



Enrich Hearts Australia – Bigger, Better Redemption Campaign

Terms and Conditions

Promotion

- 1) Enrich will be running the Enrich Hearts Australia – Bigger, Better Redemption Campaign (the “Promotion”) which is valid **from 23 November 2015 till 29 November 2015** (the “Promotion Period”), inclusive of both dates.
- 2) **The Travel period pursuant to this Promotion is strictly from 01 March 2016 till 5 July 2016** only (the “Travel Period”). The entire flight journey, return or otherwise, must be completed within the promotion Travel Period specified.
- 3) This Promotion shall not apply in conjunction with any other promotion or offer. This promotion is also available online and overrides the 15% normal online rebate during this Promotion period.
- 4) The Promotion Sale Period will start at **00:00 on 23 November 2015, Malaysia local time (GMT +8)** and will end at **23:59 on 29 November 2015, Malaysia local time (GMT +8)**.

Eligibility

- 5) This Promotion is open to all Enrich members who have accrued the required Enrich Miles available in the respective Enrich member’s account, without any breach of the applicable Enrich terms and conditions (“Enrich Member”).
- 6) Enrich Member must have sufficient Miles in their account in order to redeem an Enrich Award flight ticket(s).
- 7) Enrich Miles required to redeem an Enrich Award must be redeemed from a single Enrich Account. Enrich Miles may not be combined from multiple Accounts in order to redeem an Enrich Award.

Promotion

- 1) This Promotion is valid for one-way/return journey on Malaysia Airlines flights only from/to selected destinations as provided in the table below.
 - a. “From/to” in this context refers to travel between two destinations, e.g. from Sydney to Kuala Lumpur and return or Perth to Kota Kinabalu and return.
 - b. The redemption table of the Promotion is as follows:

Sectors	Discount
From / To KUL – DRW	50%
From / To KUL – ADL	30%
From / To BKI – PER	30%
From / To KUL – PER	25%
From / To KUL – SYD / MEL	20%

- 8) This Promotion is only applicable to Malaysia Airlines flights on Economy (L, V, S, K, M, Y, B and H), Business (J, C and D) classes only.
- 9) This Promotion is NOT valid on all **or** any **oneworld** partner flights, Enrich partner flights, MH4000/5000/MH7000/MH9000 flight series, MASwings, Firefly codesharing flights, charter flights or flights jointly operated by other airlines, flights marketed by Malaysia Airlines but operated by partner airline.
- 10) Seats under this Promotion are limited and will be given on a first come, first serve basis, subject to any applicable terms and conditions, rules and regulations of Malaysia Airlines.
- 11) This Promotion does not apply for connecting flights, e.g. Kota Kinabalu – Kuala Lumpur – Darwin return or Beijing – Kuala Lumpur –Melbourne return. To enjoy this Promotion, flight tickets for each connecting flight must be redeemed or purchased separately. Only point-to-point redemptions are allowed.

Redemption of Tickets

- 12) Enrich Members may redeem Enrich Award flight ticket(s) under this Promotion during the Promotion Sale Period only ("Redeemed Ticket").
- 13) The Award Ticket must be redeemed or issued after or on 23 November and **before or on 29 November 2015**, failing which the Enrich Member will not be eligible for this Promotion and the normal miles will apply.

No appeals and/or disputes will be entertained.
- 14) Any flight ticket redeemed or issued prior to this Promotion (before 23 November 2015) shall not be eligible for reissuance or refund for the purpose of this Promotion.
- 15) Once a Redeemed Ticket has been processed by Malaysia Airlines under this Promotion, it is non-refundable and may not be cancelled or altered.
- 16) Once a Redeemed Ticket is issued, Enrich Miles will be forfeited and the Redeemed Ticket shall be deemed used even if it is not utilised on the prescribed flight date and time. Malaysia Airlines shall not accept any liability whatsoever (including but without limitation, liability for negligence) with respect to any Enrich Miles or Redeemed Ticket not utilized in accordance with these Terms and Conditions. The Enrich Member shall have no further claims whatsoever against Malaysia Airlines, including any claim for airport taxes and any surcharges paid.
- 17) A Redeemed Ticket is non-endorsable (i.e. not to be endorsed with another airline), non-reroutable, non-transferable and non-refundable. Malaysia Airlines shall be entitled to cancel or invalidate any Redeemed Ticket if found to be in breach of any of these Terms and Conditions, Enrich Terms and Conditions or any other applicable rules and regulations of Malaysia Airlines.
- 18) Name change is not permitted.

Extensions, Changes and Cancellations

- 19) The Redeemed Ticket issued under this promo campaign is NOT valid for travel beyond the Travel Period. Normal miles will apply and the Enrich Member will need to top up the miles difference if the travel is beyond the travel period of this campaign, subject to the applicable penalties, as provided for under this Section.

