

ENRICH GLOBAL FLIGHT REDEMPTION CAMPAIGN

Terms and Conditions

The **Enrich Global Flight Redemption Campaign** ("Promotion") is organised by Enrich by Malaysia Airlines ("Malaysia Airlines") ("Organiser"), which will run from 9 May 2025 (00:00H, Malaysia time) till 28 May 2025 (23:59H, Malaysia time), inclusive both start and end dates ("Promotion Period").

Duration and Eligibility

1. This Promotion is valid from 9 May 2025 (00:00H, Malaysia time) till 28 May 2025 (23:59H, Malaysia time), inclusive both start and end dates ("Promotion Period").
2. This Promotion will start and end at Malaysia local time as follows ("Promotion Period"): -

PROMOTION PERIOD

Booking/Ticketing Period	: 9 May 2025 – 28 May 2025
Travel Period	: 9 May 2025 – 31 March 2026

3. Travel Award redeemed for travel under this Promotion is VALID ON FLIGHT/DATE SHOWN ONLY.
4. Travel Award once redeemed, is non-refundable and will be forfeited if not used.
5. Enrich members are required to plan and confirm their travel dates as strictly no date change is allowed once redeemed, under any circumstances.
6. These Terms and Conditions set out the terms and conditions of redeem Enrich Points on Travel Award.
7. This Promotion is open to all Enrich members who have accrued the required Enrich Points available in the respective Enrich member's account, without any breach of the applicable Enrich Terms and Conditions.
8. This Promotion is valid solely on pure Malaysia Airlines flights on one-way/return journey from Malaysia to all Malaysia Airlines destinations and ticket(s) issued on a MH (232) ticket document.
9. This Promotion is strictly only available for booking via Enrich Online Portal at <https://enrich.malaysiaairlines.com/login> or <https://www.malaysiaairlines.com/my/en/enrich-portal/home/redemption/flight-redemption.html>, Malaysia Airlines website and Malaysia Airlines mobile app.
10. This Promotion is NOT available for booking at Malaysia Airlines Global Contact Center, Malaysia Airlines Ticketing Office(s), Travel Agents or any other ground channels.
11. Enrich members must login to his/her Enrich Account online for the Travel Award booking and ticketing process.
12. The Travel Award for this Promotion must be booked and ticketed within the Promotion Period, failing which, the Enrich member will not be eligible for this Promotion. No appeals and/or disputes will be entertained.
13. This Promotion is applicable for Full Enrich Points redemption.
14. Seats are subject to availability and on first come first serve basis.
15. This Promotion is available for eligible Enrich members who have sufficient Enrich Points in their Enrich Account to redeem for all travelers.
16. This Promotion does not include applicable taxes and surcharges which, are to be paid by credit card separately by the Enrich members.
17. Enrich members shall NOT earn Enrich Points and Elite Points for the Travel Award redeemed with full Enrich Points.

18. Enrich members who do not have sufficient Enrich Points to redeem, they may purchase Enrich Points under 'Buy Points' via Enrich Online where separate terms and conditions shall apply.
19. Enrich Points required to redeem a Travel Award must be redeemed from a single Enrich Account and may not be combined from multiple Enrich Accounts.
20. Redemption for infant and children (02 - 12 years) must be booked with an adult (18 years and above) when redeeming online.
21. The Enrich Points for infant and child Travel Award under this Promotion must be the same as the Enrich Points applied for an adult. No infant/child discount will apply for this Promotion.
22. This Promotion is only applicable for non-stop flights from Malaysia to all Malaysia Airlines destinations on the specified fare class(es). Stopovers are not permitted except for a stopover in Kuala Lumpur (KUL). Example: An Enrich member booking KCH – LHR with a stopover in KUL is eligible for this Promotion. All bookings must be made under a single Booking Reference Number.
23. Travel Award redemption is not applicable for group travel bookings involving ten (10) and more passengers.
24. This Promotion is not eligible for upsell to higher booking class, Enrich Upgrade, MHUpgrade, Last Minute Upgrade, Free Upgrade (where applicable) or any other form of upgrade.

