



REDEMPTION ON ENRICH POINTS FOR RICHARD MARX CONCERT TICKET

Terms and Conditions

1. Organiser

The redemption on Enrich Points for Richard Marx Concert Ticket ("Promotion") is organised by Enrich by Malaysia Airlines Berhad ("Organiser").

2. Promotion Period

- **Redemption period:** 14th July 2025(00:00 Malaysia time) to 31st July 2025(23:59 Malaysia time)
- **Usage of e-Ticket:** 16th August 2025 (21:00 Malaysia time until 23:00 Malaysia time)

3. Eligibility

- The Richard Marx Concert Ticket (s) is available for redemption during the campaign period from 14th July 2025(00:00 Malaysia time) to 31st July 2025(23:59 Malaysia time) in Enrich email blast in a denomination offered with the amount of Enrich Points required specified in the campaign terms and conditions.
- The Richard Marx Concert Ticket (s) can only be redeemed on Enrich Portal (<https://enrich.malaysiaairlines.com/login> and Malaysia Airlines app.)

4. Participating Partner

This Promotion is valid for event on Richard Marx Concert Ticket(s) on 16th August 2025.

5. Campaign Mechanics

- The mechanics of the Campaign are as follows:
- The Richard Marx Concert 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 "Richard Marx Concert Ticket" e-voucher under Hot Deals .
Find 'Richard Marx Concert 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 the Richard Marx 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	Open the MH Voucher and click ' My Vouchers '.
Step 2	Find the Richard Marx Concert Ticket e-voucher Under ' Active ' tab and click ' USE NOW ' to retrieve the e-voucher.
Step 3	Check the voucher details and terms and conditions.
Step 4	Tab ' USE NOW ' button at the bottom to reveal the e-voucher code not later by 31 st July 2025.
Step 5	Once the voucher code is revealed Enrich send the e-Ticket confirmation no later than 8 th August 2025.

6. Usage of Richard Marx Concert Ticket Tickets Redemption

- Enrich will send the Richard Marx Concert e-tickets to the Enrich Member's email address no later than 8th **August 2025**.
- The usage of e-tickets is **ONLY** applicable at Richard Marx Concert Ticket **on 16th August 2025, Saturday at Arena of Stars Genting**.
- Each ticket includes admission for one (01) person and is applicable across all ages, including children and infants.
- The redemption rates published above are only available to the stipulated tickets category and are subject to change without prior notice.
- 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.
- Every attendee **MUST** enter the hall with a ticket, including children of all ages & infants.
- The concert starts at 9pm sharp. Late arrival may result in non-admittance until a suitable break in the performance.
- 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.
- 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 Organiser 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.
- Lost or damaged ticket(s) will not be entertained.
- Other terms and conditions apply

7. Complimentary EnrichHotels Travel Credits Usage

- Booking Period: 18th July 2025 (00:00AM (GMT+8)) until (Before 11:59PM (GMT+8)) on 30th September 2025
- Stay/Travel Period: 01st August 2025 – 31st October 2025
- Upon successful redemption, Enrich members will receive a unique EnrichHotel travel credits e-voucher via their registered Enrich email address, starting from 18th July 2025 until 31st July 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.

8. 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 this Enrich Richard Marx 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.
- The discount is applied at checkout for eligible redemptions.

9. Points Validity

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

**10. Inclusions**

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

11. Exclusion

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

12. 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.

13. Contact Info / Support:

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