20) Penalties shall be applicable for the following:

a) Changes to the date or sector:

- i) Change of date or sector for any unutilised Redeemed Ticket is allowed within the Promotion Sale Period from 23 – 29 November 2015 only.
- ii) USD50 will apply for the change.
- iii) Additional miles may apply for the change in sector.
- iv) Any balance miles for the change in sector will not be refunded.
- v) Additional taxes/surcharges may apply

b) Changes to date of travel

- i) Change of date is allowed within the promotion travel period (1 March 2016 – 5 July 2016)
 - ii) USD50 will apply for the change in date of travel
 - iii) No change in sector or rerouting allowed once the Sale period is over
- Additional taxes/surcharges may apply

c) For partly utilised Redeemed Ticket,

- i) Only change in flight date is allowed within the Promotion Travel Period.
- ii) Rerouting is not allowed.
- iii) All changes are subject to a USD50 fee.
- iv) Normal miles will apply if travel is beyond the Travel Period. Additional taxes may apply.

d) Extension:

For unutilised AWARD ticket

- i) A one (1) year extension from the original date of issue of the Redeemed Ticket is allowed

- ii) Subject to **USD60 extension fee** and **USD50** fee for change in date of travel
- iii) Extension of Redeemed ticket is allowed ONLY once
- iv) Normal miles will apply if travel is beyond the Travel Period.
- v) Additional taxes may apply.

For partly utilised AWARD ticket

- i) A one (1) year extension from the original date of issue of the Redeemed Ticket is allowed
- ii) Subject to **USD60 extension fee** and **USD50** fee for change in date of travel
- iii) Extension of Redeemed ticket is allowed ONLY once
- iv) No rerouting allowed
- v) Normal miles will apply if travel is beyond the Travel Period.
- vi) Additional taxes may apply.

(1) Changes to the route or class: Change of route (irrespective of whether in the same zone) or change to a higher class for the same sector, e.g. from Economy to Business Class or Business to First Class, will be subjected to the applicable higher class under this Promotion if the Redeemed Ticket and travel date and time is redeemed within the Promotion Sale Period. Normal miles will apply for any change to a higher class or change in routing (irrespective of whether in the same zone) after the Promotion Sale Period. All changes are subject to a **USD50 fee**. Additional taxes may apply.

(2) Seat Cancellation or No-shows: Last minute seat cancellation or no-shows within 24 hours for the Redeemed Tickets are subject to **USD80 fee**. Normal miles will apply if travel is beyond the Promotion Period. Additional taxes may apply.

- e) The penalties above will override any other fees shown on the ticket during the sale or travel period.

Further Terms and Conditions

22. Top-up with Enrich Express is permitted provided 70% of the required Enrich Miles is available in the Enrich Member's account for use on the Redeemed Ticket.
23. Enrich Member will not earn miles for award tickets or tickets redeemed under Cash + Miles redemption option.
24. The Terms and Conditions for Cash + Miles redemption will apply if Cash + Miles is used for this promotion. For the full Cash + Miles Terms and Conditions, please refer to:

<http://www.malaysiaairlines.com/my/en/enrich/about-enrich/terms-and-conditions.html>
25. Strictly NO refund is allowed for tickets redeemed with full miles and tickets redeemed with Cash + Miles, including taxes and any surcharges collected under this promotion.

General Terms

26. This Promotion is NOT valid on all or any **oneworld** partner flights, Enrich partner flights, MH4000/MH5000/MH7000/MH9000 flight series, MASwings, Firefly codesharing flights, charter flights or flights jointly operated by other airlines, flights marketed by Malaysia Airlines and operated by partner airline. Notwithstanding anything to the contrary stated herein, Malaysia Airlines shall have the right to reject any request for redemption of tickets for any reason whatsoever as it deems fit and reasonable at its sole discretion.
27. Malaysia Airlines reserves the right to amend or change these Terms and Conditions or withdraw this Promotion at any time with or without prior notice. No person shall be entitled to any claim whatsoever against Malaysia Airlines.
28. If any matter arises which are not covered in these Terms and Conditions, they will be determined solely by Malaysia Airlines.
29. This Promotion, the utilization of Enrich Miles and the redemption of tickets, are further subject to other standard reservations and ticketing rules and regulations including but not limited to, General Conditions of Carriage, Malaysia Airlines rules and regulations, and Enrich Terms and Conditions. If there is any inconsistency between the applicable standards, rules and regulations and with these Terms and Conditions, these Terms and Conditions shall prevail.
30. This Promotion and these Terms and Conditions are governed by the laws of Malaysia. Enrich Members agree that the Courts of Malaysia have an exclusive jurisdiction over all matters arising from this Promotion.



If Participants have any queries regarding the Promotion, please contact Malaysia Airlines (Enrich) via:

- Log in to your Enrich Online account at enrich.malaysiaairlines.com;
- Contact the Malaysia Airlines Call Centre at 1 300 88 3000 (within Malaysia) or +603 7843 3000 (outside Malaysia)
- Visit your nearest Malaysia Airlines ticketing office.