ultimate ticketed destination is in Canada.  
it establishes how MH will determine which carrier's baggage rules apply to any passenger's entire interline itinerary.
- (B) **General**  
For the purposes of interline baggage acceptance:
- (1) The carrier whose designator code is identified on the first segment of the passenger's interline ticket will be known as the selecting carrier.
  - (2) Any carrier who is identified as providing interline transportation to the passenger by virtue of the passenger's ticket will be known as a participating carrier.
- (C) **Baggage rule determination by selecting carrier**
- (1) **Checked baggage**  
the selecting carrier will:
    - (a) Select and apply its own baggage rules as set out in its tariff to the entire interline itinerary; or
    - (b) Select the most significant carrier, as determined by IATA resolution 302 and conditioned by the Canadian Transportation Agency, in order for that carrier's baggage rules, as established in its tariff, to apply to the entire interline itinerary.The carrier identified by means of a) or b) will be known as the selected carrier.
  - (2) **Carry-on baggage**  
Each operating carrier's carry-on baggage allowances will apply to each flight segment in an interline itinerary. Notwithstanding, the carry-on baggage charges that will apply to the entire interline itinerary will be those of the selected carrier.
- (D) **Baggage rule application by participating carrier**  
where MH is not the selected carrier on an interline itinerary but is a participating carrier that is providing transportation to the passenger based on the ticket issued, MH will apply as its own the baggage rules of the selected carrier throughout the interline itinerary.
- (E) **Disclosure of baggage rules**  
Summary page at the end of an online purchase and e-ticket disclosure
- (1) For baggage rules provisions related to a passenger's 1st and 2nd checked bag and the passenger's carry-on baggage (i.e. the passenger's "standard" baggage allowance), when the carrier sells and issues a ticket for an interline

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itinerary, it will disclose to the passenger on any summary page at the end of an online purchase and on the passenger's itinerary/receipt and e-ticket at the time of ticketing the baggage information relevant to the passenger itinerary as set out in paragraph 2 below. The disclosed information will reflect the baggage rules of the selected carrier.

- (2) The carrier will disclose the following information:
  - (a) Name of the carrier whose baggage rules apply;
  - (b) Passenger's free baggage allowance and/or applicable fees;
  - (c) Size and weight limits of the bags, if applicable;
  - (d) Terms or conditions that would alter or impact a passenger's standard baggage allowances and charges (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card);
  - (e) Existence of any embargoes that may be applicable to the passenger's itinerary; and,
  - (f) Application of baggage allowances and charges (i.e. whether they are applied once per direction or if they are applicable at each stopover point).
- (3) The carrier will provide this information in text format on the passenger's e-ticket confirmation. any fee information provided for carry-on bags and the first and second checked bag will be expressed as specific charges (i.e., not a range).

#### Web site disclosure

The carrier will disclose on its web site, in a convenient and prominent location, a complete and comprehensive summary of all the carrier's own baggage rules, including information concerning:

- (a) The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;
- (b) The number of checked and unchecked passenger bags that can be transported and the applicable charges;
- (c) Excess and oversized baggage charges;
- (d) Charges related to check in, collection and delivery of checked baggage;
- (e) Acceptance and charges related to special items, e.g. surf boards, pets, bicycles, etc.;
- (f) Baggage provisions related to prohibited or unacceptable items, including embargoes;
- (g) Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. frequent flyer status, early check in, pre-purchasing baggage allowances with a particular credit card); and,
- (h) Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges etc.

(F) Definitions

"Airline designator code"

An identification code comprised of two-characters which is used for commercial and traffic purposes such as reservations, schedules, timetables, ticketing, tariffs and airport display systems. Airline designators are assigned by IATA. When this code appears on a ticket, it reflects the carrier that is marketing the flight, which might be different from the carrier operating the flight.

"Baggage rules"

The conditions associated with the acceptance of baggage, services incidental to the transportation of baggage, allowances and all related charges. For example, baggage rules may address the following topics:

- . The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;
- . The number of checked and unchecked passenger bags that can be transported and the applicable charges;
- . Excess and oversized baggage charges;
- . Charges related to check-in, collection and delivery of checked baggage;
- . Acceptance and charges related to special items, e.g. surfboards, pets, bicycles, etc.;
- . Baggage provisions related to prohibited or unacceptable items, including embargoes;
- . Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card); and,
- . Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges, etc.

"Interline agreement":

An agreement between two or more carriers to co-ordinate the transportation of passengers and their baggage from the flight of one air carrier to the flight of another air carrier (through to the next point of stopover).

"Interline itinerary":

All flights reflected on a single ticket involving multiple air carriers. Only travel on a single ticket is subject to the agency's approach provided the origin or the ultimate ticketed destination is a point in Canada.

"Interline travel":

Travel involving multiple air carriers listed on a single ticket that is purchased via a single transaction.

"Single ticket":

A document that permits travel from origin to

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destination. It may include interline/code-share and intra-line segments. It may also include end-to-end combinations (i.e., standalone fares that can be bought separately but combined together to form one price).

"Summary page at the end of an online purchase":  
A page on a carrier's web site which summarizes the details of a ticket purchase transaction just after the passenger has agreed to purchase the ticket from the carrier and has provided a form of payment.

"Ultimate ticketed destination":  
In situations where a passenger's origin is a non-Canadian point and the itinerary includes at least one stop in Canada, as well as at least one stop outside Canada. If the stop in Canada is the farthest checked point and the stop is more than 24 hours, the agency would consider the ultimate ticketed destination to be Canada.

Carrier definitions (various)

"Down line carrier":  
Any carrier, other than the selecting carrier, who is identified as providing interline transportation to the passenger by virtue of the passenger's ticket.

"Marketing carrier":  
The carrier that sells flights under its code.

"Most significant carrier (MSC)":  
Is determined by a methodology, established by IATA (resolution 302), which establishes, for each portion of a passenger's itinerary where baggage is checked through to a new stopover point, which carrier will be performing the most significant part of the service. For travelers under the resolution 302 system, the baggage rules of the MSC will apply. For complex itineraries involving multiple checked baggage points, there may be more than one MSC, resulting in the application of differing baggage rules through an itinerary.

