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For immediate release

CAAM ADVISES CONSUMERS TO STAY UPDATED DURING PEAK TRAVEL PERIOD AMID GLOBAL FLIGHT DISRUPTIONS

PUTRAJAYA – In view of the expected increase in air travel during the upcoming school holiday period, alongside ongoing global developments affecting airline operations and flight schedules in several regions, consumers are advised to remain informed and monitor the latest updates issued by respective airlines prior to travelling.

With higher passenger traffic expected at airports nationwide, consumers are encouraged to:

- Regularly check flight status updates with airlines or airport operators;
- Arrive at airports earlier to accommodate possible operational adjustments and congestion;
- Ensure contact details provided during booking are updated and reachable; and
- Retain all travel and booking documents for reference purposes.

Consumers are also reminded of their rights under the Malaysian Aviation Consumer Protection Code (MACPC) in the event of flight delays, cancellations, denied boarding, schedule changes, or baggage-related issues.

Among the rights available to consumers under the MACPC include:

- For flight delays of five (5) hours or more, consumers may choose to continue their journey with the necessary assistance provided by the airline, including accommodation and transport where required, or opt for a full refund;
- For flight cancellations, denied boarding, schedule changes of three (3) hours or more, and route cessations, consumers may be entitled to a choice of rerouting or a full refund, subject to the applicable provisions under the MACPC;
- For voluntary cancellations, consumers are entitled to a refund of Passenger Service Charges (PSC), taxes, fees, fuel surcharge, and regulatory charges, subject to the applicable ticket terms and conditions;

- Consumers are encouraged to first seek resolution directly with the respective airline or airport operator. Should the matter remain unresolved, complaints may be escalated through CAAM's FlySmart platform for further assistance; and
- Airlines and airport operators are expected to address consumer complaints within thirty (30) days in accordance with the applicable consumer protection requirements.

Consumers affected by delayed, damaged, or lost baggage are advised to immediately report the matter to the airline by filing a Property Irregularity Report (PIR) at the airport and retain all supporting documentation for claims and verification purposes.

Consumers are encouraged to obtain updates and verified information only through official channels issued by airlines, airport operators, and relevant authorities, as well as to familiarise themselves with consumer rights and complaint procedures through the FlySmart platform at www.flysmart.my

About Civil Aviation Authority of Malaysia

The Civil Aviation Authority of Malaysia (CAAM) is the national aviation regulator, entrusted with ensuring the safety, security, and efficiency of Malaysia's civil aviation sector. CAAM provides comprehensive safety and security oversight of flight operations, aviation personnel licensing, and is responsible for the provision of air navigation services and air traffic management across Malaysian airspace. Operating in accordance with international standards set by the International Civil Aviation Organization (ICAO), CAAM is committed to fostering a safe, sustainable, and forward-looking aviation ecosystem through regulatory excellence, innovation, and strategic collaboration.

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