

## **KM Malta Airlines – Business Upgrade (Plusgrade) FAQs**

### **WHAT IS THE BUSINESS CLASS UPGRADE SERVICE?**

KM Malta Airlines offers its passengers the opportunity to upgrade from economy class to business class and you determine your own price by submitting an offer to KM Malta Airlines. KM Malta Airlines will inform you within 22 hours prior to departure whether your offer has been approved or not approved.

### **HOW CAN I UPGRADE TO BUSINESS CLASS?**

You have three options to choose from to upgrade to our Business Class.

1. Place an attractive bid through the pre-flight email and wait up to 22hr prior departure for it to be accepted.
2. Upgrade at the airport (meal is not guaranteed if upgrade is purchased after 48hr prior departure).

### **WHO CAN MAKE AN OFFER THROUGH THE PLUSGRADE BIDDING SYSTEM?**

- Passengers that hold a valid Economy Class ticket issued by KM Malta Airlines with a ticket number starting with 643 for a scheduled flight operated by KM Malta Airlines.
- You may submit your Business Class upgrade offer up to 24 hours prior to departure.

### **WHO IS NOT ELIGIBLE FOR A BUSINESS CLASS UPGRADE?**

- Flight bookings which are not yet confirmed
- Redemption tickets
- Free Tickets
- Tickets already using miles to upgrade
- Passengers booked within a group of more than 9 people
- Bookings not issued directly by KM Malta Airlines or with KM Malta Airlines documentation

### **WHICH DESTINATIONS IS THE BUSINESS CLASS UPGRADE APPLICABLE FOR?**

All destinations which KM Malta Airlines offers Business Class product on, depending on space availability. All routes have business class except for Catania.

### **CAN I USE THE BUSINESS CLASS UPGRADE ON KM MALTA AIRLINES FLIGHTS OPERATED BY ITS PARTNER AIRLINES?**

The Business Class upgrade is only available for KM Malta Airlines operated flights only, where the ticket issued by KM Malta Airlines starts with 643.

### **HOW DOES THE BUSINESS CLASS UPGRADE WORK?**

1. Book your flight on [kmmaltaairlines.com](http://kmmaltaairlines.com).
2. You will receive an invitation email from KM Malta Airlines telling you about the service with a link to submit your offer or upgrade instantly.
3. Submit your offer.
4. Enter your credit card details for general verification, review and confirm your offer or instant upgrade purchase.
5. In case of bidding, you will receive an email which will contain your offer details for each leg of your flight.
6. Up to 22 hours prior to departure all offers submitted are reviewed and the available seats in business class will be assigned. If your offer has been accepted, you will receive an email confirmation of your upgrade within 22 hours prior to departure. If your offer is not accepted, you will receive an email notifying you of this.
7. You may proceed to check-in online for KM Malta Airlines Business Class.

### **WHAT WILL HAPPEN IF I MAKE AN OFFER AND IT IS SUCCESSFUL?**

You will receive an email at least 22 hours prior to departure informing you that your offer was successful. Your credit card will be charged by the amount you offered, and a confirmation will be sent to you.

### **WHAT WILL HAPPEN IF I MAKE AN OFFER AND IT IS NOT SUCCESSFUL?**

You will not receive an acceptance email; your credit card will not be charged, and your original travel ticket remains the same.

**HOW LONG DOES AN OFFER TAKE TO BE ACCEPTED OR REJECTED?**

For bids, the offer may take up to 22 hours prior departure to be accepted.

**HOW CAN I GUARANTEE A SPOT IN BUSINESS CLASS?**

The only way to guarantee a ticket in business class is by purchasing Business Upgrade through Sales Office at Malta International Airport or check-in desks at our outstations' airports.

**DOES THE BUSINESS CLASS UPGRADE APPLY ON A ROUNDTRIP?**

All flight legs where the Business Class Upgrade is available will be listed and you will have the opportunity to make your offer on any or all the legs (flights) you choose. You must make your offer per leg (flight) in your itinerary; some legs (flight) might not be eligible.