"Most significant carrier (MSC)-IATA resolution 302 as conditioned by the agency":  
In this instance, the MSC is determined by applying IATA resolution 302 methodology as conditioned by the agency. The agency's reservation has stipulated that only a single set of baggage rules may apply to any given interline itinerary. The aim of the agency's reservation is to allow the selecting carrier to use the MSC methodology to determine which carrier's baggage rules apply to an international interline itinerary to or from Canada, while reinforcing the role of tariffs in the determination of which carrier's rules apply.

"Operating carrier":  
The carrier that operates the actual flight.

"Participating carrier(s)":  
Includes both the selecting carrier and down line carriers who have been identified as providing



### Rule 130 Fares

Issued: October 26, 2019

Effective: October 27, 2019

- (A) General except as provided in paragraph (f) published fares apply only for carriage from the airport at the point of origin to the airport at the point of destination.
- (B) Precedence of fares unless otherwise provided in carrier's tariffs, published fare takes precedence over the combination of intermediate fares applicable to the same class between the same points via the same routing except as provided in paragraph (d) below.
- (C) Construction of fares where no through one-factor fare is published from point of origin to point of destination via the route of movement for the class of service used, the applicable fare for such transportation shall be constructed as provided below:
  - (1) Combination of first class and economy class where the journey from point of origin to point of destination is partly in first class service and partly in economy class service, the applicable fare shall be constructed as follows, but in no event shall such constructed fare exceed that provided in note. Where a through one-factor fare for economy class service is published from point of origin to point of destination the applicable fare shall be such through one-factor fare, plus the difference between the first class and normal economy fares between the points where first class service is used.

Note: Fares constructed in accordance with the above provisions for the same class of service shall not exceed the through published fare via a higher class of service via the same carrier(s) between and via the same points; or fares constructed in accordance with the above provisions for different classes of service shall not exceed the through published fare for the highest class of service actually used nor the through published fare for a higher class of service than either of the classes of service used, via the same carrier(s) between and via the same points.  
for the purpose of this note only, fares are published in the following descending order of classes of service:  
(a) First class fares applicable on jet aircraft.  
(b) Economy class fares.  
the term "jet aircraft" as used above means A-300, B-747 and DC-10.
  - (2) combining domestic U.S. special fares with international fares

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- (a) A special fare application within the U.S.A. may be combined with an international fare to construct a through fare, which is less than the published fare from the points of origin to the point of destination, provided that:
    - (i) The passenger complies with all conditions (for example, period of validity, minimum/maximum stay, advance purchase requirements, group size, etc.) of the special fare;  
Exception: Any minimum tour price required by the special fare within the U.S.A. will not be applicable when the fare is combined with an international inclusive tour fare having a minimum tour price of the same or a higher amount.
    - (ii) The passenger traveling under a fare constructed in accordance with this paragraph may be routed via any gateway city regardless of the fare construction point(s).
  - (b) Mileage routings set forth in MPM-1, C.A.B. no. 424 (published by airline tariff publishing company, agent) may be applied to a fare constructed under paragraph (a) above, either for the entire journey between the point in the U.S.A. and the point in area 2 or 3/or between the gateway point and the point in area 2 or when the international fare used is published with a mileage routing.
  - (c) When travel is via a higher rated intermediate point, the applicable fare for the itinerary will be the highest of the fares applicable between such intermediate point and:
    - (i) The point of origin of the itinerary, or
    - (ii) The point of destination of the itinerary, or
    - (iii) Another intermediate point of the itinerary.
  - (d) Notwithstanding paragraph (c) above, when a passenger purchases a one way ticket for transportation via a higher rated intermediate point, the fare for such transportation will be constructed by calculating the round trip fare for transportation via the higher rated intermediate point and subtracting therefrom the one way fare for direct (not involving a higher rated intermediate point) transportation between the points involved.
- (D) Round trip fares  
General  
when a round trip ticket is purchased prior to

commencement of carriage, the fare for a round trip will be the round trip fare published in the applicable tariff(s) of carrier via the desired routing and for the class of service used.

(E) Circle trip fares

When a circle trip ticket is purchased prior to commencement of carriage, the fare for such circle trip shall be the sum of fifty percent of the applicable round trip fares for the class of service to be used for the respective sections of carriage, constructed from point of origin via the desired routing, that produces the lowest fare for the circle trip; provided that:

- (1) Fares which by their terms are not combinable with other fares, shall not be used in the construction of circle trip fares; and
- (2) If the fare for a circle trip traveled in one class of service constructed as specified above is less than the highest direct route round trip fare applicable to the same class of service between any two points on the circle trip route, such highest direct route round trip fare shall apply; and

Exception: This provision shall not apply to circle trip fares constructed for carriage completely around the world in the same general direction.

- (3) The fare for a circle trip traveled partly in one class of service and partly in another class of service shall be constructed in accordance with the provisions herein.
- (4) The shortest validity period applicable to any fare used shall apply to the entire circle trip.
- (5) The last fare component used inbound to the country of origin must be the fare applicable to such component from the country of origin.

(F) Open jaw trip fares

When a ticket is purchased prior to commencement of carriage for an open jaw trip, the fare for such open jaw trip will be constructed as follows:

- (1) When the point of departure and final destination are the same the sum of fifty percent of the applicable round trip fare from the point of departure to each outer point of the jaw, and,
- (2) Where the points of departure and final destination are not the same, the sum of fifty percent of the applicable round trip fare from the point of departure to the outer point of the outward section plus fifty percent of the round trip fare from the point of destination to the outer point of the inbound section.

(G) Round and circle trip fares partly via carrier

- (1) Entirely via air

When a ticket is purchased prior to commencement of carriage for a round or circle trip which is

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partly via the services of carrier and partly via the services of other scheduled air carrier(s), the fare for each sector of carriage via carrier will be fifty percent of the applicable round trip fare for such section of the round or circle trip, as the case may be.

- (2) Partly via air and partly via sea  
When tickets are purchased prior to commencement of carriage for a round trip or circle trip for combined air and sea travel, the air fare for each one way section of the air journey will be fifty percent of the all year round trip fare published in tariffs governed by this tariff and applicable between the points and via the class of service used. A break in the round trip or circle trip is permitted to allow passengers to make their own way by any means of transportation between airports and adjacent seaports. the fares specified above will apply only via the routings published in connection with the all year fares in tariffs making reference to this tariff for governing provisions, except that when an excursion fare is used, the routing published in connection with such excursion fare will apply.

