



BUNGA CITRA LESTARI ETERNAL LOVE TIMELESS ROMANCE CONCERT

Terms and Conditions

1. Organiser

The redemption on Enrich Points for Bunga Citra Lestari Eternal Love Timeless Romance ("BCL Eternal Love Timeless Romance") ("Promotion") is organised by Enrich by Malaysia Airlines Berhad ("Organiser").

2. Promotion Period

- **Redemption period: 18 August 2025** (00:00 Malaysia time) to **12 September 2025** (23:59 Malaysia time).
- **Usage of e-Ticket: Saturday, 27 September 2025**
 - Show Time : 20:30 Malaysia time until 23:00 Malaysia time
 - Refreshments : 18:00 Malaysia time until 20:30 Malaysia time

3. Eligibility

Bunga Citra Lestari Eternal Love Timeless Romance Concert ticket (s) is available for redemption during the campaign period from **18 August until 12 September 2025** in Enrich email blast in a denomination offered with the amount of Enrich Points required specified in the campaign terms and conditions.

- Bunga Citra Lestari Eternal Love Timeless Romance Concert ticket(s) can only be redeemed on Enrich Portal (<https://enrich.malaysiaairlines.com/login> and Malaysia Airlines Mobile App.)
- The amount of Enrich Points required for the ticket is as follows: -

Ticket tiers	CINTA ABADI	BINTANG HATI	PANGGILAN JIWA	IRAMA KENANGAN
Enrich point required	45,000 per ticket	32,000 per ticket	29,000 per ticket	25,000 per ticket
Inclusive	<ul style="list-style-type: none"> • Pre-show light refreshment • Numbered Seating • Exclusive Meet & Greet • Priority Lane • Group Photo • Limited Edition Poster • Custom VIP Pass • Exclusive Goodie Tote Bag 	<ul style="list-style-type: none"> • Pre-show light refreshment • Numbered Seating • Custom Pass • Exclusive Goodies • Priority lane 	<ul style="list-style-type: none"> • Pre-show light refreshment • Numbered Seating • Exclusive Goodies • Priority lane 	<ul style="list-style-type: none"> • Pre-show light refreshment • Numbered Seating • Exclusive Goodies • Priority lane
Ticket available	20 units	20 units	20 units	20 units



Complimentary RM100 OFF EnrichHotels Travel Credit

- Limited to the first 15 redeemers, receive a complimentary **RM100 OFF** EnrichHotels travel credit (minimum spend RM500).
- Travel credit is capped as one (1) per member. Limited to one e-voucher per eligible transactions. Terms and conditions apply – please refer to page 5

4. Campaign Mechanics

- The mechanics of the Campaign are as follows:
- The Ticket (s) can only be redeemed on Malaysia Airlines mobile app and Enrich Online (<https://enrich.malaysiaairlines.com/login>) and may not be purchased with cash or credit card

Enrich Online Website Portal	On Malaysia Airlines Mobile App
Log in to Enrich Online .	Log in to Enrich Online .
Select Redemption or Enrich Offers	Select 'MHvoucher' .
Select 'View All'	Find 'Bunga Citra Lestari' ticket e-voucher under Hot Deals .
Find 'Bunga Citra Lestari' ticket e-voucher under Hot Deals .	Choose the Ticket and tap 'Redeem' .
Choose your Ticket Type and tap 'Redeem' .	Enter the Quantity and tap 'Proceed' .
Enter the Quantity and tap 'Proceed' Review your ticket redemption and Quantity , then tap 'Confirm' . Once redemption is successful, retrieve your e-voucher on Malaysia Airlines mobile app	Review your Ticket Quantity , then tap 'Confirm' .

- Enrich Member are to log in to their Enrich account to redeem their Enrich Points for Bunga Citra Lestari Eternal Love Timeless Romance Concert ticket(s).
- For Enrich online redemption, once redemption is successful, Enrich Member must log in to the Malaysia Airlines App to retrieve the e-voucher.

Step 1	Step 2	Step 3	Step 4
Open the MH Voucher section and tap on 'My Vouchers' .	Locate the 'Bunga Citra Lestari Concert' e-voucher under the 'Active' tab. Tap to review the voucher details.	Tap the 'Use Now' button and choose 'Yes' to reveal your e-voucher code—no later than 12 September 2025	Once the e-voucher code is generated, Enrich will send your e-ticket confirmation by 22 September 2025 .

