

BLANKET WAIVER POLICY

Dear Travel Partners,

In order to streamline the request for the waivers, **no waiver codes** will be required for involuntary changes due to **major schedule changes** or **cancellation** of MS flights.

Ø Significant Schedule Changes

International Flights : departure or arrival changes by 6 hours or more

Domestic Flights : departure or arrival changes by 3 hours or more

Ø Rebooking Windows

For cancelled flights you may rebook a cancelled flight to the day before, the day after, or the next available operational day at no extra cost in the same RBD type of the cancelled flight. (see instructions below if same RBD is not available)

Please note that you are required to enter in the endorsement box or refund box the following information:

Ø For Involuntary exchange or refund

Ø Flight number/ date

Example: invol flight number + date (**INVOL MS859/23AUG**)

If the ticket is not noted correctly you will receive a debit memo.

For tickets rebooked in a different class of service due to involuntary change (TK/UN) the ticket/tickets must be reissued by our ticket office.

Please call reservations at 212-315-0900

We thank you for your cooperation!