



Health situation Covid-19

EXCEPTIONAL COMMERCIAL MEASURES EVEN MORE FLEXIBLE

April 14, 2020 -

The measures taken at the global level to contain the spread of Covid-19 involve, in particular, restriction on passenger traffic.

Faced with these developments and in consideration of the possible travel restrictions to which its customers may be subject, Air Madagascar is further extending the exceptional commercial measures that our airline has already put in place.

These exceptional measures apply to:

- All fare types
- All destinations
- All points-of-sale
- All tickets issued until **31 May 2020** within the validity limit of one year from the date of issuance of the ticket
 - **DATE CHANGE :**
 - for a new travel before November 30, 2020 : all tickets will be exempt from change fees, without readjustment of the fare and without readjustment of seasonality
 - for a new travel from December 1, 2020 : all tickets will be exempt from change fees, with fare and seasonality adjustments if applicable
 - **DESTINATION CHANGE :**
 - change of destination is allowed free of charge with readjustment to the new applicable fare (if necessary), for a future travel before November 30, 2020.



- **REFUND :**

- **non-refundable ticket** can be converted into a travel voucher equal to the value of the unused portion. This non-refundable voucher is valid according to the conditions of reuse indicated above. The voucher is valid 1 year from the date of its issue.
- **refundable tickets** remain refundable according to the conditions of the fare paid.

The conditions of application are available from your usual travel agency. Any ticket processing related to these exceptional arrangements will only be done at your travel agency or via the company's call centre.

Moreover, in addition to the measures taken at the initiative of the company, Air Madagascar recalls that the company applies without possible exception the official measures of restriction and precaution issued by the Malagasy and international authorities.

Air Madagascar reminds that in accordance with the directives of the Malagasy authorities, all its international flights (long-haul and regional) are suspended from Friday 20 March 2020 until Monday 20 April 2020 included.

Air Madagascar encourages everyone to take all precautions to fight against the spread of Covid-19.

Our teams remain at your disposal at the following numbers :

Madagascar : 020 22 510 00

Europe : 01 42 66 00 00

La Réunion : 01 40 06 01 01

In this exceptional context, Air Madagascar is strengthening its telephone assistance service and making the following additional numbers available to its customers:

(+261) 34 49 224 00

(+261) 34 49 224 01

(+261) 34 49 224 02