



Health situation Covid-19

SUSPENSION OF ALL INTERNATIONAL AIR ROUTES WITH MADAGASCAR

March 18, 2020 –

On 17 March 2020, the Presidency of the Republic of Madagascar decreed the suspension of all international air routes to and from Madagascar as of Friday 20 March 2020 for a period of 30 days from that date.

Consequently, Air Madagascar informs its customers and the public that all its international flights (long-haul and regional) are suspended from Friday 20 March 2020 at 00:00 a.m until Monday 20 April 2020 at 11:59 p.m

In accordance with the previous directives still in force, this suspension takes effect as of Thursday 19 March at midnight for all flights between Madagascar and Europe, Reunion Island and Mayotte.

The application of the exceptional commercial measures put in place by the airline is thus extended to all destinations served by Air Madagascar.

These exceptional measures apply to:

- All fare types
 - All destinations
 - All points-of-sale
 - All tickets issued until 31 March 2020
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- **Date change** : all tickets will be exempt from change fees, depending on availability in the same travel class, for a new travel before June 30, 2020.
 - **Destination change** : change of destination is allowed free of charge with readjustment to the new applicable fare (if necessary), for a future travel before June 30, 2020.



- **Travel voucher : for non-refundable ticket purchased** unused before June 30, 2020, the company offer a travel voucher equal to the value of the unused portion. This non-refundable voucher is valid for a future travel from 1 July 2020 until 31 December 2020.
- In case of indisponibility in the same travel class, readjustment to the new applicable fare is free of charge

Air Madagascar will keep its customers informed of any changes in this exceptional situation.

NB: *Cargo flights are not affected by the suspension.*

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