

## FIREFLY 20% OFF ENRICH POINTS REDEMPTION

### Terms and Conditions

1. The Firefly 20% Off Enrich Points Redemption (“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 will start on 21 November 2024 at 00:00H (Malaysia time) and will end at 23:59H (Malaysia time) on 25 November 2024 (“Redemption Period”) and applicable to the travel between 25 November 2024 until 25 October 2025 (“Travel Period”). The entire flight journey, return or otherwise, must be completed within the Travel Period.
3. The redemption is not available for booking (“Blackout Period”) on 20 December 2024 to 29 December 2024, 24 January 2025 to 02 February 2025, 27 March 2025 to 06 April 2025, 29 May 2025 to 02 June 2025, 06 June 2025 to 08 June 2025, and 17 October 2025 to 20 October 2025.
4. This Promotion is valid for one-way or return journey solely on pure Firefly operated flights from/to domestic and selected international destinations:

Redemption Period : 21 November 2024 – 25 November 2024

Travel Period : 25 November 2024 – 25 October 2025

Blackout Period :  
i. 20 December 2024 – 29 December 2024  
ii. 24 January 2025 – 02 February 2025  
iii. 27 March 2025 – 06 April 2025  
iv. 29 May 2025 – 02 June 2025  
v. 06 June 2025 – 08 June 2025  
vi. 17 October 2025 – 20 October 2025

5. Award Ticket redeemed for travel under this Promotion is valid on flight/date shown only.

### 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 Award Ticket for this Promotion must be booked and ticketed on 21 November 2024 at 00:00 (Malaysia time) and before 23:59 (Malaysia time) on 25 November 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. The 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 Award Ticket.
6. This Promotion is not available for booking at Firefly Call Centre, Firefly Ticket Office, Malaysia Airlines Contact Centre, Malaysia Airlines Ticket Offices, 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. All taxes, including fees and surcharges (where applicable), are the responsibility of the Enrich Member and must be paid at the time of Award Ticket being redemption or upon departure.
11. Enrich Members will NOT earn Enrich Points or Elite Points for an Award Ticket redeemed with Enrich Points.
12. Enrich Points required to redeem an Award Ticket must be redeemed from a single Enrich Account. Enrich Points may not be combined from multiple Enrich Accounts to redeem an Award Ticket.
13. Redemption for infant and children (02 - 12 years) must be booked with an adult in one single booking reference when redeeming online.
14. The Enrich Points for infant and child Award Ticket under this Promotion will be the same as the Enrich Points applied for an adult. No infant/child discount will apply.
15. 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.
16. Enrich Points under this Promotion will be redeemed per sector, per Enrich Member, from the respective Enrich Account.
17. This Promotion is not applicable for group travel bookings involving ten (10) and more passengers.

## Promotion

1. This Promotion is only applicable for travel on the following eligible respective booking class:

Class of Travel	Eligible Booking Class
Economy Class	T/L/V

*Note: Points required for redemption is subject to flight and seat availability*

2. 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 Bharu KUL - Kuala Lumpur LGK - Langkawi SZB - Subang
	<u>East Malaysia</u> BKI - Kota Kinabalu KCH - Kuching
	<u>International</u> BTJ - Banda Aceh KNO - Medan Kuala Namu HKT - Phuket BKK - Bangkok SIN - Changi, Singapore

From (Origin)	To (Destinations)
BKI - Kota Kinabalu	<u>East Malaysia</u> TWU - Tawau SDK - Sandakan MYY - Miri KCH - Kuching
KCH - Kuching	MYY - Miri

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

Booking Class	Points Required During Promotion (Return)					
	Within Peninsular	Peninsular to East Malaysia	International	Within Sabah	Within Sarawak	Sabah to Sarawak
T/L/V	9,600	11,360	13,440	13,280	13,760	13,760

- This Promotion is not applicable for connecting flights (e.g. Penang - Subang - Singapore). 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.
- 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.

#### Award Ticket 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. Award Ticket will not be refunded for any name entered by error. Enrich Members will be required to redeem again for the correct passenger.
- Once an Award Ticket is redeemed under this Promotion, flight/date change and upsell to higher fare class/rerouting are strictly NOT allowed.
- Any flight ticket booked or redeemed/issued prior to this Promotion shall not be eligible for reissuance or refund for the purpose of this Promotion.
- All Award Tickets must be on available and confirmed seat basis at the time of booking. Not applicable for waitlist or open dated tickets.
- Once an 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 Award Ticket is forfeited.

7. Award Ticket redeemed under this Promotion is non-endorsable (i.e. not to be endorsed to another airline), non-reroutable, non-transferable and non-refundable. MAB and Firefly shall be entitled to cancel or invalidate any Award Ticket 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 an Award Ticket 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 an Award Ticket is NOT refundable to the original account or used in exchange for a different Award Ticket. This applies regardless of whether the refund request is made before the Award Ticket has been issued or whether the Award Ticket is completely unused or partly used.
11. Enrich and Firefly reserve the right to make changes to the fare conditions and to the number of Enrich Points required for an Award Ticket.

### **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 MAB or Firefly.
2. The utilisation of Enrich Points and the redemption of Award Tickets are subject to other standard reservations and ticketing rules and regulations including but not limited to, General Conditions of Carriage, MAB rules and regulations, Firefly rules and regulations and Enrich Terms and Conditions.
3. MAB 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 MAB or Firefly shall not entitle the Enrich Member to any claim or compensation against MAB, 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 Participants 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).