



AIR PASSENGER PROTECTION IN MALAYSIA

ARISE PLUS AVIATION | BRUNEI
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CIVIL AVIATION AUTHORITY OF MALAYSIA



Introduction

- If you travel by air in Malaysia, your rights are clearly defined and protected under the national law.
- These rights cover dealings with airlines, airports and other aviation service providers, **including foreign airlines operating into and out of Malaysia.**



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Introduction



- In exercise of the powers conferred by subsection 69(1) of the Malaysian Aviation Commission Act 2015 – prescribed the **Malaysian Aviation Consumer Protection Code 2016**.
- Comes into operation on 1 July 2016

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Before Your Flight!



Airline Information Disclosure

- Identify of operating airlines – Airlines **shall inform** its consumer the identify of operating airlines.
- If the operating airline changes after you have purchased the ticket, you have the **right to know** about this as soon as possible.

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Automatic add-ons



- An airlines **shall not** automatically add on any optional services to a customer's purchase if the customer take no other action when making the purchase (for example, seat choices, check-in baggage or travel insurance).
- The airlines should **clearly state** what these additional services are and how much they cost at the start of the booking process.

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Communication Of Changes In Flight Status



- Flights can change for any number of reasons, including cancellations, delays and diversions.
- Airlines **shall provide** to passengers and to the public – **information** about any change in the status of a flight.

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Persons With Disability



- Flying is for everyone and Malaysian law treats disability-related discrimination very seriously.
- An airlines **shall not refuse** to accept a reservation for a flight from an aerodrome to which this Code applies or to embark a person with disability at such an aerodrome, provided that the person concerned has a valid reservation.

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Persons With Disability



- Airlines must **provide assistance** for passengers with disability from arrival at the airport until departure.
- If you have a disability, you should:
 - let your airline know about your disability at least 48 hours before take-off;
 - turn up at the airport on-time according to special requirements of your airline; and
 - inform the airline if you need someone to accompany you to provide assistance on your flight.

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Post-purchase Price Increase

- Airlines **cannot increase** the price of a ticket after you've paid for it. The only exception is if there has been an increase in government-imposed taxes or fees, or fees imposed by the Commission.



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Price Disclosure

- Consumers have the **right to know** the **full cost** of any air ticket. Your airline or travel agent should show you the following before you purchase your ticket, broken down by item. These include:



- base air fare;
- taxes;
- charges (e.g. airport, fuel or passenger service charges); or
- surcharges and fees (e.g. baggage fees).

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Terms And Conditions

- An airlines **shall disclose** all terms and conditions of the contract of the carriage to the consumer before the purchase of a ticket by the customer.



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Terms And Conditions

- You should be informed of the contract of carriage or Terms and Conditions before you purchase your ticket, and it should contain the following information:
 - any conditions or restrictions on your fare;
 - refund or rebooking policies;
 - baggage allowance policies;
 - government imposed taxes and fees;
 - fees and charges imposed by the Commission;
 - any charges, surcharges and other fees (e.g. administration fee, refund processing fee, cancellation fee, baggage fee etc.);
 - the airline's contact details; and
 - any other information necessary to apprise you of the conditions and the total price of the ticket purchased.



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AT THE AIRPORT!



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Denied Boarding

- When an operating airline reasonably expects to deny boarding on a flight, it **shall first contact passengers** to volunteer to surrender their reservations.
- Passenger who **volunteered** shall be offered **compensation and care** accordingly :
 - meals, phone calls and internet access;
 - accommodation and transport (where reasonable); and
 - the choice between a full refund or a replacement flight.

Flight Delays And Cancellations



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- If flight is delayed or cancelled, airline **need to provide** consumer with compensation. Depending on the nature of the delay or cancellation, this may include:
 - meals, telephone calls and internet access (for delays of 2 hours or more);
 - hotel accommodation and transport (for delays of 5 hours or more or when a stay becomes necessary); or
 - a full refund or alternative flight (if your flight is cancelled).

Flight Delays And Cancellations



- The only **exceptions** occur during “extraordinary circumstances” including security risks or extreme weather which the airline could not have known would happen.

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After Your Flight!



Damage Of Mobility Equipment

- If mobility equipment is impaired in some way – An operating airline is responsible for taking care of customer’s mobility equipment (like wheelchairs or walking aids).
- If your mobility equipment is lost or damaged during a flight, the airline is obliged to compensate you based on the prevailing market price of your equipment.

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Lost, Damaged And Delayed Baggage



- If your baggage does not arrive on the same flight as you, or is lost or damaged during the flight, you may be entitled to compensation for the inconvenience caused. You must file a written complaint with your airline:
 - on arrival or within 7 days of arrival if your baggage is damaged; or
 - on arrival or within 21 days of arrival if your baggage is delayed.
- It is advised that receipts or proof of the value of your items in your baggage are kept to validate your claims.

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Consumer Complaints!

Complaints To Airlines And Aerodrome Operator



- Operator shall **make available** the contact number, mailing address of the department which consumer may lodge a complaint pertaining to its services, acknowledge consumer complaint within 24 hours and provide a resolution within 30 days.

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**THANK YOU!
HAVE A NICE DAY**



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