- (H) Routing  
Unless otherwise provided in carrier(s) tariffs, fares apply in either direction and only to the services and routings of carrier(s) published in connection therewith; provided that routings via a point for which a higher fare is applicable will not be permitted unless such higher fare is assessed. If there is more than one routing at the same fare the passenger, prior to issuance of the ticket, may specify the routing, and in respect to any open date portion of such ticket, may specify optional routings; if no routing is specified, carrier may determine the routing.

- (I) Ground transfers  
Published fares do not include ground transfer service between airports and between airport and town centers unless carrier's tariffs specifically provide that such ground transfer service will be furnished without additional charge. (see rule 30 herein.)



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### Rule 145 Currency Applications

Issued: October 26, 2019 Effective: October 27, 2019

#### Local currency fares and charges

- (1) Fares and related charges are expressed in the local currency of the country of commencement of transportation (COC), except those countries listed below which are expressed (A) in US dollars or (B) in Euro:

(A)

Afghanistan	Lebanon
Angola	Liberia
Anguilla	Madagascar
Antigua and Barbuda	Malawi
Argentina	Maldives
Bahamas	Mexico
Bangladesh	Mongolia
Barbados	Montserrat
Belize	Nicaragua
Bermuda	Nigeria
Bolivia	Palestinian Territory
Bonaire	Panama
Brazil	Paraguay
Burundi	Peru
Cambodia	Philippines
Cayman Islands	Rwanda
Chile	Saba
Colombia	Saint Eustatius
Congo, Dem. Rep. of	Saint Kitts
Costa Rica	and Nevis
Cuba	Saint Lucia
Dominica	Saint Vincent and
Dominican Republic	The Grenadines
Ecuador	Sao Tome and
El Salvador	Principe
Eritrea	Sierra Leone
Ethiopia	Somalia
Gambia	Suriname
Ghana	Tanzania, United
Grenada	Republic of
Guatemala	Timor Leste
Guinea	Trinidad and
Guyana	Tobago
Haiti	Uganda
Honduras	Ukraine
Indonesia	United States
Iraq	and U.S. Territories
Israel	Uruguay
Jamaica	Venezuela
Kenya	Viet Nam
Laos	Zambia
	Zimbabwe

(B)

Albania  
Armenia  
Austria

Azerbaijan  
Belarus  
Belgium  
Bosnia and Herzegovina  
Bulgaria  
Cape Verde  
Croatia  
Cyprus  
Estonia  
Finland  
France except French Polynesia  
(including Wallis and Futuna)  
New Caledonia (including Loyalty Islands)  
Georgia  
Germany  
Greece  
Ireland  
Italy  
Kyrgyzstan  
Latvia  
Lithuania  
Luxembourg  
Macedonia (FYROM)  
Malta  
Moldova, Republic of Monaco  
Montenegro  
Netherlands  
Portugal  
Romania  
Russia  
Serbia  
Slovakia  
Slovenia  
Spain  
Tajikistan  
Turkey  
Turkmenistan  
Uzbekistan

- (2) All add-ons shall be established in the currency of the country concerned, or where agreed, in U.S. dollars or in Euro or in any other currency.  
Combination of local currency fares  
To combine two or more local currency fares, convert all local currency fares into the currency of the country of commencement of transportation.  
Step 1: (a) Establish the NUC amount for each local currency fare by dividing the local currency fare by the applicable IATA Rate of Exchange (ROE) shown in the Currency Conversion Table below for the country in which the currency is denominated.  
(b) Calculate the resultant amount to two decimal places, ignoring any further decimal places.  
Step 2: Add the resultant NUC amounts for the sectors involved.  
Step 3: (a) Established the through local currency

fare by multiplying the total NUC amounts (derived from Steps 1, 2, and 3 above) by the IATA Rate of Exchange (ROE) shown in the currency conversion table below for the country of commencement of travel.

- (b) Calculate the resultant amount of one decimal place beyond the number of decimal places shown next to the local currency in the conversion table below, ignoring any further decimal places.
- (c) Round up to the next higher rounding unit shown next to the local currency in the currency conversion table, unless otherwise indicated.

Exception: When an international ticket is comprised of all domestic fare components, but within different countries, the provisions outlines above shall apply.

**Other Charges**

Other charges shall be separately converted to the currency of the country of sale using the Bankers' Selling Rate using the rounding units shown next to other charges in the currency conversion table.

MCOs for unspecified transportation and PTAs.

MCOs for unspecified transportation and PTAs when honored for payment of Air transportation shall be subject to the provisions of Rule 75 (Currency of Payment). The country of payment of the PTA or MCO shall be considered the country of original issue and determine construction Rules to apply.

**Currency Table**

For IATA Rate of Exchange (ROE) currency conversion table see pages 259-275.

**Local Currency Rounding Table**

For those countries where fares are expressed in USA and the USD is not the local currency; see pages 280-Q thru 282.

**Currency Table**

**Abu Dhabi**

(See United Arab Emirates)

**Afghanistan**

US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1

**Albania**

Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01

**Algeria**

Algerian Dinar	DZD	ROE:120.675876	Note -
Round Up: Local Currency - 1			Other Charges - 1

