



Covid-19 Point sanitary situation

## FLIGHTS CONNECTING MADAGASCAR TO EUROPE, THE REUNION ISLAND AND MAYOTTE WILL BE SUSPENDED FOR 30 DAYS FROM MARCH 20, 2020

*Antananarivo, 16 March 2020 –*

In his official address dated 14 March 2020, the President of the Republic of Madagascar decreed the suspension of all air links between Madagascar and Europe, Reunion Island and Mayotte from Friday 20 March 2020 inclusive, for a period of 30 days from that date.

All the instructions previously taken by the Malagasy authorities to prevent the spread of Covid-19 remain in force.

In accordance with all these measures, Air Madagascar informs its customers and the public that the company will suspend all its flights to/from metropolitan France (the only destination directly served by the company in Europe), Reunion Island and Mayotte as of Friday 20 March 2020, for a period of 30 days.

All direct international flights to the provinces of Madagascar are immediately suspended, as all international flights having to land at Ivato-Antananarivo International airport.



The Malagasy authorities are asking passengers to make arrangements for their compulsory confinement upon arrival for a period of 14 days. This confinement will have to be observed in Antananarivo, either in self-quarantine or in quarantine by the health authorities. It will be subject to regular mandatory checks by agents of the Ministry of Public Health or by the Police. Any failure to do so will be punishable by the Malagasy authorities.

A letter of commitment to confinement will have to be signed by passengers on boarding international flights. Refusal to sign the letter of commitment by the passenger will result in the passenger's non-boarding, with no possible exception.

**In addition, the company extends the validity of the exceptional commercial measures put in place on March 12.**



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

To modify your trip or find out the status of your flights, 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