

Kuala Lumpur-London Redemption (MAY 2016)

Terms and Conditions

Promotion

- 1) Enrich will be running the Kuala Lumpur – London May 2016 Redemption Campaign (the “Promotion”) which is valid **from 18 May 2016 till 21 May 2016** (the “Promotion Period”), inclusive of both dates.
- 2) The travel period pursuant to this Promotion is strictly **from 19 May 2016 till 30 June 2016** only (the “Travel Period”). The entire flight journey, return or otherwise, must be completed within the Travel Period.
- 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.
- 4) Any flight ticket redeemed or **issued prior to this Promotion (before 18 May 2016)** shall not be eligible for reissuance or refund for the purpose of this Promotion.
- 5) The Promotion Period will start at **00:00 on 18 May 2016, Malaysia local time (GMT +8)** and will end at **23:59 on 21 May 2016, Malaysia local time (GMT +8)**.

Eligibility

- 6) 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”).
- 7) Enrich Member must have sufficient Miles in their account in order to redeem an Enrich Award flight ticket(s).
- 8) Enrich Member with insufficient Miles may redeem using Cash+Miles option where, a member must have a minimum of 1,000 Enrich Miles in their account to purchase the balance Miles required for the Enrich Award Redemption.
- 9) The ‘Cash’ portion for the Miles purchased for the Enrich Award Redemption is not eligible for Enrich Miles accrual.
- 10) 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.
- 11) Infant redemption is NOT allowed.
- 12) Redemption applies to children 02 years and above and must be booked with an adult when redeeming online.
- 13) AWARD/REDEMPTION tickets are NOT eligible for miles accrual.



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Promotion

13) 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 London to Kuala Lumpur and return.

b. The redemption table of the Promotion is as follows:

Award Type	From/To KUL					
	LHR					
	Zone 5 (4801-7200 Miles)					
	ONE WAY			RETURN		
ECONOMY	Normal Miles	Discount Level	Promo Miles	Normal Miles	Discount Level	Promo Miles
BASIC (L/V/S)	32500	35%	21150	65000	35%	42250
SMART (K/M)	42500	45%	23400	85000	45%	46750
FLEX (Y/B/H)	62500	50%	31250	125000	50%	62500
BUSINESS	Normal Miles	Discount Level	Promo Miles	Normal Miles	Discount Level	Promo Miles
BASIC (D)	75000	40%	45000	150000	40%	90000
SMART (C)	150000	60%	60000	300000	60%	120000
FLEX (J)	250000	60%	100000	500000	60%	200000
FIRST	Normal Miles	Discount Level	Promo Miles	Normal Miles	Discount Level	Promo Miles
SMART (A)	260000	70%	78000	520000	70%	156000
FLEX (F)	400000	70%	120000	800000	70%	240000

14) 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) and First (F,A).

15) Seats under this Promotion are limited and shall be given on a first come, first serve basis, subject to any applicable terms and conditions, rules and regulations of Malaysia Airlines.

16) This Promotion is NOT valid on all or any oneworld partner flights, Enrich partner flights, MH4000/5000/MH7000/MH9000 flight series, MASwings, codeshare flights, charter flights or flights jointly operated by other airlines, flights marketed by Malaysia Airlines but operated by partner airline or flights marketed by partner airlines but operated by Malaysia Airlines.

17) This Promotion does not apply for connecting flights, e.g. Penang – Kuala Lumpur – London return or London – Kuala Lumpur – Auckland return. To enjoy this Promotion, flight tickets for each connecting flight must be redeemed separately. Only point-to-point redemptions are allowed.

Redemption of Tickets

- 18) Enrich Members may redeem flight ticket(s) of Enrich Award under this Promotion during the Promotion Period only ("Redeemed Ticket").
- 19) The Redeemed Ticket shall be valid for travel within the Travel Period only. Changes to a Redeemed Ticket under this promotion must be completed **before or on 1 June 2016**, failing which, the Enrich Member will be ineligible for this Promotion and normal miles will apply with applicable penalties, at time of ticket reissuance.

No appeals and/or disputes will be entertained.
- 20) Once a Redeemed Ticket has been processed by Malaysia Airlines under this Promotion, it is non-refundable and may not be cancelled or altered.
- 21) 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.
 - c. A Redeemed Ticket is non-endorsable (i.e. not to be endorsed to 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.
 - d. Name change is not permitted.

Extensions, Changes and Cancellations

- e. 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.

- f. Penalties shall be applicable for the following:
 - a. Changes to the date or sector:
 - i. Change of destination and date of travel for any unutilised Redeemed Ticket is allowed within the Promotion Sale Period from 18 May 2016 till 21 May 2016 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 (19 May 2016 till 30 June 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
 - iv. 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 unutilized 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.



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Further Terms and Conditions

- g. 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.
- h. Enrich Member will not earn miles for Award tickets or tickets redeemed under the Cash + Miles redemption option.
- i. 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>

- j. 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

- k. 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.
- l. If any matter arises which are not covered in these Terms and Conditions, they will be determined solely by Malaysia Airlines.
- m. This Promotion, the utilisation 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.
- n. This Promotion and these Terms and Conditions are governed by the laws of Malaysia. Enrich Members agree that the Courts of Malaysia shall have an exclusive jurisdiction over all matters arising from this Promotion.
- o. 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.