



BY MALAYSIA AIRLINES

## Enrich Malaysia Day Campaign 16<sup>th</sup> Sept 2016

### Terms and Conditions

#### Promotion

- 1) Enrich will be running the **Malaysia Day Redemption Campaign 16<sup>th</sup> Sept 2016** (the "Promotion") which is valid **only on 16<sup>th</sup> Sept 2016** (the "Promotion Period"),
- 2) The travel period pursuant to this Promotion is strictly from **16<sup>th</sup> Sept 2016 – 31<sup>st</sup> March 2017** only (the "Travel Period"). The entire flight journey, return or otherwise, must be within the Travel Period.

**Sale Period : 16 September 2016**

**Travel Period: 16 September 2016 – 31 March 2017**

- 3) This Promotion shall not apply in conjunction with any other promotion or offer. This Promotion is only available online.
- 4) The Promotion Period will start at **00:00 on 16<sup>th</sup> September 2016, Malaysia local time (GMT +8)** and will end at **23:59 on 16<sup>th</sup> September 2016, 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 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.
- 8) The 'Cash' portion for the Miles purchased for the Enrich Award Redemption is not eligible for Enrich Miles accrual.
- 9) 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.
- 10) Infant redemption is NOT allowed.
- 11) Redemption applies to children 02 years and above and must be booked with an adult when redeeming online.

**Promotion**

12) 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 Kuala Lumpur to Alor Setar and return or Alor Setar to Kuala Lumpur and return.
- b. The redemption table of the Promotion is as follows:

From/To : KUL				
Zone 1 (0-500 Miles)				
Peninsular Malaysia (AOR/KUA/JHB/TGG)				
Award Type	ONE WAY		RETURN	
	Normal Miles	Promo Miles	Normal Miles	Promo Miles
<b>ECONOMY</b>				
BASIC (L/V/S)	6000	1000	12000	2000
SMART (K/M)	9000	1000	18000	2000
FLEX (Y/B/H)	13000	1000	26000	2000
<b>BUSINESS</b>				
BASIC (D)	16000	1000	32000	2000
SMART (C)	17500	1000	35000	2000
FLEX (J)	22500	1000	45000	2000

From/To : KUL				
Zone 2 (501-1200 Miles)				
West Malaysia (MYY/LBU/BTU/SBW)				
Award Type	ONE WAY		RETURN	
	Normal Miles	Promo Miles	Normal Miles	Promo Miles
<b>ECONOMY</b>				
BASIC (L/V/S)	10000	1000	20000	2000
SMART (K/M)	16000	1000	32000	2000
FLEX (Y/B/H)	22000	1000	44000	2000
<b>BUSINESS</b>				
BASIC (D)	25000	1000	50000	2000
SMART (C)	32500	1000	65000	2000
FLEX (J)	45000	1000	90000	2000

Award Type	From/To : BKI			
	Zone 1 (0-500 Miles)			
	TWU/SDK/KCH			
	ONE WAY		RETURN	
ECONOMY	Normal Miles	Promo Miles	Normal Miles	Promo Miles
BASIC (L/V/S)	6000	1000	12000	2000
SMART (K/M)	9000	1000	18000	2000
FLEX (Y/B/H)	13000	1000	26000	2000
BUSINESS	Normal Miles	Promo Miles	Normal Miles	Promo Miles
BASIC (D)	16000	1000	32000	2000
SMART (C)	17500	1000	35000	2000
FLEX (J)	22500	1000	45000	2000

- 13) 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).
- 14) Seats under this Promotion are limited and shall be given on a first come, first served basis, subject to any applicable terms and conditions, rules and regulations of Malaysia Airlines.
- 15) 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.
- 16) This Promotion does not apply for connecting flights, e.g. Kuching – Kuala Lumpur – Kota Kinabalu return or Kuching – Kuala Lumpur – Kota Bharu 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

- 17) Enrich Members may redeem flight ticket(s) of Enrich Award under this Promotion during the Promotion Period only (“Redeemed Ticket”).
- 18) The Redeemed Ticket shall be valid for travel within the Travel Period only. A Redeemed Ticket must be redeemed or issued **on 16<sup>th</sup> September 2016**, failing which, the Enrich Member will be ineligible for this Promotion and the normal miles will apply.

No appeals and/or disputes will be entertained.

- 19) Any flight ticket redeemed or **issued prior to this Promotion** shall not be eligible for reissuance or refund for the purpose of this Promotion.
- 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.



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- 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.
- 22) 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.
- 23) Name change is not permitted.

### **Extensions, Changes and Cancellations**

- 24) The Redeemed Ticket issued under this promotion campaign is NOT valid for travel beyond the Travel Period.
- 25) Extensions, changes and cancellations are not applicable
- 26) Ticket is valid on flight/date shown only.
- 27) Entire ticket is forfeited if not utilised.

### **Further Terms and Conditions**

- 28) 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.
- 29) Enrich Member will not earn miles for award tickets or tickets redeemed under Cash + Miles redemption option.
- 30) 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>

- 31) 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.



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## General Terms

- 32) 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.
- 33) If any matter arises which are not covered in these Terms and Conditions, they will be determined solely by Malaysia Airlines.
- 34) 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.
- 35) 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.
- 36) 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](http://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.