Promotion Details

1. This Promotion is an exclusive offer for all Enrich members.
2. Enrich members are entitled to enjoy promotional fares offered under the Malaysia Airlines Global Sale Campaign which will run from 9 May 2025 (00:00H, Malaysia time) till 28 May 2025 (23:59H, Malaysia time), inclusive both start and end dates ("Promotion Period").
3. Enrich members must be logged in to their Enrich account at the time of booking to redeem flight and enjoy the discount.
4. This Promotion is applicable for travel on O, Z and P booking classes of Value, Basic and Flex, subject to availability.
5. The Promotion is applicable for travel on Economy class, Business class and Business Suite on pure flights operated by Malaysia Airlines per table below: -

Flight Details (Domestic)		
Country	To / From	Routes
Malaysia	Kuala Lumpur	Peninsular Malaysia
		AOR – Alor Setar
		JHB – Johor Bahru
		KBR – Kota Bharu
		TGG – Terengganu
		KUA – Kuantan
		KUL – Kuala Lumpur
		LGK – Langkawi
		PEN – Penang
		East Malaysia – Sarawak
		BTU – Bintulu
		MYM – Miri
		SBW – Sibul
		KCH – Kuching

		East Malaysia – Sabah SDK – Sandakan LBU – Labuan BKI – Kota Kinabalu TWU – Tawau
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Flight Details (International)		
Country	From	Routes
ASEAN	Kuala Lumpur	SIN – Singapore HKT – Phuket BKK – Bangkok MNL – Manila PNH – Phnom Penh SGN – Ho Chi Minh HAN – Hanoi RGN – Yangon DPS – Denpasar (Bali) CGK – Jakarta SUB – Surabaya KNO – Medan CNX – Chiang Mai DAD – Da Nang
South Asia		KTM – Kathmandu CMB – Colombo DAC – Dhaka DEL – Delhi BOM – Mumbai MAA – Chennai HYD – Hyderabad BLR – Bengaluru COK – Kochi AMD – Ahmedabad TRV – Thiruvananthapuram ATQ – Amritsar CCU – Kolkata MLE – Male (Maldives)
Middle East		DOH – Doha
China		HKG – Hong Kong CAN – Guangzhou PVG – Shanghai PKX – Beijing XMN – Xiamen
North Asia		KIX – Osaka NRT – Narita ICN – Seoul (Incheon) TPE – Taipei
Australia and New Zealand		SYD – Sydney MEL – Melbourne PER – Perth

		ADL – Adelaide AKL – Auckland BNE - Brisbane
Europe		LHR – London CDG – Paris

6. This Promotion is NOT valid on all or any oneworld member airline flights, Enrich partner airline flights, MH3000/MH4000/MH5000/MH7000/MH9000 flight series, codeshare flights, charter flights or flights jointly operated by other airlines, AMAL, flights marketed by Malaysia Airlines but operated by partner airline or flights marketed by partner airlines but operated by Malaysia Airlines.
7. All taxes including fees and surcharges (where applicable) are the responsibility of the Enrich Member/user of the Travel Award and are due at the time of issuance, ticketing and/or at departure.
8. Seats for this Promotion are limited and shall be available on a first come, first serve basis, subject to any applicable terms and conditions, rules and regulations of Malaysia Airlines.

General Terms

1. Malaysia Airlines reserves the right to amend or change these Terms and Conditions or withdraw this Promotion at any time with or without prior notice. No person shall be entitled to any claim whatsoever against Malaysia Airlines.
2. This Promotion, the utilisation 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, Malaysia Airlines rules and regulations, and Enrich Terms and Conditions.
3. In the event of any discrepancy between these Terms and Conditions with other terms and conditions, the Malaysia Airlines Travel Award Terms and Conditions shall prevail to the extent of such inconsistency.
4. This Promotion and these Terms and Conditions are governed by the laws of Malaysia. Enrich members agree that the Courts of Malaysia shall have an exclusive jurisdiction over all matters arising from this Promotion.
5. For any queries regarding the Promotion, please contact Malaysia Airlines (Enrich) via: -
 - Log in to your Enrich Online account at <https://enrich.malaysiaairlines.com>.
 - Call the Malaysia Airlines Global Contact Centre at 1 300 88 3000 (within Malaysia) or +603 7843 3000 (outside Malaysia).
 - Visit nearest Malaysia Airlines ticketing office.
6. Other Enrich General Terms and Conditions may apply.
7. Please refer other Malaysia Airlines terms and conditions available on Malaysia Airlines website.