

REMINDERS NO 5 FOR CHARTER FLIGHT

A. VISA

- 1) Please renew your passport as soon as possible before you obtain your student visa from the EoC..
- 2) Please apply your student visa at least within 4 working days from the EoC.
- 3) Please follow the instructions shared by the EoC in order to obtain your student visa.
- 4) The validity of the student visa is 3 months from the date of the issuance.
- 5) No refund will be made to the students for failure to obtain the students visa before departure.

B. GREEN HEALTH CODE

- 1) Students who contracted with Covid before, please fill the form “Kena Covid List”.
- 2) Students who contracted with Covid before, please do 2 times PCR test with interval of 24 hours and report to the visa center at the email shared by EoC. **EoC is enforcing STRICT 14 days before departure for you to complete the 2nd pre-PCR test and to report them on the same day for the 21 Sept flight onwards.** Any less will not get the Green Health Code from the EoC .
- 3) These pre-PCR tests can be used for future chartered flight EXCEPT the immediate one if done less than 14 days.
- 4) It is mandatory for ALL students to do 24 hours and 48 hours before the flight take off and obtain 2 negative results

<https://docs.google.com/spreadsheets/d/1RUdq9NKiG8gGrjXQ2b6eaTmC057r26PfvU0SbQwrfoE/edit?usp=sharing>

- 5) Students are required to engage two different labs.
- 6) An inconclusive RT-PCR will be considered as a **positive** result by the EoC and the PRC Health Authorities. Please retake the test immediately and inform the EoC (in charge of the Green Health Code).
- 7) The EoC and the PRC Health Authorities do NOT accept Rapid RT PCR.
- 8) The EoC and the PRC Health Authorities now accept **conventional PCR** test results processed less than 4 hours. The clinics and labs must be formal testing facilities approved by the Ministry of Health of Malaysia for PCR tests.
- 9) **The airfare will not be refunded if students failed to get the Green Health Code from the EoC.**

C. RT-PCR / CONVENTIONAL -PCR

- 1) Please email to Ms Azlina and Ms Wan Zana from MAS IMMEDIATELY if your 48hours test result and / or your 24 hours test results is positive at aslina.ahmadasiri@malaysiaairlines.com and wanzanariah.wanghazali@malaysiaairlines.com
- 2) Students in the WL will be activated once the notice is received timely from the student with positive PCR test result. Failure to report and update in a timely manner to MAS will result in NO REFUNDS as MAS will not be able to MAS to activate the WL

D. CHARTER FLIGHTS

- 1) Two aircraft can be considered for this arrangement namely:
 - a) B737: 150 seats: Airfare will be announced by MAS and will be inclusive airport taxes, Mono Economy meal service will be provided throughout the cabin regardless of seat type, 7 kg hand luggage, 35kg check in luggage **NO EXCESS LUGGAGE** available);
 - b) A330: 287 seats: Airfare will be announced by MAS and will be inclusive of airport taxes, Mono Economy meal service will be provided throughout the cabin regardless of seat type, 7 kg hand luggage, 35kg check in luggage, EXCESS LUGGAGE available at RM45/kg);
- 2) Business class allocation is based on the financial commitment by the WL of previous flights to undertake 2 mandatory PCR without any confirmation from MAS to fly. In the event that there are no more business seats available, these WL will also be seated at the EXTRA LEG ROOM SEATS.
- 3) MAS will proceed with the 150 pax or 287 pax aircraft, depending on how many will pay by the deadline. If there is less than 150, the plane will not take off till it meets the quota. if there is less than 200 pax, only the first 150 will fly. The rest will have to wait, till there is enough 150
- 4) If there is 287 pax, the bigger aircraft will fly. if less, only 150 pax will fly first. The remaining would have to wait till the quota numbers is met.
- 5) The decision for the aircraft will also depend on the number of Waiting List. In the 8/8 flight about 20 students needed to be replaced with those in the Waiting List. In 7/ flight, 14 students were replaced with WL.

