

## **Economy Flex Tickets: Eligibility of 10% Discount via Promo Code**

### **Q1. What is 10% off next purchase for Economy Flex?**

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

### **Q2. How does 10% off next purchase work?**

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

- i. I have made a booking for 5 passengers. How many promo codes will I receive?**  
There will be only one (1) promo code given for each booking, regardless of the number of passengers. This promo code will work for any number of pax in the next booking provided it is all done under one PNR Booking.
- ii. Will I get the promo code if I make a booking via a travel agent or Malaysia Airlines Contact Centre?**  
No, the promo code offer is only applicable for purchases made via Malaysia Airlines website and mobile app.
- iii. Will I get the promo code if my booking was made via MHexplorer, MHenterprise or any other special partnership and promotional campaign?**  
Yes, purchase of Economy Flex tickets made via these platforms will be eligible for the promo code. However, redemption of the promo code can only be made via malaysiaairlines.com or Malaysia Airlines mobile app.
- iv. Will I get the promo code if I purchased Economy Flex for one way only?**  
Yes, all Economy Flex tickets will be eligible for the promo code even if it's only for one way. However, for redemption, only a return Economy Flex ticket will activate the promo code.
- v. Will the promo code work for infant and child as well?**  
Yes, the promo code will be valid for all passenger categories (Infant, Child, Adult). However, only one (1) promo code of 10% can be inserted during redemption and it will be applicable for all pax in that booking.
- vi. Will I be eligible for another promo code if I make my next Economy Flex purchase using the promo code given?**  
Yes, a new promo code will be provided for 10% off on your next flight purchase whenever an Economy Flex ticket is booked.
- vii. My original ticket was not an Economy Flex ticket but I've since rebooked and change it to Economy Flex. Am I eligible for the 10% discount?**  
Yes, a promo code will be given for tickets that have been reissued and changed from Economy Basic to Economy Flex.

### **Q3. How does promo code redemption work for 10% off your next purchase?**

The promo code will be emailed to the eligible customer within 24 hours after a booking is made.

- i. How do I redeem/use the promo code to make my booking?**  
Just insert the promo code during your next ticket purchase on malaysiaairlines.com or Malaysia Airlines mobile app.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Q1: Who is eligible for the promo code?**

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

### **Q2: What does the promo code offer?**

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

- i. I've made a booking for 5 passengers. How many promo codes will I receive?**  
There will be only one (1) promo code given for each booking, regardless of the number of passengers. This promo code will work for any number of pax in the next booking provided it is all done under one PNR Booking.
- ii. Will I get the promo code if I make a booking via a travel agent or Malaysia Airlines Contact Centre?**  
No, the promo code offer is only applicable for purchases made via Malaysia Airlines website and mobile app.
- iii. Will I get the promo code if my booking was made via MHexplorer or any other special partnership and promotional campaign?**  
Yes, purchase of Business Flex/Shuttle or Business Suite tickets made via these platforms will be eligible for the promo code. However, redemption of the promo code can only be made via malaysiaairlines.com or Malaysia Airlines mobile app.
- iv. Will I get the promo code if I purchased Business Flex/Shuttle or Business Suite for one way only?**  
Yes, all Business Flex/Shuttle or Business Suite tickets will be eligible for the promo code even if it's only for one way. However, for redemption, only a return Business Flex/Shuttle or Business Suite ticket will activate the promo code.
- v. Will the promo code work for infant and child as well?**  
Yes, the promo code will be valid for all passenger categories (Infant, Child, Adult). However, only one (1) promo code of 10% can be inserted during redemption and it will be applicable for all pax in that booking.
- vi. Will I be eligible for another promo code if I make my next Business Flex/Shuttle or Business Suite purchase using the promo code given?**  
Yes, a new promo code will be provided for 10% off on your next flight purchase whenever a Business Flex/Shuttle or Business Suite ticket is booked.
- vii. My original ticket was not a Business Flex/Shuttle or Business Suite ticket, but I've since rebooked and change it to Business Flex/Shuttle or Business Suite. Am I eligible for the 10% discount?**  
Yes, a promo code will be given for tickets that have been reissued and changed from Business Basic to Business Flex/Shuttle or Business Suite.
- viii. If I buy a Business Flex/Shuttle or Business Suites ticket using Enrich Points redemption, am I entitled for the 10% Off next flight purchase?**  
Yes, you will receive the 10% off coupon code via e-mail and you may use it on the next normal Flex/Shuttle fare ticket purchase (The coupon code is not applicable for redemption ticket).

### **Q3. How does promo code redemption work for 10% off your next purchase?**

The promo code will be emailed to the eligible customer within 24 hours after a booking is made.

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

Just insert the promo code during your next ticket purchase on [malaysiaairlines.com](http://malaysiaairlines.com) or Malaysia Airlines mobile app.

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

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

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

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

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

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

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

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

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

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

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

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

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

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