**American Samoa**

US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1

**Angola**

US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1

**Anguilla**

US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1

**Antigua and Barbuda**

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US Dollar	USD	ROE:1.0	Note D
Round Up:	Local Currency - 1		Other Charges - 0.1
Argentina			
US Dollar	USD	ROE:1.0	Note D
Round Up:	Local Currency - 1		Other Charges - 0.1
Armenia			
Euro	EUR	ROE:.908104	Note E
Round Up:	Local Currency - 1		Other Charges - 0.1
Aruba			
Aruban Guilder	AWG	ROE:1.8000000	Note -
Round Up:	Local Currency - 1		Other Charges - 1
Australia			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up:	Local Currency - 1		Other Charges - 0.1
Austria			
Euro	EUR	ROE:.908104	Note -
Round Up:	Local Currency - 1		Other Charges - 0.01
Azerbaijan			
Euro	EUR	ROE:.908104	Note E
Round Up:	Local Currency - 1		Other Charges - 0.1
Bahamas			
US Dollar	USD	ROE:1.0	Note -
Round Up:	Local Currency - 1		Other Charges - 0.1
Bahrain			
Bahraini Dinar	BHD	ROE: .376100	Note -
Round Up:	Local Currency - 1		Other Charges - 1
Bangladesh			
US Dollar	USD	ROE:1.0	Note D
Round Up:	Local Currency - 1		Other Charges - 0.1
Barbados			
US Dollar	USD	ROE:1.0	Note -
Round Up:	Local Currency - 1		Other Charges - 0.1
Belarus			
Euro	EUR	ROE:.908104	Note E
Round Up:	Local Currency - 1		Other Charges - 0.1
Belgium			
Euro	EUR	ROE:.908104	Note -
Round Up:	Local Currency - 1		Other Charges - 0.01
Belize			
US Dollar	USD	ROE:1.0	Note D
Round Up:	Local Currency - 1		Other Charges - 0.1
Benin, Rep. of			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up:	Local Currency - 100		Other Charges - 100
Bermuda			
US Dollar	USD	ROE:1.0	Note D
Round Up:	Local Currency - 1		Other Charges - 0.1
Bhutan			
NGULTRUM	BTN	ROE:71.969032	Note -
Round Up:	Local Currency - 1		Other Charges - 1
Bolivia			
US Dollar	USD	ROE:1.0	Note D
Round Up:	Local Currency - 1		Other Charges - 0.1
Bonaire			
US Dollar	USD	ROE:1.0	Note -
Round Up:	Local Currency - 1		Other Charges - 0.1
Bosnia and			

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Herzegovina			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Botswana			
PULA	BWP	ROE:11.113232	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Brazil			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
British Virgin Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Brunei			
Darussalam			
Brunei Dollar	BND	ROE:1.385105	Note -
Round Up: Local Currency - 1			Other Charges - 1
Bulgaria			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Burkina Faso			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Burundi			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Cambodia			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 1.0
Cameroon			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Canada			
Canadian dollar	CAD	ROE:1.323867	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cape Verde			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Cayman Islands			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Central African Republic			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Chad			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Chile			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
China			
Yuan Renminbi	CNY	ROE:7.145291	Note -
Round Up: Local Currency - 10			Other Charges - 1
Chinese Taipei Dollar	TWD	ROE:31.279394	Note -
Round Up: Local Currency - 1			Other Charges - 0.5
Colombia			

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US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Comoros			
Comoro			
Franc	KMF	ROE:446.758035	Note -
Round Up: Local Currency - 100			Other Charges - 50
Congo (Brazzaville)			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Congo (Kinshasa)			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cook Islands			
New Zealand			
Dollar	NZD	ROE:1.568442	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Costa Rica			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cote d'Ivoire			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Croatia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Cuba			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Curacao			
Netherlands			
Antilles			
Guilder	ANG	ROE:1.790000	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cyprus			
Euro	EUR	ROE:0.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.05
Czech			
Republic			
Czech Koruna	CZK	ROE:23.484744	Note -
Round Up: Local Currency - 1			Other Charges - 1
Denmark			
DANISH KRONE	DKK	ROE:6.773884	Note -
Round Up: Local Currency - 5			Other Charges - 1
Djibouti			
Djibouti Franc	DJF	ROE:177.721000	Note -
Round Up: Local Currency - 100			Other Charges - 100
Dominica			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Dominican			
Republic			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Ecuador			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Egypt			
EGYPTIAN Pound	EGP	ROE:16.560000	Note -

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Round Up: Local Currency - 1	Other Charges - 1
El Salvador	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Equatorial Guinea	
CFA franc XAF ROE:595.677380	Note -
Round Up: Local Currency - 100	Other Charges - 100
Eritrea	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Estonia	
euro EUR ROE:.908104	Note -
Round Up: Local Currency - 5	Other Charges - 0.1
Ethiopia	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - .	Other Charges - 0.1
Eswatini	
Lilangeni SZL ROE:15.071386	Note -
Round Up: Local Currency - 10	Other Charges - 1
European M. Union	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.5
Falkland Islands	
Falkland Islands Pound FKP ROE:.818146	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Faroe Islands	
Danish Krone DKK ROE:6.773884	Note -
Round Up: Local Currency - 5	Other Charges - 0.1
Fiji	
Fiji Dollar FJD ROE:2.204261	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Finland	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
France	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
French Guiana	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
French Polynesia	
CFP Franc XPF ROE:108.365631	Note -
Round Up: Local Currency - 5	Other Charges - 1
Gabon	
CFA Franc XAF ROE:595.677380	Note -
Round Up: Local Currency - 100	Other Charges - 100
Gambia	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Georgia	
Euro EUR ROE:.908104	Note E
Round Up: Local Currency - 1	Other Charges - 0.1
Germany	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Ghana	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1

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Gibraltar			
Gibraltar			
Pound	GIP	ROE:.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Greece			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 100			Other Charges - 10
Greenland			
Danish Krone	DKK	ROE:6.773884	Note -
Round Up: Local Currency - 5			Other Charges - 1
Grenada			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Guadeloupe			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Guam			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Guatemala			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Guinea			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Guinea-Bissau			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Guyana			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 1
Haiti			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Honduras			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Hong Kong			
Hong Kong Dollar	HKD	ROE:7.841150	Note -
Round Up: Local Currency - 10			Other Charges - 1
Hungary			
Forint	HUF	ROE:299.756829	Note -
Round Up: Local Currency - 10			Other Charges - 10
Iceland			
Iceland Krone	ISK	ROE:126.754430	Note -
Round Up: Local Currency - 100			Other Charges - 10
India			
Indian Rupee	INR	ROE:71.969032	Note -
Round Up: Local Currency - 5			Other Charges - 1
Indonesia			
Indonesian Rupiah	IDR	ROE:14126.800000	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Iran, Islamic Republic of			
Iranian Rial	IRR	ROE:112807.000000	Note -
Round Up: Local Currency - 100			Other Charges - 100
Iraq			
Iraq Dinar	IQD	ROE:1199.765150	Note D