5. Usage of Bunga Citra Lestari Eternal Love Timeless Romance Concert Tickets Redemption

- Enrich will send the e-tickets to the Enrich Member's email address no later than **22 September 2025**.
- The usage of e-tickets is **ONLY** applicable at BCL Eternal Love Timeless Romance on **27 September 2025, Saturday at Planery Hall, KLCC**.
- Each ticket includes **admission for one (01) person**.
- Children aged 4 and above must have a ticket for admission. No admission for infants or children under



- 4 years old.
- Children aged 4 to 18 years old must be accompanied by an adult or parent or guardian aged 21 years old and above.
 - Adult ticket holders are responsible for taking note of any entry conditions or restrictions imposed on children's admission.
 - The redemption rates published above are only available to the stipulated tickets category and are subject to change without prior notice.
 - Seating is auto assigned based on the best available seats
 - The e-tickets can only be used once.
 - Only valid e-tickets will be accepted. Photocopied, reproduced, defaced or expired e-tickets will not be accepted.
 - The e-tickets validity is limited in time and such validity period stated. There will be no re-issuance of the e-tickets upon the expiry date. No replacements, extension or refund in cash will be given for expired e-tickets.
 - The concert starts at 8.30 PM sharp. Late arrival may result in non-admittance until a suitable break in the performance.
 - Meet & Greet is exclusive to VVIP (Cinta Abadi) ticket holders only.
 - Strictly no video recording and photography allowed during the show.
 - Video cameras, cameras and tablet computers such as iPads are not allowed in the venue.
 - Purchasers must show their original IC and confirmation email with QR code upon entry. Failure to verify may result in denied hall entry.
 - The organizer and Enrich will not be liable and/or be required to offer replacement e-tickets, discounts, credits, cash or otherwise compensate customers for:
 - incorrectly redeeming the e-tickets on Enrich Online
 - loss, theft, fraud, cancelled, discontinued, damaged or the member's public disclosure of the e-tickets.
 - improper use of, or inability to redeem, e-tickets; or
 - the inability to redeem the e-tickets due to technical issues.
 - The Organizer reserves the right to cancel any tickets that have been resold or used by third parties in connection with other promotions without a refund, and the bearer of the ticket may be refused admission.
 - In the event of a duplicate ticket scan on event day, purchaser must show proof of purchase. Failure to do so will result in denied entry.
 - In the event of postponement, tickets remain valid unless stated otherwise.
 - Organizer may postpone, cancel, or interrupt the event due to weather or uncontrollable circumstances.
 - No refunds will be provided if any performing artist or group is unable to attend due to circumstances beyond control.
 - Purchasers must show their confirmation email with QR code upon entry. Failure to verify may result in denied hall entry.
 - A valid QR code ticket is required for venue entry. Any alterations or defacing of the QR code may invalidate the ticket.
 - Lost or damaged ticket(s) will not be entertained.
 - Ticket holders voluntarily assume all risk of personal injury, loss, or damage during the event.
 - Organizer may change performers, schedule, seating, or capacity without notice.
 - Other terms and conditions apply.



6. Complimentary EnrichHotels Travel Credits Usage

- Booking Period: **20 August 2025 (00:00AM (GMT+8)) until (Before 11:59PM (GMT+8)) on 30 September 2025.**
- Stay/Travel Period: **01 September 2025 – 31 October 2025.**
- **Valid for hotel stays in Malaysia only.**
- Upon successful redemption, Enrich members will receive a unique EnrichHotel travel credits e-voucher via their registered Enrich email address, starting from 20 August 2025 until 19 September 2025.
- The travel credits cannot be combined with other travel credits campaigns.
- The unique travel credits can only be used at <https://www.enrichhotels.com>
- Redeem the unique travel credits e-voucher in the 'Guest Info' section by expanding the 'Redeem Travel Credits' field and entering the promo code.
- **Travel credit is capped as one (1) per member.** Limited to one e-voucher per eligible transactions. Terms and conditions apply.

7. Ticket Redemption Terms & Conditions

- Redemption for this e-voucher code is limited and first comes first basis
- The redemption is on full Points term only; no Points + Cash terms are not allowed.
- Enrich Members must have sufficient Points in their Enrich account to perform this redemption.
- In the event, Member do not have sufficient Points, redemption request will not be processed and top up with cash/credit card is strictly not allowed.
- Once redeemed, the e-voucher are non-refundable, non-transferable and cannot be exchanged for cash in part or full.
- The appropriate Enrich Points will be deducted from the Enrich member's account and will not be refunded under any circumstances.
- Enrich Points from one Enrich account cannot be combined with another Enrich account to redeem for Bunga Citra Lestari Eternal Timeless Love Romance Concert ticket(s).
- The e-voucher cannot be exchanged or substituted for other redemption campaign or other promotions offered by Malaysia Airlines.
- Members must contact Enrich at enrich@malaysiaairlines.com immediately upon redemption to report any issues related to this e-voucher. Requests made more than **three (03) days** after the redemption date will not be entertained, and the e-voucher will be considered redeemed and utilized.
- No Enrich Points refund, or replacement e-voucher will be provided.

8. Points Validity

- Enrich Points used for redemption are subject to the Enrich Programme Terms and Conditions.

9. Inclusions

- Unlimited eligible redemptions allowed per member during the Promotion Period.

10. Exclusion

- Booking that are cancelled, refunded, or classified as "no-show".

11. Other Applicable Terms

- The [Enrich Programme Terms and Conditions](#) apply.
- The [General Terms and Conditions for Enrich Promotions](#) shall also apply.
- These Promotion Terms and Conditions shall prevail in the event of any inconsistency with other promotional or marketing materials.
- All venue, ticketing, and event entry terms and conditions apply

**12. Contact Info / Support:**

- Enrich Member may contact Enrich to report any issues pertaining to the redemption at: enrich@malaysiaairlines.com