

Malaysia Airlines enhances Business Class, Business Suite Fare Family

A Monitor Report

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Kuala Lumpur : Malaysia Airlines has enhanced its Business Class fare family options with Basic, Flex, and Business Suite to suit customers' travel needs, priorities and preferences on December 1, 2021.

This follows the success of its Economy Class Flexible Fare options that also offer three distinct fare options (Lite, Basic, and Flex), with an increased trend towards Flex fare family due to its flexibility and security especially during the pandemic.

Group Chief Executive Officer of Malaysia Aviation Group, Captain Izham Ismail, said, "The pandemic has impacted air travel in many ways, and one of the biggest has been the significant change in customer preferences and travel needs. Taking this cue, we redesigned and redefined our fare structure which reflects our commitment to providing all our customers premium travel experience with the flexibility and ease of mind to modify their bookings. We are proud to introduce these enhancements, making Malaysia Airlines one of the few airlines in the world to offer such flexibility coupled with multiple perks."

Business Basic and Business Flex both come with two pieces of cabin baggage (7 kg each), 40 kg and 50 kg of check-in baggage respectively, complimentary meal and lounge access, access to free seat selection and Enrich Points upgrade as well as other priority services for check-in, boarding, and baggage.

In addition, customers will enjoy the flexibility to rebook or change the ticket as they are entitled to a complimentary change (one-time for Business Basic) with fare difference applies and a refund option at a higher fee. Business Flex customers are also able to travel on an earlier flight on the same day at no cost, and allowed refund at a fee, additional discounts on their next ticket purchase plus a 10 per cent discount for purchases through Temptations.

The Business Suite fare category comes with more significant benefits as it offers 55 kg check-in baggage privilege, additional discounts on next purchase and a 10 per cent discount on purchases through Temptations in addition to enhanced attributes that remain unchanged for Business Suite offerings.

Customers who make multiple trips on the Kuala Lumpur-Singapore route regularly can enjoy greater flexibility and convenience for any travel purpose under the Business Basic and Business Shuttle Fare.

Customers on the Business Shuttle Fare will enjoy the flexibility of changing from the original schedule to an earlier flight on the same day with no penalty, a fee waiver for flight and date changes with the additional benefit of using a dedicated Business Shuttle check-in counter in both KL International Airport (KLIA) and Changi Airport, Singapore and basic travel protection.