

## TERMS AND CONDITIONS

### EnrichHotels 'Enrich Hearts Australia' Special Offer

#### Explore Australia and get 2,000 points off

1. The EnrichHotels 'Enrich Hearts Australia' Special Offer ("Promotion") is organised by **Enrich by Malaysia Airlines Berhad** ("Organiser") (Company No.: 201401040794 (1116944-X), a company incorporated in Malaysia of having its registered office at Level 1, South Support Zone, 64000, Sepang, Selangor.
2. Enrich Hotels is powered by **Rocket Travel** ("Rocketmiles"). The Promotion is open to all active Enrich Members.
3. The Promotion is valid from **27 June 2024 until 09 July 2024** ("Promotion Period"), Malaysia time.
4. The Promotion is available at **Enrich Hotels website** ("Enrich Hotels") at <https://www.enrichhotels.com>
5. This offer is valid for bookings on a per stay basis and reservations made between 27 June 2024 and 09 July 2024 by 23:59H (Malaysia Time). Enrich Member must complete the stay before/on 31 December 2024.
6. Subject to the Terms and Conditions herein, Enrich Member who is a new user to Enrich Hotels will be given per stay only.

#### Campaign Details

1. To be eligible for this Promotion, Enrich Member must book through the 'Enrich Hotels' website at: <https://www.enrichhotels.com> before 09 July 2024 by 23:59H (Malaysia time).

#### Campaign:

Booking Period : 27 June 2024 - 09 July 2024 by 23:59H (Malaysia Time).

Hotel Stay Period : 27 June 2024 - 31 December 2024

To be eligible for this promotion, the following conditions apply:

Redeem at least one (01) night stay at any hotels from the 'Enrich Hotels' website.

1. Valid only one (01) time per customer within the booking period.
2. The hotel stay must be redeemed with full Enrich Points only.
3. This Enrich Points discount is not applicable for Points + Cash hotel redemption.
4. Redeem your hotel in Adelaide, Melbourne, Sydney, and Perth before 09 July, 2024 23:59 (Malaysia Time) .

5. The hotel stay must be redeemed with at least 10,000 Enrich Points to be eligible for the 2,000 Enrich Points discount and will be automatically applied upon completing the hotel booking.
6. For payment, login to your Enrich Account at <https://enrich.malaysiaairlines.com/enrich.html> and redeem Enrich Points for the stay.
7. Hotel stay must be completed before/on 31 December 2024 23:59H (Malaysia Time). No extension will be allowed under any circumstances.

#### Other Terms and Conditions for 2,000 Enrich Points off Redemption Sale:

1. This Promotion is valid for redemption with full Enrich Points made between
  - 27 June 2024 00:00H to 09 July 2024 23:59H (Malaysia Time)
  - 27 June 2024 to 31 December 2024 (Malaysia Time) for hotel stay
2. To be eligible for this Promotion, the booking must be made through the Enrich Hotels site <https://www.enrichhotels.com>
3. This Promotion is only applicable when redeeming with full points (100% Enrich Points) made via the above link only.
4. The discount Promotion is not extended to Enrich Members who use a combination of Enrich Points + Cash.
5. The Promotion is strictly valid for only one (1) time per customer within the booking period.
6. The 2,000 Points discount is applicable to all hotel properties in Adelaide, Melbourne, Sydney, and Perth found on the Enrich Hotel site.
7. To redeem Enrich Points, Enrich members **MUST** log in to their Enrich account with their Enrich membership credentials at the dedicated website **only** <https://www.enrichhotels.com>. Any booking made using any other website or normal hotel booking will not be eligible for this promotion discount.
8. The discount is open to new and existing Enrich Member who have used Enrich Hotels.
9. This discount will not apply to change date to hotel bookings made prior to this Promotion or hotel bookings already made prior to this Promotion.
10. There are no restrictions on the property booked or length of stay.
11. Rocketmiles standard terms and conditions apply. Please refer to <https://www.enrichhotels.com/terms> for the full 'Enrich Hotels' terms and conditions.
12. The promotional offer above is open to both new and returning customers.
13. The promotional offer above cannot be combined and cannot be applied to existing bookings or retroactively applied to bookings not made using the link above.

14. Enrich members will not earn any Enrich Points or Tier Elite Points for the hotel stay redeemed with Enrich Points.

15. Any dispute or discrepancies with regards to the hotel booking, Enrich members are required to email 'Enrich Hotels' concierges at [support@enrichhotels.com](mailto:support@enrichhotels.com) managed by Rocket Miles or contact them by phone at: Toll Free: +17736728914 / Local: +60392126871

16. All other Enrich Terms and Conditions will apply. Please visit <https://www.malaysiaairlines.com/my/en/enrich.html> for more information.

### General Terms and Conditions

1. By joining this Promotion, it is deemed that Enrich Member have read and have agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may result in forfeiture of the Offer at the Organiser's absolute discretion.
2. All other rules and regulation including Enrich Programme Terms and Conditions and Enrich Hotels Terms and Conditions shall apply.
3. The Organiser shall not be liable for any disruption during the Promotion Period, whether due to technical problems or otherwise, which is beyond its reasonable control. In the event of any disruption, reasonable efforts shall be used to remedy the disruption and resume the Promotion on a fair and equitable basis to the entrants.
4. The Organiser reserves the right to cancel, suspend, postpone, or extend the Promotion without any prior notice. For the avoidance of doubt, any cancellation, suspension, postponement, or extension by the Organiser of the Promotion shall not entitle Enrich Hotel customers to any claim or compensation against the Organiser, its agents and employees for any and all losses or damages suffered or incurred by the Enrich Hotels Customers as a direct or an indirect result of the act of cancellation, suspension, postponement or extension.
5. The Organiser, 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 Promotion or with the Offer presented or forfeited.
6. The Organiser reserves the right at any time to amend, delete or add to any of these Terms and Conditions including the mechanism of the Promotion at its absolute discretion without prior notice.
7. These Terms and Conditions will prevail over any inconsistent terms, conditions, provisions or representations contained in any other promotional materials advertising the Promotion.
8. If any matter arises which are not covered in these Terms and Conditions, they will be determined solely by the Organiser.
9. The Organiser shall ensure that the collection, use and disclosure of the Enrich Hotels customers personal data in their participation of this Promotion are consistent with the Malaysian

Personal Data Protection Act 2010 ('PDPA'). It is acknowledged that personal data collected and processed in under this Promotion is obtained voluntarily and with your consent. The Organiser shall ensure that under no circumstances is the collected data, disclosed or sold or passed on to third parties for any reason. However, the Organiser may disclose the data collected for a purpose directly related to the purpose it was disclosed at the time of collection to a third party such as other Organiser's affiliates and subsidiaries or in circumstances specified in the Malaysia Airlines Personal Data Privacy Policy as published at the Organiser website. The Organiser should not be held liable for any damage caused as a result of the collection, use, disclosure, loss, misuse, modification, unauthorised or accidental access, alteration or destruction of your personal data unless the actions of the Organiser were deliberate or grossly negligent.

10. This Promotion and these Terms and Conditions are governed by the laws of Malaysia. Enrich Hotels customers agree to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Promotion.