**WILL THERE BE ADDITIONAL TAXES CHARGED TO THE UPGRADE OFFER?**

No, the offer amount includes all taxes. If there is a special type of tax in a specific country this will be shown to you throughout the offer process.

**WHAT HAPPENS IF I HAVE TO CANCEL OR CHANGE MY FLIGHT AFTER I'VE SUBMITTED AN OFFER?**

You can cancel or modify it up to 24 hours before departure unless your bid has already been accepted.

**WHAT HAPPENS IF I HAVE TO CHANGE OR CANCEL MY TRIP AFTER KM MALTA AIRLINES ACCEPTS MY OFFER?**

After your offer has been accepted by KM Malta Airlines, the upgrade amount is no longer refundable.

**WHAT HAPPENS IF I CANCEL MY OFFER BY MISTAKE?**

You have up to 24 hours prior to departure to correct your offer, re-offer, or cancel the offer unless your bid has already been accepted.

**HOW DOES IT WORK WHEN TRAVELLING AS A COUPLE OR A FAMILY?**

Business Class Upgrade considers all passengers within the same booking.

**WHAT IF I AM TRAVELLING WITH A COLLEAGUE WHO DOES NOT WANT TO USE THE BUSINESS CLASS UPGRADE?**

Please contact KM Malta Airlines' contact center and ask for the booking to be split, once that is done you may submit your individual offer.

**WILL THE BUSINESS CLASS UPGRADE CHANGE THE CONDITIONS OF YOUR TICKET?**

The Business Value fare rules will apply including change fees and cancellation penalties when your upgrade is successful. Lounge access is not included with the upgrade.

**CAN I CHOOSE ANY AMOUNT I WANT TO BID?**

The slider has a minimum and maximum bid amount, and you may bid any amount within that parameter. The system has a strength indicator which is a guide to show you the strength of your bid; this does not guarantee the bid's success.

**CAN I OFFER DIFFERENT AMOUNTS FOR EACH OF MY SEGMENTS (FLIGHTS) OF THE UPGRADE?**

Yes, you can offer different amounts for each eligible segment (flight).

**IF I HAVE AN EXISTING OFFER AND WANT TO USE A DIFFERENT CREDIT CARD, HOW CAN I CHANGE MY CARD INFORMATION?**

You need to cancel your current offer first at least 24 hours prior to departure. You will be able to submit a new bid using your preferred credit card only after the cancellation of your first offer.

**WILL I BE REFUNDED THE AMOUNT I BID IF THE FLIGHT I WAS UPGRADED ON HAS BEEN CANCELLED?**

If KM Malta Airlines cancels your flight, we will try to accommodate you on the next flight in an upgraded cabin. If KM Malta Airlines is unable to honor the upgrade, then your bid amount will be refunded back to you.

**WHAT ARE THE BENEFITS OF AN UPGRADE FROM ECONOMY CLASS TO BUSINESS CLASS?**

Our Business Class benefits:

**EXTRA BAGGAGE ALLOWANCE:**

- 1 Small Bag (40cm x 34cm x 18cm)
- X1 10KG Hand Luggage guaranteed on board (40cm x 55cm x 25cm)
- X1 20KG Checked Bag

**AIRPORT EXPERIENCE:**

- Priority Check-in & Boarding

**INFLIGHT EXPERIENCE:**

- Free exclusive Business Class meal and complimentary drinks
- More space - vacant middle seat
- Possibility to sit in first row for free
- Personalized in-flight service

**WHEN ONE SEGMENT OF MY TRIP IS UPGRADED, WHAT IS MY BAGGAGE ALLOWANCE?**

Additional baggage allowance applies only on the segment that has been upgraded. All other segments normal Economy Class baggage rules apply as per your fare (Economy Basic, Value, Plus, Flex).

If you have any concerns or need clarification, please visit our customer support page: [Customer Support | KM Malta Airlines \(kmmaltairlines.com\)](#)