

TERMS AND CONDITIONS

Firefly Redemption

The Enrich Points required to redeem an award ticket on Firefly flights is as per the Firefly Redemption Table provided below.

FIREFLY REDEMPTION TABLE

Enrich Points Required for One Way Trip

RBD	Within Peninsula	Peninsula to East Malaysia	International
Y/W/U	11,000	12,000	13,000
K/B/M	9,000	10,000	11,000
Q/H/S	7,000	8,000	9,000
T/L/V	6,000	7,000	8,000

Enrich Points Required for Return Trip

RBD	Within Peninsula	Peninsula to East Malaysia	International
Y/W/U	22,000	24,000	26,000
K/B/M	18,000	20,000	22,000
Q/H/S	14,000	16,000	18,000
T/L/V	12,000	14,000	16,000

1. Redemption on Firefly must be booked and ticketed at least 48 hours before flight departure via Enrich online account at [Enrich Online](#)
2. Codeshare flights are not eligible for redemption of Award Tickets.
3. Redemption on Firefly does not apply for connecting flights, e.g. Penang – Subang - Singapore return. Flight tickets for each connecting flight must be redeemed separately. Only point-to-point redemptions are allowed (eg. Penang – Subang – Penang OR bang – Singapore - Subang).
4. Stopover and open jaw are not permitted when redeeming an Award ticket on Firefly.

5. The Points required for a mixed class travel for an Award ticket on Firefly is priced according to the actual cabin classes taken. Members to contact Firefly Call Centre for the exact Points required.
6. Origin or turnaround point may not be used as an intermediate point in a one way or return trip journey.
7. Backtracking is not permitted except as required by route restrictions. Backtracking occurs when a journey does not continue in the same direction where it began. An itinerary continuing a backtracking sector not required by route restrictions may require separate tickets.
8. An Award ticket on Firefly must be booked through ~~the~~ Firefly Call Centre only.
9. An Award ticket redeemed on Firefly is valid for six (6) months from the first outbound travel date.
10. Extension of validity is strictly not allowed.
11. Change fee of USD20 or local equivalent will apply as below:
 - a. Change of date (fully/partly unutilized).
 - b. Rerouting for fully unutilized ticket is allowed.

Enrich Member must have sufficient Enrich Points in the Enrich account to top up any additional Enrich Points required for the new routing.
12. No rerouting is allowed for partly utilized ticket.
13. Points will not be refunded for seat downgrade for Award Travel issued on Firefly.
14. A ticket redeemed on Firefly is non-endorsable (i.e. not to be endorsed to another airline), non-reroutable, non-transferable and non-refundable. Firefly 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 Firefly.
15. Points redeemed and taxes paid for an Award Travel is NOT refundable to the original account or used in exchange for a different Award Travel. This applies regardless of whether the refund request is made before the Award Travel has been issued or whether the Award Travel is completely unused or partly used.
16. Award Travel issued on Firefly shall be subject to Firefly's Conditions of Carriage, copies of which may be obtained directly from Firefly.

17. The utilization of Enrich Points 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, Firefly rules and regulations, and Enrich Terms and Conditions. In the event of any discrepancy between these Terms and Conditions with other terms and conditions, the General Conditions of Carriage, Firefly rules and regulations, and Enrich Terms and Conditions shall prevail to the extent of such inconsistency.
18. Enrich and Malaysia Airlines reserve the right to make changes to the changes to the terms and conditions associated with an Airline Partner Award on Firefly from time to time, including the Points requirement published in the Firefly Redemption Table.