

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

CONSUMERS ARE PROTECTED UNDER THE MACPC EVEN IF TRAVEL INSURANCE HAS NOT BEEN PURCHASED



Background of MACPC 2019

- Gazetted on **10 May 2019** and was enforced on **1 June 2019**.
- 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.

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 upon request**
- 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

FREE OF CHARGE (FOC) WHEELCHAIR SERVICES FOR PERSONS WITH DISABILITY HOLDING AN OKU (ORANG KURANG UPAYA) CARD



6

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

1 DENIED BOARDING



An airline can only deny a consumer from boarding if:

- A consumer **voluntarily surrenders** the reservation **upon the airline's request**
- **Insufficient volunteers** to meet the airline's request

Consumers shall be offered the choice of:

- Meals, phone calls and internet access
- Accommodation and transport (where reasonable) and between a full refund or rerouting under comparable transport conditions

2 LOST, DAMAGED AND DELAYED BAGGAGE



To claim compensation, consumer must file a written complaint with the airline:

- On arrival or within **7 days** of arrival for **damaged baggage**

OR

- On arrival or within **21 days** of arrival for **delayed baggage**

3 POST PURCHASE PRICE INCREASE



Airlines are not allowed to increase the price of a ticket after a consumer has purchased the ticket

4 AUTOMATIC ADD-ONS



- Airlines are not allowed to automatically add on additional services
- Any optional services must be communicated in a clear and transparent manner at the point of booking
- Any additional services must be on an opt-in basis

5 FLIGHT DELAY AND CANCELLATION



Reimbursement and care for flight delay and flight cancellation:

A) For flight delays of 2 hours or more:



Meals



Phone calls



Internet access

B) For flight delays of 5 hours or more:



Meals



Phone calls



Internet access



Hotel accommodation, where an overnight stay becomes necessary



Transport between the hotel and airport

C) Flight cancellation



Full refund



Rerouting with comparable transport conditions

The only exceptions are during “extraordinary circumstances” that include but not limited to security risks or extreme weather which affects the operations of an airline

Background of MACPC 2016

- Gazetted on **30 June 2016** and was enforced on **1 July 2016**.
- 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.