TERMS AND CONDITIONS

Special School Holiday Offer for Sunway Lagoon e-Ticket

The Enrich and Sunway Lagoon e-Ticket Redemption Campaign is organized by Enrich by Malaysia Airlines Berhad (Company No. 201401040794 (1116944-X)) a company incorporated in Malaysia and having its registered office at Level 1, South Support Zone, 64000 Sepang, Selangor, Malaysia (hereinafter referred to "Organizer")

And

Sunway Lagoon Sdn. Bhd. (Registration 211311-A), a company incorporated in Malaysia and having its registered office at 3, Jalan PJS 11/11, Bandar Sunway, 47500 Petaling Jaya, Selangor (hereinafter referred to as "Sunway Lagoon")

Redemption Period : 24 February 2023 – 31 March 2023 (11:59 PM, Malaysia Time)
Usage Period : 24 February 2023 – 31 March 2023 (11:59 PM Malaysia Time)

[A] Redemption of Sunway Lagoon e-Ticket

1. The Sunway Lagoon e-Ticket(s) is available for redemption during the campaign period published in Enrich Website with the amount of Enrich Points required specified in the campaign terms and conditions.
2. The amount of Enrich Points required to redeem is :
   - **6,000 Enrich Points for one (1) x Sunway Lagoon One Day Adult Pass**
   - **5,200 Enrich Points for one (1) x Sunway Lagoon One Day Child Pass**
3. The campaign period is from:
   Redemption Period : 24 February 2023 – 31 March 2023 (11:59 PM, Malaysia Time)
   Usage Period : 24 February 2023 – 31 March 2023 (11:59 PM Malaysia Time)
4. The Sunway Lagoon e-Ticket can only be redeemed at Enrich Online (www.enrich.malaysiaairlines.com) and may not be redeemed or purchased with cash or credit card directly at Sunway Lagoon Theme Park.
5. Once redeemed, the Sunway Lagoon e-Ticket (s) is non-refundable and cannot be exchanged for cash in part or full.
6. Enrich Members may redeem for Sunway Lagoon e-Ticket (s) on the last day of the usage period i.e. 31 March 2023. However, the e-Ticket must be utilized on the same day (31 March 2023) as no extension will be allowed. e-ticket will be forfeited if not used by 31 March 2023.
7. The required Enrich Points will be deducted from the Member's Enrich account and will not be refunded under any circumstances.
8. Once the Sunway Lagoon e-Ticket (s) has been redeemed, it is considered used even if not used.
9. Enrich Member must have sufficient Points in their Enrich account to redeem the Sunway Lagoon e-Ticket (s). In the event member does not have sufficient Points, redemption request will not be processed and top up with cash/credit card is strictly not allowed.
10. The Redemption is on full Points term only. Points + Cash terms is **NOT** allowed.
11. Enrich Member may purchase up to a maximum Adult/Child combination of fifteen (15) Sunway Lagoon e-Tickets only per transaction. The combination purchase is limited to:

- Maximum eight (8) Sunway Lagoon One Day Adult Pass and
- Maximum seven (7) Sunway Lagoon One Day Child Pass

12. The Sunway Lagoon e-Ticket (s) are transferable.
13. Once redemption is successful, a Confirmation Order email containing the steps to retrieve and utilize the Sunway Lagoon e-Ticket (s) will be sent to the Member's registered email address in the Enrich profile
14. Redemption for this Sunway Lagoon e-Ticket (s) is subject to availability.

