

FACT SHEET

1 No Hidden Charges – Full Disclosure of Final Price of Airfare

A) At the point of advertisement, airlines must display the **all-inclusive price for air fare** that includes:-

- ✓ **Base fare** (includes all charges payable to the airline)
- ✓ **Government imposed taxes and fees**
- ✓ **Fees and charges** prescribed under any written law
- ✓ **Fuel surcharge**

B) At the point of payment, the **breakdown** should display:-

- ✓ **Base fare** (includes all charges payable to the airline)
- ✓ **Government imposed taxes and fees**
- ✓ **Fees and charges** prescribed under any written law
- ✓ **Fuel surcharge**
- ✓ **Optional services** purchased by a consumer on an opt-in basis

2 Remittance of Refunds within 30 Days

- ✓ Ticket purchased from airlines or travel agents
- ✓ Refunds to consumers or travel agents by airlines
- ✓ Refunds include Passenger Service Charge (PSC), taxes, fees and charges prescribed by any written law

Charges for non-refundable flight tickets

Airlines are only allowed to charge an administration fee of up to 5 per cent for refunds of PSC, taxes, fees and charges prescribed by any written law

Charges for refundable flight tickets

Airlines are **not allowed** to charge any additional administration fee on top of the processing fee specified in the Terms and Conditions of the flight ticket

3 Free of Charge (FOC) wheelchair services for Persons with disability holding an OKU (Orang Kurang Upaya) card

4 Communication of Change in Flight Status

A) Communication when there is a **change in the flight schedule**:-

Planned flight rescheduling

- ✓ Changes to flights of 3 hours or more (before or after the scheduled departure time), airlines must inform consumers 12-48 hours before the time of departure

Route cessation or airlines discontinue to operate

- ✓ Airlines must inform consumers at least 1 month prior to the cessation date of a particular flight

Verification letter on flight delay or cancellation

- ✓ Airlines must provide a verification letter within 7 working days for consumers affected by a flight cancellation or delay of 30 minutes or more

B) **Reimbursement and care** for planned flight rescheduling and route cessation

Consumers shall be offered the choice of:-

- ✓ reimbursement of the full cost of the ticket (inclusive of taxes and fees) within 30 days
- ✓ rerouting to the final destination on comparable transportation

5 Prominent Display of Key Terms and Conditions by Airlines

- ✓ Cancellation fees
- ✓ Refunds and rebooking policies
- ✓ Baggage allowance policies
- ✓ No-show policies (Consumer not turning up for a booked flight at the airport)
- ✓ Validity of passenger's travel documents

Note: This is also applicable for ticket purchased through travel agents

6 Consumers are protected under the MACPC even if travel insurance has not been purchased

Background of MACPC AMENDMENT 2019

- Gazetted on 10 May 2019, designed with consumers in mind
- The MACPC applies to all local or international airlines, full service or budget carriers operating into or out of Malaysia

Have a complaint?

First submit your complaint to the airline or airport

Not satisfied?

If your complaint is not resolved within 30 days, or if you are not satisfied with the solution, submit a complaint to MAVCOM via www.flysmart.my

FlySmart 



Malaysian Aviation Commission
Suruhanjaya Penerbangan Malaysia



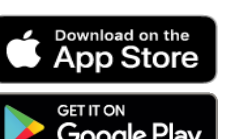
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FlySmart App



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