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Round Up: Local Currency - 0.1	Other Charges - 0.05
Ireland	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Israel	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Italy	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Jamaica	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Japan	
YEN JPY ROE:106.608770	Note -
Round Up: Local Currency - 100	Other Charges - 10
Jordan	
Jordanian Dinar JOD ROE: .709000	Note -
Round Up: Local Currency - 1	Other Charges - 0.05
Kazakhstan	
Tenge KZT ROE:387.166000	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Kenya	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Kiribati	
Australian Dollar AUD ROE:1.468910	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Korea, Democratic People's Republic of	
North Korean Won KPW ROE:107.250000	Note -
Round Up: Local Currency - 1	Other Charges - 1
Korea, Republic of	
Korean Won KRW ROE:1201.730079	Note -
Round Up: Local Currency - 100	Other Charges - 100
Kuwait	
Kuwait Dinar KWD ROE:.304751	Note -
Round Up: Local Currency - 1	Other Charges - 0.05
Kyrgyzstan	
Euro EUR ROE:.908104	Note E
Round Up: Local Currency - 1	Other Charges - 0.1
Laos, People's Democratic Republic of	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Latvia	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Lebanon	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Lesotho	

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LOTI	LSL	ROE:15.071386	Note -
Round Up: Local Currency - 10			Other Charges - 0.1
Liberia			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Libyan Arab Jamahiriya			
Libyan Dinar	LYD	ROE:1.431813	Note -
Round Up: Local Currency - 0.1			Other Charges - 0.05
Lithuania			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Luxembourg			
Luxembourg			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Macao			
Pataca	MOP	ROE:8.076385	Note -
Round Up: Local Currency - 10			Other Charges - 1
Madagascar			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 100			Other Charges - 50
Malawi			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Malaysia			
Malaysian Ringgit	MYR	ROE:4.194384	Note -
Round Up: Local Currency - 1			Other Charges - 1
Maldives			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Mali			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Malta			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Marshall Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Martinique			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Mauritania			
Ouguiya	MRO	ROE:37.391920	Note -
Round Up: Local Currency - 20			Other Charges - 10
Mauritius			
Mauritius Rupee	MUR	ROE:37.445118	Note -
Round Up: Local Currency - 5			Other Charges - 1
Mayotte			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Mexico			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Micronesia			
US Dollar	USD	ROE:1.00	Note -

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Round Up: Local Currency - 1	Other Charges - 0.1
Moldova, Republic of	
Euro EUR ROE:.908104	Note E
Round Up: Local Currency - 1	Other Charges - 0.1
Monaco	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Mongolia	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Montenegro	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Montserrat	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Morocco	
Moroccan Dirham MAD ROE:9.756254	Note -
Round Up: Local Currency - 5	Other Charges - 1
Mozambique	
Metical MZM ROE:62.046000	Note -
Round Up: Local Currency - 10000	Other Charges - 10000
Myanmar	
Kyat MMK ROE:1546.704423	Note D
Round Up: Local Currency - 1	Other Charges - 1
Namibia	
Namibian Dollar NAD ROE:15.071386	Note -
Round Up: Local Currency - 10	Other Charges - 1
Nauru	
Australian Dollar AUD ROE:1.468910	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Nepal	
Nepalese Rupee NPR ROE:115.150452	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Netherlands	
Netherlands	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Netherlands Antilles	
Netherlands Antillean Guilder ANG ROE:1.790000	Note -
Round Up: Local Currency - 1	Other Charges - 1
New Caledonia	
CFP Franc XPF ROE:108.365631	Note -
Round Up: Local Currency - 100	Other Charges - 10
New Zealand	
New Zealand Dollar NZD ROE:1.568442	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Nicaragua	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Niger	
CFA Franc XOF ROE:595.677380	Note -

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Round Up: Local Currency - 100	Other Charges - 100
Nigeria	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Niue	
New Zealand Dollar NZD ROE:1.568442	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Norfolk Island	
Australian Dollar AUD ROE:1.468910	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Northern Mariana Islands	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Norway	
Norwegian Krone NOK ROE:9.026063	Note -
Round Up: Local Currency - 5	Other Charges - 1
Occupied Palestinian Territory	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Oman	
Rial Omani OMR ROE: .384500	Note -
Round Up: Local Currency - 1	Other Charges - 1
Pakistan	
Pakistan Rupee PKR ROE:156.955904	Note -
Round Up: Local Currency - 10	Other Charges - 1
Palau	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Panama	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Papua New Guinea	
KINA PGK ROE:3.487872	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Paraguay	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Peru	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Philippines	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Poland	
PLN PLN ROE:3.948006	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Portugal	
Portuguese	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Puerto Rico	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Qatar	
Qatari Rial QAR ROE:3.640000	Note -
Round Up: Local Currency - 10	Other Charges - 10
Reunion	

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Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Romania			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Russian Federation			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Rwanda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saba			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Helena			
Saint Helena			
Pound	SHP	ROE: 0.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Kitts and Nevis			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Lucia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Maarten			
Guilder Netherlands Antilles	ANG	ROE:1.790000	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Pierre and Miquelon			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 0.01			Other Charges - 0.01
Saint Vincent and The Grenadines			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Samoa			
Tala	WST	ROE:2.758274	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Sao Tome and Principe			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saudi Arabia			
Saudi Riyal	SAR	ROE:3.750000	Note -
Round Up: Local Currency - 1			Other Charges - 1
Senegal			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Serbia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Seychelles			
Seychelles			
Rupee	SCR	ROE:14.552957	Note -
Round Up: Local Currency - 1			Other Charges - 1