[B] Usage of Sunway Lagoon e-Ticket

1. The Sunway Lagoon e-Ticket (s) is valid at Sunway Lagoon Theme Park.
2. To utilize the Sunway Lagoon e-Ticket (s), Enrich Member is required to follow the steps below, according to the Confirmation Order email to utilize the Sunway Lagoon e-Ticket(s):
    a. Once Member has redeemed the Sunway Lagoon e-Ticket on Enrich Portal, a Confirmation Order email will be sent.
    b. Click on the URL link in the Confirmation Order email and download the Sunway Lagoon e-Ticket (PDF version).
    c. The e-Ticket contains an entry barcode which Member must scan at the Sunway Lagoon Theme Park entrance turnstile.
    d. Scan the barcode displayed on the e-Ticket at the entrance turnstile to enter Sunway Lagoon Theme Park.
3. The Sunway Lagoon e-Ticket (s) is valid for ONE single entry only. Member's wristband will be removed upon exit. Re-entry to the park is **NOT ALLOWED.**
4. Member is advised to bring a valid MyKad/MyKid for verification purposes.
5. The Sunway Lagoon e-Ticket (s) is valid on ALL rides **EXCEPT** for Bungy Jump, G-Force X, Go-Kart, Fun Fair and Wild Immersion (VR).
6. There will be no re-issuance of the Sunway Lagoon e-Ticket (s) upon the expiry date. No replacements or extension will be allowed for expired or e-Ticket.
7. Member should evaluate their self-risk and understand that by visiting Sunway Lagoon Theme Park, Member voluntarily assumes that there will be an elevated risk of exposure to COVID-19 in a public space.
8. As part of Sunway Lagoon's "Play & Stay Safe with Confidence" safety procedure, Member is reminded to maintain social distancing and encouraged to wear face masks while in the park.
9. Unvaccinated children and teenagers aged 17 and below must be accompanied by a fully vaccinated adult to enter Sunway Lagoon Theme Park.
10. Unvaccinated pregnant Members will be required to conduct a COVID-19 RTK Test on the day of entry. Only those with negative test results can enter Sunway Lagoon Theme Park. Test kits are available for purchase at the park.
11. Members with supporting Doctor's Letter/Medical Certificates as proof of medical conditions exempting them from the COVID-19 vaccine are allowed to enter the park.
12. Unvaccinated Members with medical conditions who do not have official proof of vaccine exemption are NOT allowed to enter Sunway Lagoon Theme Park. COVID-19 RTK Test will not apply to this category.

13. Sunway Lagoon and the Organizer reserves the right to cancel or modify any order or revoke the use of the Sunway Lagoon e-Ticket (s) for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
14. Sunway Lagoon and the Organizer will not be liable and/or be required to offer refund, replacement of the Sunway Lagoon e-Ticket (s), discounts, credits, cash or otherwise compensate customers for:
    a. incorrectly redeeming this e-Ticket;
    b. discontinued or cancelled e-Ticket;
    c. improper use of, or inability to redeem, an e-Ticket;
    d. the inability to use an e-Ticket due to technical issues; or
    e. COVID-19 positive symptoms and failure to present supporting Doctor's Letter/Medical Certificates (Clauses 11-13), where applicable
15. Member to contact Sunway Lagoon Customer Service at +603–5639 0000 or email to ask_lagoon@sunway.com.my to report on any issues or product purchase related matters.
16. Member may email Organizer at enrich@malaysiaairlines.com to report any issues pertaining to the e-Ticket redemption.
17. All queries will be accepted within two (2) months after the campaign ended.
18. All other applicable terms and conditions shall apply.

[C] General

1. The Organizer, its agents and employees shall not be liable for any loss or damage whatsoever suffered (including but not limited to indirect or consequential losses) or personal injury suffered or sustained in connection with or arising from either participation in this Campaign. Any dispute concerning goods or services received under this Campaign shall be settled between the Member and Sunway Lagoon. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. The Organizer is not liable for Sunway Lagoon's failure or delay in providing the goods or services to Enrich Member.
3. The Organizer shall not be liable for any disruption to the Campaign, whether due to technical problems or otherwise, which is beyond its reasonable control. In the event of disruption to the Campaign, reasonable efforts shall be used to rectify the disruption and resume the Campaign on a fair and equitable basis to the Enrich Members.
4. The Organizer and Sunway Lagoon reserve the right at any time to change, modify or cancel the Campaign rules prior without notice including regulations, benefits, and conditions of participation. All other applicable terms and conditions shall apply. Please visit https://www.malaysiaairlines.com/my/en/enrich/about-enrich/terms-conditions.html
5. The Terms and Conditions of the Campaign shall be construed, governed, and interpreted in accordance with the laws of Malaysia. Enrich Member agrees to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Campaign.
6. The main language of the Terms and Conditions shall be the English language. Any translation to any other language than English shall be for convenience only. Should there be any discrepancies between the English Terms & Conditions and the translated version, the English Terms & Conditions shall prevail.
7. By participating in this Campaign, it is deemed that the Enrich Member have read and agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may, at the Organizer's absolute discretion, result in forfeiture of any of the

goods or services rendered. The Organizer shall not be liable for any claim whatsoever resulting from the Member's participation in this Campaign.

8. The Organizer will not be held responsible for any typographical errors or misprint under these Terms and Conditions.