



A New Airline of the Maltese Islands

Customers FAQs

October 2023

CUSTOMER BOOKINGS

1. Will existing Air Malta customer bookings be honoured?

Air Malta will continue to operate flights up to and including 30 March 2024. All existing and new tickets still to be purchased for travel up to 30 March 2024 will continue to be fully valid and honoured for travel.

2. What happens to customer bookings for flights on or after 31 March 2024?

All bookings for flights on Air Malta for travel on or after 31 March 2024 will be cancelled and Air Malta will refund customers the full cost (including taxes) of any tickets already issued with travel dates on or after 31 March 2024.

Air Malta tickets for travel on or after 31 March 2024 will not be transferred to the new airline.

3. Will customers be refunded for their cancelled flights?

Yes. Air Malta will refund customers the full cost (including taxes) of any tickets already issued with travel dates on or after 31 March 2024. Refunds are guaranteed by the Government of Malta as the principal shareholder of Air Malta p.l.c.

4. How can customers apply for the refunds for their cancelled flights?

A. For bookings made directly with Air Malta customers may:

- send an email to refundrequest@airmalta.com; or
- write to Air Malta p.l.c. at Skyparks Business Centre, Level 2, Malta International Airport, Luqa, requesting the refund; or
- complete a Refund Request Form at the Air Malta Office at the Malta International Airport (Departures Terminal).

Customers should include the Air Malta reservations code in all communications.

- #### B. For flights booked through a travel agent, customers should contact their travel agent to submit a refund request to Air Malta on their behalf.

5. From when can customers apply for refunds?

Customers can apply for refunds from 1 November 2023.

6. Can customers make another booking for flights on or after 31 March 2024?

Yes. From 1 December 2023 customers may book any flights operated by the new airline.

7. Will Air Malta rebook customers on connecting flights with other airlines in the case of the cancelled bookings?

No. Air Malta will not rebook customers on connecting flights and such bookings must be carried out by the customer.

For connecting flights booked through a travel agent, customers should contact their travel agent.

8. Can customers whose bookings were cancelled rebook on the new airline at the same price?

Ticket prices for the new airline are completely unrelated to Air Malta ticket prices. There is the possibility that some prices may be lower or higher depending on the date of travel.

9. When will customers be able to book flights with the new airline for travel effective 31 March 2024?

From 1 December 2023 customers will be able to book flights with the new airline for travel dates on or after 31 March 2024.

10. From where will customers be able to purchase tickets for flights with the new airline?

Customers will be able to book flights with the new airline through all the normal airline distribution channels including the website of new airline, travel agents, the call centre, online booking platforms etc.

The website of the new airline will be available on 1 December 2023.

11. What happens to codeshare bookings for travel effective 31 March 2024?

All codeshare bookings either made through Air Malta on another airline, or vice-versa by another airline on Air Malta will have to be cancelled. Customers should contact the issuing airline of the ticket for more details.

12. Will customers who have outstanding flight delay or baggage claims with Air Malta still be paid?

Yes. All legally compliant claims will be fully honoured by Air Malta. Payments will be processed as quickly as possible.

13. What happens if I am booked through a Group Booking?

Air Malta will be aware of your group booking and the Air Malta Group Sales department will be in contact directly with the Group Organiser.

FLYPASS LOYALTY PROGRAM

1. What happens to the current Air Malta Flypass Loyalty Program?

The Flypass Loyalty Program of Air Malta p.l.c will be closed and will not be transferred to the new airline. Air Malta p.l.c. will pay Flypass account holders a monetary value of all unclaimed miles on all active Flypass accounts as at 29 February 2024.

2. When will the Flypass Loyalty Program close?

The Air Malta Flypass Loyalty Program will cease for earning and redemption of miles by 29 February 2024.

3. What happens to any unused miles of the existing Air Malta Flypass Loyalty Program?

Customers who have accrued miles can continue to redeem them until 29 February 2024, for travel by 30 March 2024. Thereafter, Air Malta p.l.c. will pay Flypass account holders a monetary value of all unclaimed miles on all active Flypass accounts as at 29 February 2024.

4. How much will customers receive for unclaimed miles?

The monetary value of unclaimed miles will be communicated by Air Malta to Flypass active account holders in due course.

5. How can customers make a booking to use their accrued miles?

Customers may continue to contact the Flypass team either via email on Flypass.airmalta@airmalta.com or call on +356 2599 1239.

6. Do existing Flypass members of Air Malta have to sign up for a new Rewards Program of the new airline?

Yes. Customers will have the opportunity to enroll for the new Rewards Program of the new airline details of which will be communicated in the coming weeks.

7. When will the new Rewards Program of the new airline be available?

The new airline will launch a new easy to use community-based Rewards Program to strengthen its customer value proposition.

Enrolment in the Rewards Program of the new airline will start on 1 December 2023. Further details will be communicated in the coming weeks.

8. Are current Flypass booked tickets still valid?

Any tickets booked using Flypass KMiles will continue to be valid and honoured, for flights up to 30 March 2024.

9. What happens to flights purchased through the Flypass Loyalty Program for travel dates on or after 31 March 2024?

Customers who have purchased tickets by redeeming miles from the Flypass Loyalty Program for travel dates on or after 31 March 2024 will have their tickets cancelled and the relevant miles credited to the respective Flypass account.

The Flypass Loyalty Program of Air Malta p.l.c. will be closed and Air Malta will pay the monetary value of all unclaimed miles on all active Flypass accounts as at 29 February 2024.

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