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Sierra Leone			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Singapore			
Singapore Dollar	SGD	ROE:1.385105	Note -
Round Up: Local Currency - 1			Other Charges - 1
Slovakia			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 1
Slovenia			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 100			Other Charges - 1
Solomon Islands			
Solomon Islands Dollar	SBD	ROE:8.494263	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Somalia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
South Africa			
Rand	ZAR	ROE:15.071386	Note -
Round Up: Local Currency - 10			Other Charges - 1
South Sudan			
South Sudanese Pound SSP		ROE:159.403000	Note G
Round Up: Local Currency - 1			Other Charges - 1
Spain			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Sri Lanka			
SRI LANKA RUPEE	LKR	ROE:181.346000	Note -
Round Up: Local Currency - 100			Other Charges - 1
Sudan			
Sudanese Dinar	SDG	ROE:45.225000	Note G
Round Up: Local Currency - 1			Other Charges - 1
Suriname			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Sweden			
Swedish Krone	SEK	ROE:9.726038	Note -
Round Up: Local Currency - 5			Other Charges - 1
Switzerland			
SWISS Franc	CHF	ROE:.987367	Note -
Round Up: Local Currency - 1			Other Charges - 0.5
Syrian Arab Republic			
Syrian Pound	SYR	ROE:436.000000	Note G
Round Up: Local Currency - 1			Other Charges - 1
Tajikistan			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Tanzania, United Republic of			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Thailand			
Baht	THB	ROE:30.821100	Note -
Round Up: Local Currency - 5			Other Charges - 5

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Timor - Leste			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 5			Other Charges - 0.1
Togo			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Tonga			
Pa'anga	TOP	ROE:2.385951	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Trinidad and Tobago			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Tunisia			
Tunisian Dinar	TND	ROE:2.918174	Note -
Round Up: Local Currency - 0.5			Other Charges - 0.5
Turkey			
Turkish Lira	TRY	ROE:5.715780	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Turkmenistan			
New Manat	TMT	ROE:3.500000	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Turks and Caicos Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Tuvalu			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Uganda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Ukraine			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
United Arab Emirates (Comprised of Abu Dhabi, Ajman, Dubai, Fujairah, Ras-el-Khaimah, Sharjah, Umm Al Qaiwain)			
UAE Dirham	AED	ROE:3.672750	Note -
Round Up: Local Currency - 10			Other Charges - 10
United Kingdom			
Pound Sterling	GBP	ROE:0.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
United States			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Uruguay			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Uzbekistan			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1

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Vanuatu			
Vatu	VUV	ROE:114.140000	Note -
Round Up: Local	Currency - 100		Other Charges - 10
Venezuela			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local	Currency - 1		Other Charges - 0.1
Vietnam			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local	Currency - 1		Other Charges - 0.1
Wallis and Futuna Islands			
CFP Franc	XPF	ROE:108.365631	Note -
Round Up: Local	Currency - 100		Other Charges - 10
Yemen, Republic of			
Yemini Rial	YER	ROE:250.000000	Note G
Round Up: Local	Currency - 1		Other Charges - 0.1
Zambia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local	Currency - 1		Other Charges - 0.1
Zimbabwe			
Zimbabwe Dollar	USD	ROE:1.0	Note -
Round Up: Local	Currency - 1		Other Charges - 0.1

Notes:

- D International Fares from this country are published in US Dollars. This rate of exchange is to be used solely to convert local currency domestic fares to US Dollars. This will allow combination of domestic fares and international fares from this country on the same ticket and provide a common industry base.
- E International Fares from this country are published in Euro. This rate of exchange is to be used solely to convert local currency domestic fares to Euro. This will allow combination of domestic fares and international fares from this country on the same ticket and provide a common industry base.
- G This rate of exchange is established by Government Order and does not result from the application of Resolution 024c.

Local Currency Rounding Table

For those countries where fares are expressed in USD and the USD is not the local currency, and when payment is tendered in the local currency, the amounts shall be rounded up to next unit as per the following table, unless otherwise shown:

Afghanistan			
Afghani	AFA		Note -
Round Up: Local	Currency - 1		Other Charges - 1
Albania			
Lek	ALL		Note -
Round Up: Local	Currency - 1		Other Charges - 1
Angola			
KWANZA	AOK		Note -
Round up: Local	Currency - 1000000		Other Changes - 0.1
Kwanza			
Reajustado	AOR		Note -
Round Up: Local	Currency - 100		Other Charges - 100

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Anguilla			
EC Dollar	XCD		Note 3
Round Up: Local Currency	- 1		Other Charges - 0.1
Antigua and Barbuda			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Argentina			
Argentine Peso	ARS		Note 1,3
Round Up: Local Currency	- 1000		Other Charges -
1000			
Armenia			
Armenian Dram	AMD		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Azerbaijan			
Azerbaijani			
Manat	AZM		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Bahamas			
Bahamian Dollar	BSD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Bangladesh			
Taka	BDT		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Barbados			
Barbados Dollar	BBD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Belarus			
Belarussian			
Ruble	BYB		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Belize			
Belize Dollar	BZD		Note 1
Round Up: Local Currency	- 1		Other Charges - 0.1
Bermuda			
Bermudian			
Dollar	BMD		Note 3
Round Up: Local Currency	- 1		Other Charges - 0.1
Bolivia			
Boliviano	BOB		Note 1
Round Up: Local Currency	- 1		Other Charges - 0.1
Bosnia and Herzegovina			
Dinar	BAD		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Brazil			
Brazilian Real	BRL		Note 1,2
Round Up: Local Currency	- 1		Other Charges - 1
Burundi			
Burundi Franc	BIF		Note -
Round Up: Local Currency	- 10		Other Charges - 5
Bulgaria			
Lev	BGL		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Cambodia			
Riel	KHR		Note -
Round Up: Local Currency	- 10		Other Charges - 10
Cape Verde			

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Cape Verde			
Escudo	CVE		Note -
Round Up: Local Currency	- 100		Other Charges - 100
Cayman Islands			
Cayman Island			
Dollar	KYD		Note 3
Round Up: Local Currency	- 0.1		Other Charges - 0.1
Chile			
Chilean Peso	CLP		Note 1
Round Up: Local Currency	- 1		Other Charges - 1
Colombia			
Colombian Peso	COP		Note 1
Round Up: Local Currency	- 100		Other Charges - 100
Costa Rica			
Costa Rican			
Colon	CRC		Note 1
Round Up: Local Currency	- 10		Other Charges - 10
Croatia			
Croatian Kuna	HRK		Note 3
Round Up: Local Currency	- 1		Other Charges - 1
Cuba			
Cuban Peso	CUP		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Dominica			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Dominican Republic			
Dominican Peso	DOP		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Ecuador			
Sucre	ECS		Note 1,3
Round Up: Local Currency	- 1		Other Charges - 0.1
El Salvador			
El Salvador			
Colon	SVC		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Eritrea			
Ethiopian Birr	ETB		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Estonia			
Kroon	EEK		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Ethiopia			
Ethiopian Birr	ETB		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Gambia			
Dalasi	GMD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Georgia			
Lari	GEL		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Ghana			
Cedi	GHC		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Grenada			
EC Dollar	XCD		Note -

