

TERMS AND CONDITIONS

The Redemption with Enrich Ritz Carlton e-voucher (s) on for Enrich Members hotel stay package at The Ritz-Carlton, Langkawi (“Campaign”) is organized by Malaysia Airlines Berhad (“Enrich” or “Malaysia Airlines” or “Organizer”) and Ritz Carlton (“Participating Hotel” or “Hotel”):

[A] Redemption of Enrich Points for hotel stay package:

1. During the campaign period, Enrich members will be able to redeem the Enrich Ritz Carlton e-voucher (s) via **Enrich Online** at <https://www.malaysiaairlines.com/enrich-portal/login.html> for hotel stay package at The Ritz-Carlton, Langkawi.
2. The campaign period is as follows: -

Redemption period : Now - 30 June 2023, 11:59 PM

Travel/Usage period : Table 1 below refers

3. The Enrich Ritz Carlton e-voucher is only available according to the denomination of Enrich Points stated in the Table below for a 03 Days/02 Nights stay at The Ritz-Carlton, Langkawi.

PREMIUM PACKAGE INCLUDING SPA

Check-in Period

- **04 January 2023 - 20 January 2023**
- **27 January 2023 – 28 February 2023**

ROOM TYPE	ENRICH POINTS REQUIRED
Rainforest Deluxe	440,000
Beach Villa	944,000
Ocean Front Villa	1,100,000

Check-in Period

- **01 March 2023 - 22 May 2023**
- **27 May 2023 - 30 June 2023**

ROOM TYPE	ENRICH POINTS REQUIRED
Rainforest Deluxe	400,000
Beach Villa	688,000
Ocean Front Villa	760,000

Hotel Stay Package includes:

- Welcome drink and welcome amenities upon arrival.
- Package for 2-night stay.
- Daily buffet breakfast for a maximum 2 adults per room.

- Additional adult chargeable at RM450 per adult or RM225 per child (age: 6-12 years old).
- Return private airport transfers from Langkawi International Airport to Ritz Carlton Hotel.
 - The hotel package rate offer is based on 02 persons per room. Relaxation Massage at the Ritz Carlton, Spa will apply as below:
 - 02-person occupancy per room - 120 minutes massage session (one time offer) (60 minutes per person)
 - 01-person occupancy per room - 60 minutes x 2 massage session (one time offer)

PREMIUM PACKAGE EXCLUDES SPA

Check-in Period

- **04 January 2023 - 20 January 2023**
- **27 January 2023 – 28 February 2023**

ROOM TYPE	ENRICH POINTS REQUIRED
Rainforest Deluxe	368,000
Beach Villa	880,000
Ocean Front Villa	1,040,000

Check-in Period

- **01 March 2023 - 22 May 2023**
- **27 May 2023 - 30 June 2023**

ROOM TYPE	ENRICH POINTS REQUIRED
Rainforest Deluxe	332,000
Beach Villa	632,000
Ocean Front Villa	702,000

Hotel Stay Package includes:

- Welcome drink and welcome amenities upon arrival.
- Package for 2-night stay.
- Daily buffet breakfast for a maximum 2 adults per room.
Additional adult chargeable at RM450 per adult or RM225 per child (age: 6-12 years old).
- Return private airport transfers from Langkawi International Airport to Ritz Carlton Hotel.

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<ul style="list-style-type: none"> • 21 - 26 Jan 2023 • 23 - 26 May 2023

4. Number of occupancies per room/villa is as per below: -

- Rainforest Deluxe: 03 adults or 02 adults & 01 child under 12 years old
- Beach Villa: 03 adults & 01 child under 12 years old or
02 adults & 02 children under 12 years old
- Ocean Front Villa: 03 adults & 01 child under 12 years old or
02 adults & 02 children under 12 years old

