

Your flight rights

These are some of the minimum service levels and **consumer rights listed under the MACPC.**

An airline



> Shall indicate the final price of air fares to be paid for the air transport service offered or published by the airline in any form, including on the Internet.

> Shall not automatically add on any optional services to a customer's purchase if the customer takes no other action when making the purchase.



> Shall disclose all terms and conditions of the contract of carriage to the consumer before the purchase of a ticket by the consumer.

Denied boarding



1 > When an operating airline reasonably expects to deny boarding on a flight, it shall first contact passengers to volunteer to surrender their reservations.



2 > Passengers who volunteer to surrender their seats shall be offered compensation and care.



3 > This can include meals, phone calls and Internet access, accommodation and transport (where reasonable) and the choice between a full refund or a replacement flight.

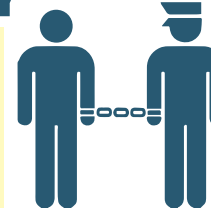
4

> If consumers choose the full refund, it must be given within 30 days.



5

> If the number of passengers who volunteer is insufficient, the airline may deny boarding to any passenger and shall immediately offer compensation.



6

> Compensation by the airline will not apply to passengers who are denied boarding based on reasonable grounds such as health, safety or security, or inadequate travel documentation.

Flight delays



Delay for **over two hours**

> Passengers shall be offered free meals, refreshments, limited phone calls and Internet access in a reasonable relation to the waiting time.



Delay for **over five hours**

> Passengers shall be offered hotel accommodation if necessary and transport between the airport and place of accommodation.



Flight cancellations



> Passengers shall be offered the choice between a full refund within 30 days or free re-routing to their destination at the earliest opportunity or at a later date at the passenger's convenience.



©The Star Graphics

Source: Malaysian Aviation Commission, Malaysian Aviation Consumer Protection Code 2016