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Round Up: Local Currency - 1	Other Charges - 0.1
Guatemala	
Quetzal GTQ	Note 3
Round Up: Local Currency - 1	Other Charges - 0.1
Guinea	
Guinea Franc GNF	Note -
Round Up: Local Currency - 100	Other Charges - 100
Guyana	
Guyana Dollar GYD	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Haiti	
Gourde HTG	Note -
Round Up: Local Currency - 1	Other Charges - 0.5
Honduras	
Lempira HNL	Note 1
Round Up: Local Currency - 1	Other Charges - 0.2
Indonesia	
Rupiah IDR	Note -
Round Up: Local Currency - 100	Other Charges - 100
Israel	
Shekel ILS	Note 3
Round Up: Local Currency - 1	Other Charges - 1
Jamaica	
Jamaican Dollar JMD	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Kazakhstan	
Kazakhstan	
Tenge KZT	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Kenya	
Kenyan Shilling KES	Note -
Round Up: Local Currency - 5	Other Charges - 5
Kyrgyzstan	
Som KGS	Note -
Round Up: Local Currency - 1	Other Charges - .1
Laos, People's	
Democratic	
Republic of	
Kip LAK	Note -
Round Up: Local Currency - 10	Other Charges - 10
Latvia	
Latvian Lats LVL	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Lebanon	
Lebanese Pound LBP	Note -
Round Up: Local Currency - 100	Other Charges - 100
Liberia	
Liberian Dollar LRD	Note -
Round Up: Local Currency - 100	Other Charges - 100
Lithuania	
Lithuanian Litas LTL	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Macedonia, The	
Former Yugoslav	
Republic of	
Dener MKD	Note 3
Round Up: Local Currency - 1	Other Charges - 1
Madagascar	

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Malagasy Franc	MGF		Note -
Round Up: Local Currency	-1000		Other Charges - 50
Malawi Kwacha	MWK		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Maldives Rufiyaa	MVR		Note 1
Round Up: Local Currency	- 1		Other Charges - 1
Mexico Mexican Peso	MXN		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Moldova, Republic of Moldovan Leu	MDL		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Mongolia Tugrik	MNT		Note -
Round Up: Local Currency	- -		Other Charges - -
Montserrat EC Dollar	XCD		Note 3
Round Up: Local Currency	- 1		Other Charges - 0.1
Nepal Nepalese Rupee	NPR		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Nicaragua Cordoba Oro	NIO		Note 1
Round Up: Local Currency	- 1		Other Charges - 1
Nigeria Naira	NGN		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Panama Balboa	PAB		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Paraguay Guarani	PYG		Note 1
Round Up: Local Currency	- 1000		Other Charges - 1000
Peru Nuevo Sol	PES		Note -
Round Up: Local Currency	- 0.1		Other Charges - 0.1
Philippines Philippine Peso	PHP		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Poland Zloty	PLN		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Romania Leu	ROL		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Russian Federation Belarussian Ruble	BYB		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Rwanda Rwanda France	RWF		Note -
Round Up: Local Currency	- 10		Other Charges - 5
Saint Kitts			

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and Nevis			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Saint Lucia			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Saint Vincent and The Grenadines			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Sao Tome and Principe			
Dobra	STD		Note -
Round Up: Local Currency	- 10		Other Charges - 10
Sierra Leone			
Leone	SLL		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Somalia			
Somali Shilling	SOS		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Surinam			
Surinam Guilder	SRG		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Tajikistan			
Tasik Ruble	TJR		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Tanzania, United Republic of			
Tanzanian Shilling	TZS		Note -
Round Up: Local Currency	- 10		Other Charges - 10
Trinidad and Tobago			
Trinidad and Tobago Dollar	TTD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Turkey			
Turkish Lira	TRL		Note -
Round Up: Local Currency	- 1000		Other Charges - 100
Turkmenistan			
Turkmenistan Manat	TMM		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Uganda			
Uganda Shilling	UGX		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Ukraine			
Hryvnia	UAH		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Uruguay			
Uruguayan Peso	UYU		Note -1,3
Round Up: Local Currency	- 100		Other Charges - 100
Uzbekistan			
Uzbekistan Sum	UZS		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Venezuela			

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Bolivar	VEB	Note -
Round Up: Local Currency - 10		Other Charges - 10
Viet Nam		
Dong	VND	Note -
Round Up: Local Currency - 1		Other Charges - 1
Yemen,		
Republic of		
Yemeni Rial	YER	Note -
Round Up: Local Currency - 1		Other Charges - 1
Yugoslavia		
New Dinar	YUM	Note 4
Round Up: Local Currency - 1		Other Charges - 1
Zaire		
New Zaire	ZRN	Note -
Round Up: Local Currency - 1		Other Charges - 0.05
Zambia		
Kwacha	ZMK	Note -
Round Up: Local Currency - 1		Other Charges - 5

Notes:

1. For documents issued in the local currency of this country, refunds shall only be made in this country and in the currency of this country.
2. No rounding is involved, all decimals beyond two shall be ignored.
3. Rounding of fares and other charges shall be to the nearest rounding unit.
4. Rounding shall be accomplished by dropping amounts of 50 paras and less and increasing amounts of more than 50 paras to the next higher new dinar.