5. The Enrich Ritz Carlton e-voucher can only be redeemed at Enrich Online and may not be purchased with cash or credit card.
6. Member must have enough Enrich Points in their Enrich Account to redeem for the Enrich Ritz Carlton e-voucher.
7. Once redeemed, the Enrich Ritz Carlton e-voucher is non-refundable and cannot be exchanged for cash in part or full.
8. Enrich reserves the right to revise the Enrich Points required to redeem the Enrich Ritz Carlton e-voucher without any prior notification to Enrich members.
9. There will be no limitation to the quantity of Enrich Ritz Carlton e-voucher (s) redeemable per Member.
10. Enrich Members are to present the redeemed Enrich Ritz Carlton e-voucher (s) as a mode of payment for the hotel stay package.
11. The Hotel Stay respective packages include as stated under Item 3 above. Any additional costs/expenses incurred over and above the Hotel Package deal will be at the members' own expense.
 - a. All Enrich Points required for the redemption must be earned by the same Member under the same Account number. Redemption requests must be made by the Account holder. Redemption requests from parties' other than the Member, including Nominees will not be processed.
 - b. Enrich Ritz Carlton e-voucher is not transferable. Enrich member who has redeemed must be present for check-in the hotel stay package.
 - c. The hotel reserves the right to refuse any other persons presenting the e-voucher other than the Enrich member who has redeemed for the hotel stay package. Enrich members may be requested to present an identification to validate.
 - d. Once redeemed, the appropriate number of Enrich Points will be deducted from the Member's Enrich Account, thereafter will not be returned under any circumstances.
 - e. The Enrich Ritz Carlton e-voucher (s), once issued, shall be deemed to be fully utilized, non-refundable and may not be exchanged for cash or credit note.

Hotel Booking

1. Bookings for Rooms/Villas, Enrich Member to send email: reservations.langkawi@ritzcarlton.com or call 604 9524888 to Ritz-Carlton,

Langkawi to advise their booking details (check-in/check-out date, room type and package with or without spa, amount of Enrich Points redeem).

2. Enrich Members can make changes to their hotel booking stay dates 07 days before original hotel stay booking date where, member must contact the Hotel Reservations direct for the date change.
3. Rebooking will be subject to room availability. If the hotel is not able to offer any rooms within the stipulated stay period under Item 3 due to full occupancy, the e-voucher(s) redeemed are forfeited if not used. No refund or request for e-voucher extension will be entertained under any circumstances.
4. The redemption Enrich Ritz Carlton e-voucher must be presented upon check-in at the resort.
5. Any additional night is chargeable under the hotel's normal stay rate. Enrich Members are recommended to check with the hotel on the rate for the additional night stay.
6. Expired Enrich Ritz Carlton e-voucher will not be accepted for use under any circumstances.
7. The Participating Hotel shall not accept any usage of the Enrich Ritz Carlton e-voucher after the end of the Campaign period.

[B] Usage of Enrich Ritz Carlton e-voucher.

1. The Enrich Ritz Carlton e-voucher (s) is non-transferable to another Enrich Member.
2. Enrich member who has redeemed the hotel e-voucher must be present at time of check-in at the hotel upon arrival. Enrich member may be required to provide an identification (Identity Card or Passport) at time of check-in at the hotel.
3. If the Enrich Member who had redeemed the hotel e-voucher does not present him/herself at check-in, the e-vouchers will not be accepted by the hotel if presented by other person(s). It will be at the hotel's discretion if the hotel booking is to be converted to their normal hotel stay rate and person(s) will be required to pay for the stay by cash/credit card.
4. The Enrich Ritz Carlton e-voucher can only be redeemed at Enrich Online and may not be purchased with cash or credit card.
5. Payment for the room stay must be with the e-vouchers redeemed only.
6. Enrich member will receive an email confirmation upon successful redemption. The email will not state the Enrich Ritz Carlton e-voucher code redeemed but will state the steps on how to retrieve the Enrich Ritz Carlton e-voucher code from the MH Mobile App.
7. Enrich member to follow the steps below to obtain the Enrich Ritz Carlton e-voucher code:
 - I. Download the MH Mobile App from Google Play Store or App Store and log in to your Enrich Account.
 - II. Once redeemed, the Enrich Ritz Carlton e-voucher code will be loaded onto the MH Mobile App under MHVoucher section after redemption has been made at Enrich Online.

