

## ENRICH POINTS REDEMPTION CAMPAIGN ON FIREFLY

### Terms and Conditions

1. The Enrich Points Redemption Campaign on Firefly ("Promotion") is organised by Enrich by Malaysia Airlines Berhad ("Enrich") together with Firefly Sdn Bhd ("Firefly") and is open for redemption for travel on pure Firefly operated flights from/to domestic and selected international destinations.
2. This Promotion offers up to 25% off Enrich Points, and it will start on 03 December 2024 at 00:00H (Malaysia time) and will end on 06 December 2024 at 23:59H (Malaysia time) ("Redemption Period") and applicable for travel between 03 December 2024 until 30 June 2025 ("Travel Period"). The entire flight journey, return or otherwise, must be completed within the Travel Period.
3. This Promotion is valid for one-way/return journey solely on pure Firefly operated flights from/to domestic and selected international destinations:

Redemption Period : 03 December 2024 – 06 December 2024  
Travel Period : 03 December 2024 – 30 June 2025

### **Eligibility**

1. 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 ("Enrich Member").
2. This Promotion is valid only on pure Firefly operated flights from/to domestic and international destinations, one way or return journey.
3. The Travel Award for this Promotion must be booked and ticketed on 03 December 2024 at 00:00 (Malaysia Time) and before 23:59 (Malaysia Time) on 06 December 2024. Failing which, the Enrich Member will not be eligible for this Promotion and normal Enrich Points earn will apply. No appeals and/or disputes will be entertained.
4. This Promotion is strictly available for online redemption via <https://enrich.fireflyz.com.my/> only.
5. Enrich Members must login to <https://enrich.fireflyz.com.my/> to redeem the Travel Award.
6. This Promotion is not available for booking at Firefly Call Centre, Firefly Ticket Office, Malaysia Airlines Contact Centre, Malaysia Airlines Ticket Office(s), Travel Agents or any other ground channels.
7. This Promotion is available for all Enrich Members who have enough Enrich Points in their Enrich Account to redeem.
8. This Promotion is only applicable for FULL ENRICH POINTS redemption. Enrich Points + Cash redemption is not applicable.
9. This Promotion does not include applicable taxes and surcharges which, are to be paid by credit card separately.
10. Enrich Members will NOT earn Enrich Points or Elite Points for the Travel Award redeemed with Enrich

Points.

11. Enrich Points required to redeem the Travel Award must be redeemed from a single Enrich Account. Enrich Points may not be combined from multiple Enrich Accounts to redeem the Travel Award.
12. Redemption for infant and children (02 - 12 years) must be booked with an adult in one single booking reference when redeeming online.
13. The Enrich Points for infant and child Travel Award under this Promotion will be the same as the Enrich Points applied for an adult. No infant/child discount will apply.
14. This Promotion is only valid for non-stop flights between two destinations on the specified fare class(es) only. Stopover NOT allowed. For connecting flights, separate tickets must be redeemed where, normal Enrich Points will apply for each flight sector and not involving the sectors mentioned above.
15. Enrich Points under this Promotion will be redeemed per sector, per Enrich Member, from the respective Enrich Account.
16. This Promotion is not applicable for group travel bookings involving ten (10) and more passengers.

**Promotion**

1. This Promotion is valid for travel on eligible Economy Class solely on pure Firefly operated routes as per table below: -

From (Origin)	To (Destinations)
SZB - Subang	<u>Peninsular Malaysia</u> AOR - Alor Setar JHB - Johor Bahru KBR - Kota Bahru LGK - Langkawi PEN - Penang TGG - Kuala Terengganu
	<u>East Malaysia</u> BKI - Kota Kinabalu
	<u>International</u> XSP - Seletar, Singapore
PEN - Penang	<u>Peninsular Malaysia</u> JHB - Johor Bahru KBR - Kota Bahru KUL - Kuala Lumpur LGK - Langkawi SZB - Subang
	<u>East Malaysia</u> BKI - Kota Kinabalu
	<u>International</u> BTJ - Banda Aceh KNO - Medan Kuala Namu HKT - Phuket BKK - Bangkok SIN - Changi, Singapore

BKI - Kota Kinabalu	<u>East Malaysia</u> TWU - Tawau SDK - Sandakan MYY - Miri KCH - Kuching
KCH - Kuching	MYY - Miri

