

## FIREFLY 2X BONUS ENRICH POINTS CAMPAIGN

### Terms and Conditions

- The promotion of **Firefly 2X Bonus Enrich Points Campaign** (“Promotion”) is open to all Enrich Members who purchase full-fare ticket(s) for travel on selected pure Firefly jet operated flights below (“Eligible Flights”): -

From	To	Flight Number
Subang (SZB)	Kota Kinabalu (BKI)	FY2552
Kota Kinabalu (BKI)	Subang (SZB)	FY2553
Penang (PEN)	Subang (SZB)	FY2871
Subang (SZB)	Penang (PEN)	FY2872

- This Promotion is available at [fireflyz.com.my](http://fireflyz.com.my) and Firefly Ticket Office(s).
- Enrich Members will be entitled to earn 2X Bonus Enrich Points on Eligible Flights subject to the Terms and Conditions of the Promotion herein (“Bonus Enrich”).

Illustration:

An Enrich Member spends RM1000 on base fare and carrier-imposed surcharges, depending on tier status upon flown, Member will earn the following as an example:

Enrich Status	Blue	Silver	Gold	Platinum
<b>Enrich Points</b>	RM1000 (Base Fare + Carrier Related charges) x 1.5 =	RM1000 (Base Fare + Carrier Related charges) x 1.6 =	RM1000 (Base Fare + Carrier Related charges) X 2.0 =	RM1000 (Base Fare + Carrier Related charges) x 2.2 =
	1500	1600	2000	2200
<b>Bonus Enrich Points Earning</b>	1500	1600	2000	2200
<b>Total Enrich Points Earned</b>	3000	3200	4000	4400

- This Promotion is valid upon purchase of a full-fare ticket for a one-way/return journey on pure Firefly jet operated flights only on Eligible Flights with ticket(s) issued on a Firefly booking reference.
- This Promotion will start at Malaysia local time as follow (“Promotion Period”): -  
**Booking and Ticketing Period** : 26 September 2024, 00:00H – 4 October 2024, 23:59H  
**Travel Period** : Immediate – 31 July 2025, 23:59H
- This Promotion will not apply for redemption tickets with full Enrich Points, Enrich Points + Cash, Enrich Upgrade, MHUpgrade, Last Minute Upgrade, complimentary tickets, or any form of upgrade.

7. This Promotion will not apply to airline staff tickets, agent discounted tickets using Air Travel Authority (ATR), and any form of discounted tickets. The Promotion is only applicable to tickets purchased on full commercial fares.
8. This Promotion is not valid on codeshare flights, or any other flights that are not listed as the Eligible Flights.
9. The 2X Bonus Enrich Points will be credited to the Enrich Member's account only after the Enrich Member completes the journey, subject to flight eligibility. Below is the earning illustration: -

Enrich Points Earning	Promotion Bonus Enrich Points Earning	Total Enrich Points Earned
2,000 Enrich Points	2,000 Bonus Enrich Points	4,000 Enrich Points

10. The 2x Bonus Enrich Points earned under this Promotion are valid for three (3) years only from the month and year credited.
11. For any missing Enrich Points claim request, 2X Bonus Enrich Points will be credited to the Enrich Member's account within six (6) to eight (8) weeks after the end of this Promotion ("Bonus Enrich Points Credit Period"). Any claim submitted after six (6) months (180 days) will not be eligible.
12. Travel Date Change
  - Only flights booked within the Booking Period and Travel Period of this Promotion will earn the 2X Bonus Enrich Points.
  - Any flight booked and ticketed within the Promotion Period with a request for a change to a higher fare (upsell) booking class or change date, rebooking **MUST** be done within the Booking Period and Travel Period to be eligible for this Promotion.
  - Upsell to higher booking fare class or change date after the Booking Period but within the Travel Period will **NOT** be eligible for this Promotion.
  - Any flight booked and ticketed within the Promotion Period with a request for change to an earlier date flight before or after the Booking Period, will not be eligible for this Promotion.
  - Ticket(s) purchased before this Promotion and rebooked with ticket reissued during this Promotion Period will not be eligible for this Promotion.
  - Enrich members who do not turn up (NO SHOW) for the flight upon check-in and did not complete the journey will not be eligible for this Promotion.
  - Enrich Members who are not able to complete the journey booked during the Travel Period and use the ticket for travel after the Travel Period will not be eligible for this Promotion.
  - Changes to tickets purchased within the Promotion Period will be subject to the fare rules.
13. This Promotion shall not be used in conjunction with any other promotional offer by Enrich or Firefly.

14. By joining this Promotion, it is deemed that Enrich Members have read and agreed to these Terms and Conditions. Any breach of these Terms and Conditions may result in forfeiture of the Bonus Enrich Points at Malaysia Airlines' absolute discretion.
15. Bonus Enrich Point cannot be exchanged or sold for cash.
16. All other rules and regulations including Firefly General Terms and Conditions and Enrich Terms and Conditions shall apply.
17. Firefly 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 effort shall be used to remedy the disruption and resume the Promotion on a fair and equitable basis to an Enrich Member.
18. Firefly 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 Firefly of the Promotion shall not entitle Enrich Members to any claim or compensation against Firefly, its agents, and employees for any and all losses or damages suffered or incurred by the Enrich Members as a direct or an indirect result of the act of cancellation, suspension, postponement, or extension.
19. Firefly, 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 bonus Enrich Points offered or forfeited.
20. Firefly 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.
21. The Terms and Conditions will prevail over any inconsistent terms, conditions, provisions, or representations contained in any other promotional materials advertising the Promotion.
22. If any matters not covered in these Terms and Conditions arise, they will be determined solely by Firefly.
23. 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, Firefly rules, and regulations, and Enrich Terms and Conditions. Enrich Members must read these applicable standards, rules, and regulations together with these Terms and Conditions. If there is any inconsistency between the applicable standards, rules, and regulations and with these Terms and Conditions, these Terms and Conditions shall prevail.

24. This Promotion and these Terms and Conditions are governed by the laws of Malaysia. Enrich Members agree to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Promotion.
  
25. If Enrich Members have any queries regarding the Promotion, please contact Malaysia Airlines (Enrich) and Firefly via:
  - Firefly Customer Service (Malaysia) line at +60378454543.
  - Visit nearest Firefly Ticketing Office(s).
  - Email to [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com).