- III. The Enrich Ritz Carlton e-voucher can only be downloaded by the member who redeems the Enrich Ritz Carlton e-voucher. Transfer of the Enrich Ritz Carlton e-voucher to other Enrich member (s) is not allowed.
 - IV. The hotel can refuse to accept the voucher if member who redeemed and person presenting the voucher is not the same.
 - V. The 'Redeem Now' tab on the Enrich Ritz Carlton e-voucher can be swiped ONCE only. The Enrich Ritz Carlton e-voucher is considered used once the 'Redeem Now' tab is selected. This transaction cannot be reversed.
 - VI. Enrich member must present the Ritz Carlton e-voucher code upon check in at the resort to utilize the voucher as a mode of payment.
8. Should the Enrich Ritz Carlton e-voucher not appear in MH Mobile App, Enrich member is required to uninstall and reinstall the MH Mobile App. Once done, please repeat the above step 6 (I) until (VI) to redeem the Enrich Ritz Carlton e-voucher.
 9. Once redeemed, the Enrich Ritz Carlton e-voucher shall be deemed to be fully utilized, cannot be exchanged or substituted for other redemption campaign or other promotions offered by Malaysia Airlines or the participating hotels.
 10. The Enrich Ritz Carlton e-voucher cannot be used in conjunction with any other discount, special offer or promotion, unless otherwise stated by the participating hotel.
 11. Enrich and Participating Hotel will not be liable and/or be required to offer replacement Enrich Ritz Carlton e-voucher code (s), discounts, credits, cash or otherwise compensate customers for:
 - incorrectly redeeming this e-voucher,
 - the inability to redeem the e-Voucher due to technical issues (eg. mobile app issues, network issue),
 - discontinued or cancelled e-voucher;
 - improper use of the e-voucher; or
 - rooms not being available on the preferred dates requested and not able to use the e-voucher within the Campaign period.
 - should the Enrich member who redeemed the e-voucher is not able to make use of the hotel booking stay or not able to be present him/herself for check-in.
 12. Members are to contact Enrich at enrich@malaysiaairlines.com immediately from the date of redemption to report any issues pertaining to the redemption of the Enrich Ritz Carlton e-voucher. Request after three (03) days from the date of redemption will not be entertained and will deemed as redeemed and utilized. No Points refund or replacement of e-voucher will be accommodated.
 13. All other applicable terms and conditions shall apply.

[C] General

1. Enrich, Malaysia Airlines, 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 or with any of the e-vouchers offered or forfeited. Any dispute concerning goods or services received under this Campaign shall be settled between the Member and the participating hotel. Enrich shall bear no responsibility for resolving such disputes or for the dispute itself.
2. All additional transportation costs besides the hotel stay package offer, personal costs and/or any other costs on food/beverages and/or related expenses that are incurred are the sole responsibility of the members.
3. Enrich is not liable for the participating partner hotel's failure or delay in providing product and services to Enrich members.
4. Subject to the prior written notice and agreement by **the participating hotel**, Enrich reserves the right at any time to change, modify or cancel the Campaign rules without prior notice including regulations, benefits and conditions of participation. All other applicable Enrich terms and conditions shall apply. Please visit www.malaysiaairlines.com.
5. The Terms and Conditions of the Campaign shall be construed, governed and interpreted in accordance with the laws of Malaysia. The Participating Hotel agrees to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Campaign.
6. By participating in this Campaign, it is deemed that the Member have read and agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may, at Malaysia Airlines' absolute discretion, result in forfeiture of any of the e-vouchers. Malaysia Airlines shall not be liable for any claim whatsoever resulting from the member's participation in this Campaign.