Rule 200 Children's and Infants' Fares

Issued: October 26, 2019

Effective: October 27, 2019

- (A) Accompanied children (infant(s)) under two years of age when accompanied by an adult passenger (see note), unless otherwise specified in the fare rules, children who are less than two years of age on the date of commencement of the outward journey will be assessed fares as follows:
- (1) 10 percent of the applicable adult fare for one child (infant) not occupying an individual seat.
  - (2) 85 percent of the applicable adult fare for children under 2 years of age occupying individual seats or children in excess of one accompanying an adult passenger.
  - (3) Only one infant under the age of two years may be held in the lap of an accompanying adult passenger.
  - (4) No single adult passenger shall be responsible for more than one infant whether the infant is held on the lap of an accompanying passenger or a seat has been purchased for the infant.
  - (5) An infant under two years of age at the time of departure but reaching his/her second birthday but have not reached their twelfth (12) birthday during the continuing/return flight(s) will require a seat and must pay the applicable fare for the continuing/return flight(s). Unless otherwise specified in the fare rules, the applicable fares shall be 85% percent of the adult fare.
- (B) Unless otherwise specified in the fare rules, accompanied children two years of age or over, but under twelfth (12). When accompanied by an adult passenger (see note), the fare for children who have reached their second birthday but have not reached their twelfth birthday on the date of commencement of their outward journey, will be 85 percent of the applicable adult fare.
- (C) Unless otherwise specified in the fare rules, unaccompanied children five (5) years of age or over but under twelve (12) years of age (for conditions governing the acceptance of unaccompanied children, see rule no. 201 herein) except as otherwise provided in the applicable fares rules. Unaccompanied children who have reached their fifth (5th) birthday but have not reached their twelfth (12th) birthday on the date of commencement of their outward journey will be charged 100 percent of the applicable adult fare.
- (D) Other conditions for accompanied/unaccompanied children unless otherwise specified in an applicable fares rule, children's and infants' discount apply to any charge or surcharge and any cancellation or refund fee.

Note: "Adult passenger" as used herein shall mean a Passenger 18 years of age or older.

## Rule 201 Unaccompanied Minors

Issued: October 26, 2019

Effective: October 27, 2019

Note: MH operated flight only.

(A) General

- (1) For the purpose of this rule, "guardian" is any adult/parent having responsibility over the welfare of a minor.
- (2) The carrier offers a supervision service called the unaccompanied minor service (um service) for all minors who have achieved the minimum age. this service is either mandatory or optional, depending upon the age of the minor.

(B) Age restrictions

- (1) Minors under 05 years of age are not eligible to use the um service, and must always be accompanied by a person aged 18 or older when travelling. the accompanying passenger must occupy a seat in the same cabin as the minor.
- (2) Minors aged between 05 and 15 years of age may only travel unaccompanied if they are using the um service, outlined below.
- (3) Minors from age 05 up to a maximum of 15 years of age can also use the um service at the request of their guardian. please note, however, that if a guardian requests the um service for a minor between these ages, all travel restrictions applicable to the um service will apply.

(C) Travel restrictions

The UM service is available on:

- (a) Non-stop flights; or
- (b) Direct flights (a direct flight makes a stop but is no change of aircraft). or
- (c) MH operated flight only.
- (d) All travel and health documents required for the journey must be in order before the child can be accepted for unaccompanied travel. the responsibility of obtaining the necessary travel and health documents rests solely with the parents or guardians.
- (e) Parent or guardians should be advised at the time of booking that the person accompanying the child to the airport until the aircraft has departed.

(D) Fares and charges

- (1) Unaccompanied minors travelling on um service provided by the carrier will be subject to the applicable adult fare.
- (2) A charge of as below per minor, in each direction, will be applied for using the um service.  
for travel within Malaysia, travel between Malaysia to Singapore and Brunei vice versa -  
CAD 40/USD 35 from LON to worldwide  
CAD 88.00/USD 70.00
- (3) When two or more minors are travelling together,

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- only one um service charge in each direction will apply.
- (4) The charge is non-refundable and is subject to applicable taxes.
- (E) Conditions of application for unaccompanied travel
- (1) Arrangements and registration for the um service must be made at least 72 hours prior to departure.
  - (2) The minor must be brought to the airport of departure by a guardian who remains with the minor until the carrier starts providing supervision. the guardian will complete all the required documents which include providing the carrier with satisfactory evidence that the minor will be met by another parent, guardian or other responsible adult. the guardian who will be meeting the unaccompanied minor at the airport of arrival must have photo identification which will allow the carrier personnel to identify this person as the appropriate person designated to meet the minor.
  - (3) The guardian will be required to remain at the airport of departure until the aircraft has departed.
  - (4) In case of emergency, the guardian must provide the carrier with the name and phone number of a person who can be contacted during the time the minor is in the carrier's care.
  - (5) Unaccompanied minors aged 05 through 15 years old will not be accepted if the flight on which the minor holds a reservation is expected to terminate short of, or bypass the minor's destination.
  - (6) Once the minor is under the carrier's care, the minor will be provided supervision by the carrier until he/she is met at destination by a guardian who can confirm to carrier personnel by means of photo identification that they are the parent(s) designated to meet the minor.
  - (7) Confirmed reservations must be booked for unaccompanied minors. standby travel is not permitted.
  - (8) A minor with a medical condition or a minor with a disability may not be accepted for travel unaccompanied. medical clearance may be required for any um service to be offered to a minor with a medical condition or a disability,
- (F) Carrier's limited responsibility  
with the exception of the service specifically provided to an unaccompanied minor in this rule, the carrier will not assume any financial or guardianship responsibilities for the unaccompanied minor beyond those applicable to an adult passenger.

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### Rule 500 Passengers on Stretchers

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MH will accept an incapacitated person traveling on a stretcher in the economy class section of the aircraft only, subject to rule no. 25 herein, provided advance arrangements are made and space and appropriate equipment are available, and subject to the following conditions:

- (A) Stretcher passenger must be accompanied by at least one able-bodied attendant who shall occupy the adjoining seat and shall care for the passenger during the trip.
- (B) Stretcher passenger on B747 shall pay 9 times the normal applicable adult fare (including the fares for a maximum of 3 attendants).
- (C) Stretcher passenger on DC10 shall pay 6 or 9 times the applicable adult fare depending on the number of seats displaced:
  - (i) If 6 seats are displaced, the fare shall be 6 times the normal applicable adult fare (fares for attendants will be charged in addition accordingly).
  - (ii) If 9 seats are displaced, the fare shall be 9 times the normal applicable adult fare (including the fare for a maximum of 3 attendants).
- (D) The total free baggage allowance will be according to the number of fares paid but each passenger will be allowed to carry only the single entitlement of personal articles.
- (E) The cost of ambulances, hospitalization and other ground expenses will be borne by the passenger occupying the stretcher.



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