2. The Enrich Points required for redemption under this Promotion are as per tables below: -

Booking Class	Minimum Points Required During Promotion (Return)					
	Within Peninsular	Peninsular to East Malaysia	International	Within Sabah	Within Sarawak	Sabah to Sarawak
T/L/V	9,000	11,360	12,600	12,450	12,900	12,900

- This Promotion is applicable only on pure Firefly operated flights from/to domestic and selected international destinations, one way or return journey.
- Promotion is not applicable 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 (e.g. Penang - Subang - Penang OR Subang - Singapore - Subang).
- This Promotion is NOT valid on codeshare flight series and flights marketed by Firefly and operated by partner airlines or flights marketed by partner airlines and operated by Firefly.
- All taxes, including fees and surcharges (where applicable), are the responsibility of the Enrich Member and must be paid at the time of Travel Award being redeemed or upon departure.
- Seats for this Promotion are limited and shall be available on a first come, first serve basis, subject to any applicable Terms and Conditions and Firefly rules and regulations.

**Travel Award Conditions**

- The travel(s) under this Promotion is strictly valid on flight/date shown only.
- Enrich Members are required to ensure names of passengers are accurate and according to the travel document (passport or NRIC) when redeeming online. Travel Award will not be refunded for any name entered by error. Enrich Members will be required to redeem again for the correct passenger.
- Once the Travel Award is redeemed under this Promotion, flight/date change and upsell to higher fare class/rerouting are strictly NOT allowed.
- Any Travel Award booked or redeemed/issued prior to this Promotion shall not be eligible for reissuance or refund for the purpose of this Promotion.
- All Travel Award must be on available and confirmed seat basis at the time of booking. Not applicable for waitlist or open dated tickets.
- Once the Travel Award is issued under this Promotion, it is considered used if not utilised for the flight reserved. Enrich Points will not be refunded nor can taxes, fees and surcharges paid be refunded. The Travel Award is forfeited.

7. Travel Award redeemed under this Promotion is non-endorsable (i.e. not to be endorsed to another airline), non-reroutable, non-transferable and non-refundable. Enrich and Firefly shall be entitled to cancel or invalidate any Travel Award 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 Malaysia Airlines Berhad.
8. Name change is strictly not permitted, and the Travel Award is not transferable.
9. The use of Enrich Points against this Promotion is subject to Terms and Conditions of the Enrich Programme. The Terms and Conditions of the Enrich Programme are subject to change at any time with or without notice.
10. Enrich Points redeemed for the Travel Award is NOT refundable to the original account or used in exchange for a different Travel Award. This applies regardless of whether the refund request is made before the Travel Award has been issued or whether the Travel Award is completely unused or partially used.
11. Enrich and Firefly reserve the right to make changes to the fare conditions and to the number of Enrich Points required for the Travel Award.

#### **General Terms**

1. Enrich and Firefly reserve the right to amend or change these Terms and Conditions at any time with or without prior notice. No person shall be entitled to any claim whatsoever against Malaysia Airlines or Firefly.
2. The utilisation of Enrich Points and the redemption of Travel Awards are subject to other standard reservations and ticketing rules and regulations including but not limited to, General Conditions of Carriage, Malaysia Airlines rules and regulations, Firefly rules and regulations and Enrich Terms and Conditions.
3. Malaysia Airlines and Firefly reserves the right to cancel, terminate or suspend the Promotion without any prior notice. For the avoidance of doubt, any cancellation, termination or suspension by Malaysia Airlines or Firefly shall not entitle the Enrich Member to any claim or compensation against Malaysia Airlines, Firefly, its agents, and employees for all losses or damages suffered or incurred by the Enrich Member as a direct or an indirect result of the act of cancellation, termination, or suspension thereof.
4. In the event of any discrepancy between these Terms and Conditions with other terms and conditions, the Promotion Terms and Conditions shall prevail to the extent of such inconsistency.
5. 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.
6. If Enrich Members have any queries regarding the Promotion, please contact Firefly:
  - At <https://www.fireflyz.com.my/my/en/support/contact-info.html>, or
  - Visit nearest Firefly ticketing office.
7. For any Enrich queries, please email to [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com).