E. WAITING LIST (WL)

- 1) All students in WL must be prepared to bear the cost of the 48hours and 24 hours cost as well to obtain the student visa.
- 2) There are no guarantee that those in the WL would get a seat.
- 3) Business class allocation is based on the financial commitment by the WL of previous flights to undertake 2 mandatory PCR without any confirmation from MAS to fly. In the event that there are no more business seats available, these WL will also be seated at the EXTRA LEG ROOM SEATS.

F. REFUNDS

- 1) Refunds can be made based on justified reason and with proof in the event of a) failed PCR tests before flying to RRC, or b) sudden death/ illness of self/ immediate family members;
- 2) Refunds will be made within 2 months from request is made;
- 3) Student who are unable to fly due to (a) and b) can opt to keep the fare paid for the next available chartered flight and to top any amount required due to unavoidable changes in the cost of the charter flight which include cost of fuel, airport taxes etc.
- 4) No request of refund will be entertained if the students fail to obtain the Green Health Card from the EoC due to RT-PCR result was processed less than 4 hours.
- 5) No refund will be entertained for a change of mind. Students will be blacklisted from any future MAS chartered flight.
- 6) **It is important to understand that this is a chartered flight and not a commercial flight. In any event of refunds, will affect the total cost for the chartered plane. Until the total cost of the chartered cost is met, the aircraft cannot take off as scheduled.**
- 7) However, if all passengers agree to share and pay to MAS the amount needed to meet the charter cost and to bank in immediately with proof of additional payment and is confirmed by MAS, it is likely that the scheduled aircraft to proceed as schedule.

G. PERSONAL HEALTH INSURANCE TO COVER TREATMENT FOR COVID-19 UPON ARRIVAL AND DURING QUARANTINE

- 1) **The Government of Malaysia is also strongly recommending the students to take a personal medical insurance that covers COVID-19 treatment as the cost of the treatment will be borne by the students. In the event, if the students did not purchase any health insurance with such coverage before the departure, the Government will regard it as an implicit agreement by the students and family to willingly bear the full financial responsibilities to cover the cost of treatment in PRC.**

H. PAYMENT WINDOW AND RESPONSES BY STUDENTS

- 1) **ALL** students need to follow closely the deadline of payment in which MAS has set in their email for payment. **BE ALERT.** First to board will be based on the transaction sequence for each email groups, except for those who was grouped to be WL for the previous flight which made them first to be considered in your group.
- 2) **DO NOT PAY AFTER THE DEADLINE.** You will only make yourselves be deprioritized and will be placed at the bottom of the registration. (imagine if registration keeps growing!!)
- 3) **DO NOT KEEP SILENT AFTER MAS APPROACHED YOU. IF YOU HAVE REAL PROBLEMS TO BOARD or PAY UP ON TIME, IMMEDIATELY EMAIL MAS OFFICIALS with YOUR JUSTIFICATION.** MAS will discuss with me. If you are silent, as we are not mind-readers, we will take your silence as a strong sign that you are not interested anymore or have found other ways to fly back to China.

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wanzanariah.wanghazali@malaysiaairlines.com

fareezfarkhan.abdqhaffar@malaysiaairlines.com

I. DELAY DEPARTURE DATE

- 1) Students who got cov19 within 1 month before departure are requested to delay they departure as the airport PCR test in PRC might be more sensitive, despite obtaining 4 negatives in Malaysia. Please inform MAS of this if u got an email for payment from them.

J. JW202 FORM

- 1) As of 26 September 2022, the Visa Section of the EoC has confirmed the following:
 - a) For the students of year 2020 and 2021, they will need the return letter, the admission letter and JW202. Copy is OK for all of them. The old/expired JW202 can be submitted.
 - b) For the students of 2019 and before, they will only need the return letter.
 - c) For the students of year 2022, they will need the original of admission letter and JW202. If they only have copies, they will need their universities to inform the EoC and consulate.

K. APPROACH THE RIGHT AGENCY

- 1) Any issues relating to the tickets, registration, payment, covid-19 update or information about being unable to fly due to the 14 days Pre-PCR will be handled by MAS officials.

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wanzanariah.wanghazali@malaysiaairlines.com

fareezfarkhan.abdghaffar@malaysiaairlines.com

- 2) Any issue with your visa and Green Health Code (GhC), please give the visa center a call.

28 September 2022