

Malaysia airlines to offer MHupgrade service on Trip.com

- A Monitor Desk Report

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Dhaka: Malaysia Airlines is excited to announce its partnership with Trip.com, a leading global travel service provider, to enhance the travel experience for passengers.

This collaboration marks a significant milestone, as Trip.com becomes the first third-party platform to integrate the MHupgrade program, which was previously exclusive to the Malaysia Airlines website.

With this integration, travelers can now easily access and bid for upgrade opportunities, offering them greater flexibility and convenience in enhancing their journey.

MHupgrade offers eligible Economy Class or Business Class ticket holders the opportunity to place an offer to upgrade to the next cabin class. By integrating this feature, users who book Malaysia Airlines

flights on Trip.com can now conveniently access and enjoy premium travel experiences with greater ease and flexibility.

Dersenish Aresandiran, Chief Commercial Officer of Airlines, Malaysia Aviation Group, said: “We are delighted to collaborate with Trip.com to extend the reach of our MHupgrade service. This strategic partnership will enable us to offer our valued passengers an elevated travel experience with our signature Malaysian Hospitality while expanding our presence in the global market through a trusted partner in Trip.com.”

Malaysia Airlines, renowned for its world-class service and hospitality, sees this partnership as an opportunity to reach a broader audience and provide more passengers with the chance to experience the exceptional service of its premium cabins.

CT Ooi, Associate Vice President, Trip.com Group, said: “We are thrilled to partner with Malaysia Airlines to bring the MHupgrade service to our customers.

This collaboration aligns with our commitment to enhancing the travel experience by providing more options and greater convenience to our users and is also a testament to the trust that our partners such as Malaysia Airlines have in us to build innovative new products together.

The integration of MHupgrade on Trip.com went live at 6.00am GMT today, providing passengers with a seamless and user-friendly process to bid for upgrades – including on the recently introduced A330neo.

Customers can look forward to enjoying the luxurious amenities and comfort of Malaysia Airlines Business Class and Business Suite, such as priority boarding, access to exclusive lounges, gourmet dining options, and more.

Demand for premium cabin flight bookings has been rising. In 2024, Business Class bookings on Trip.com saw three-digit growth compared to the year before, underscoring the increased willingness of travellers to spend more for added comfort and luxury on their trips.

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