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REFUND POLICY**1. General**

Madagascar Airlines is committed to offering its passengers a transparent and fair refund policy, in accordance with the fare conditions of each ticket and current rules, namely:

- **the Montreal Convention (1999)** for international flights departing from Antananarivo ;
- regulation CE261/2004 for international flights departing from France, including code-share flights under MD ticket;
- our general conditions of sale and carriage for domestic flights.

Refund requests must be made in accordance with the conditions set out below.

2. Refund Conditions

Ticket refunds depend on the fare class purchased and the circumstances of the trip.

2.1. Refundable Tickets

Tickets purchased at a flexible fare (Flex, Semi Flex) may or may not be refundable, with no fees or reduced fees, depending on the conditions of each fare applied and indicated on the ticket at the time of purchase. Refunds are made only by bank transfer to an account in the name of the passenger or the payer.

2.2. Non-refundable tickets

Tickets purchased at a promotional or non-changeable fare are not eligible for refunds except in the exceptional cases mentioned below.

In some cases, a partial credit may be offered in accordance with the current commercial policy.

2.3. Exceptional cases of refund

Madagascar Airlines may grant a refund, even for non-refundable tickets, in the following cases :

Flight cancellation by the airline : full refund or rescheduling at no extra cost.

Significant change to the flight schedule (more than or equal to 5 hours compared to the initial schedule) : possibility of a refund if the new proposal does not suit the passenger.

Change in flight schedule (less than 5 hours from the original schedule) : possibility of refund if the MD flight could not be used because the connection does not allow it, subject to proof.

Denied boarding due to overbooking : compensation and/or refund according to applicable regulations.

Force majeure (serious illness, death of a relative, unforeseen legal obligations) : subject to presentation of supporting documents accepted by the airline (medical certificate, death certificate, official summons, etc.).

Death of the passenger : refund subject to presentation of the required supporting documents (death certificate, affidavit naming the heirs, power of attorney from the heirs to the designated beneficiary, and any other document deemed necessary by the company).



3. Refund Request Procedure

3.1. Submission deadline

Fully unused ticket : valid for 1 year after the ticket issue date.

Partially used ticket : valid for 1 year after the date of the first flight taken.

3.2. Application channels

Requests can be submitted via :

- the official Madagascar Airlines website (dedicated online form).
- the travel agency that issued the ticket.

3.3. Required Documents

All refund requests must be accompanied by the following documents :

- a letter or email from the paying customer, specifying the reason for the request and the reference number(s) of the ticket(s) concerned,
- a copy of the e-ticket (optional, as the information is available in the airline's systems),
- a copy of a valid ID for the passenger and for the cardholder who made the purchase (ticket paid by credit card),
- a complete bank statement in the name of the ticket payer or, with their express consent, in the name of the passenger, including : full IBAN (with country code if applicable), BIC code, name and address of the bank branch, as well as the name of the account holder and their postal address,
- where applicable, any document justifying the reason for the request (e.g., medical certificate, death certificate, official summons) in cases of force majeure.

3.4. Processing time

Madagascar Airlines undertakes to process refund requests within 30 days of receiving the complete request.

These deadlines may be extended in the event of an exceptional volume of requests, in which case the passenger will be informed in advance.

4. Fees and Refund Terms

Cancellation fees : may apply depending on the fare class and ticket conditions.

Refund Terms :

*refunds will only be made by bank transfer to the account of the ticket payer or passenger with the written consent of the payer or, in some cases, in the form of a credit note.

If the ticket was purchased from a travel agency, the refund must be requested directly from the agency. Madagascar Airlines will not be able to process these requests, unless specifically agreed with the agency concerned.

5. Complaints and Assistance

For any complaints or assistance with a refund request, the passenger or ticket payer may contact Madagascar Airlines customer service via the official website.

Application : immediate.

This note cancels and replaces any other previous contradictory provisions.

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