



## KLIA EKSPRES E-TICKET REDEMPTION

### Terms and Conditions

#### 1. Organiser

The KLIA Ekspres E-ticket Redemption ("Promotion") is organised by Enrich by Malaysia Airlines Berhad ("Organiser").

- i. The Enrich and KLIA Ekspres e-ticket(s) Redemption is organised by Enrich by Malaysia Airlines Berhad (Company No. 201401040794 (1116944-X)), a company incorporated in Malaysia of having its registered office at Level 1, South Support Zone, 64000 Sepang, Selangor, Malaysia (hereinafter referred to "Organiser").

and

- ii. EXPRESS RAIL LINK SDN BHD (Company No. 199601003493) (375839-H)) a company incorporated in Malaysia and having its office at Level 2, KL City Air Terminal, KL Sentral Station, 50470 Kuala Lumpur, Malaysia (hereinafter referred to as "KLIA Ekspres").

#### 2. Promotion Period

- **Redemption Period:** 18 September 2025 (00:00 MYT) – 02 March 2026 (23:59 MYT)
- **Usage Period:** 18 September 2025 (00:00 MYT) – 02 March 2026 (23:59 MYT)

#### 3. Eligibility

- Open to all Enrich members with an active Enrich account.
- Enrich members must be logged in to Malaysia Airlines app and Enrich Online (<https://enrich.malaysiaairlines.com/login>).
- Only redemption made via Malaysia Airlines app and Enrich Online are eligible.
- Enrich Member must have sufficient Enrich Points in their Enrich account to redeem the KLIA Ekspres e-ticket(s). In the event, Enrich Member do not have sufficient Enrich Points, redemption request will not be processed and top up with cash/credit card is strictly not allowed.
- The Redemption is on full Enrich Points term only; no Enrich Points + Cash terms is allowed.
- Redemption for this KLIA Ekspres e-ticket(s) is subject to availability.

#### 4. Offer Rewards

##### Offer: KLIA Ekspres e-ticket(s) Redemption

- The KLIA Ekspres e-ticket is available for redemption during the Redemption Period stated on the Enrich website, in specified denominations with the required Enrich Points as outlined in these terms and conditions.
- The amount of Enrich Points for this Promotion is:

KLIA Ekspres e-ticket	Enrich Points
KLIA Ekspres - Single	3,375
KLIA Ekspres - Retrun	6,000

- The KLIA Ekspres e-ticket is valid for use during the Usage Period stated on the Enrich website and is available in specified denominations with the required amount of Enrich Points as outlined in these terms and conditions.



## 5. Offer Fulfilment

- Once redemption is successful, a Redemption Confirmation Order Email will be sent to the Enrich Member's registered email address in the Enrich Online.
- The KLIA Ekspres e-ticket can be retrieved by log in Enrich account via Malaysia Airlines app.

## 6. Usage of KLIA Ekspres e-ticket

- The e-ticket usage is valid for single and return trip for adult from KLIA airport or KLIA 2 airport to KL Sentral, or vice-versa. Enrich member can check the train schedule at [www.KLIAekspres.com](http://www.KLIAekspres.com) for more details. In order to utilise the KLIA Ekspres e-ticket(s), Enrich Member is required to follow below steps:

- a) Login to Malaysia Airlines mobile app.
- b) Tap on MHvoucher, then select My Voucher to view your Active e-ticket.
- c) Select the e-ticket to utilize and click 'USE NOW'.
- d) The e-ticket code will appear.
- e) Scan the barcode displayed at the entrance turnstile to ride the train

Note:

*\* Rate quoted NOT applicable for "Group Inclusive Tour" (GIT).*

*\* The e-ticket can only be used by the member who redeems the e-ticket. Transfer of the e-ticket to other Enrich member (s) is not allowed.*

*\* Members should ensure they are at the merchant location before selecting 'USE NOW'.*

- E-Ticket is valid only for KLIA Ekspres for travel on the train service stated on the redeemed e-ticket.
- The e- ticket is not applicable for KLIA Transit train services.
- The e- ticket can only be used once and cannot be used multiple times.
- There will be no re-issuance of the KLIA Ekspres e-ticket upon the expiry date. No replacements or extension will be allowed for expired or lost e-ticket.
- KLIA Ekspres and Enrich reserves the right to cancel or modify any order or revoke the use of the KLIA Ekspres e-ticket for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
- KLIA Ekspres and Enrich will not be liable and/or be required to offer replacement e- ticket, discounts, credits, cash or otherwise compensate customers for:
  - a) Incorrectly redeeming for this e-ticket on Enrich Online or Malaysia Airlines mobile app;
  - b) loss, theft, fraud, cancelled, discontinued or the member's public disclosure of the e-ticket;
  - c) improper use of, or inability to redeem, e-ticket; or
  - d) the inability to redeem the e- ticket due to technical issues.

## 13. All other applicable terms and conditions shall apply.

- Enrich members must report any issues related to this promotion within three (3) days of redemption. Reports made after this period will not be entertained and will be considered as redeemed and utilized. No refunds of Enrich Points or replacements of e-ticket will be provided.
- All other applicable terms and conditions shall apply.

## 7. General

- The Organizer, 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. Any dispute concerning goods or services received under this promotion shall be settled between the Member and KLIA Ekspres, save for where the dispute is in relation to the Organizer's redemption portal, in which the Organizer shall be responsible to settle it with the



said member. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself, save for where the dispute is in relation to the Organizer's redemption portal.

- The Organizer is not liable for KLIA Ekspres failure or delay in providing the goods or services to Enrich Member.
- The Organizer shall not be liable for any disruption to the Promotion, whether due to technical problems or otherwise, which is beyond its reasonable control. In the event of disruption to the Promotion, reasonable efforts shall be used to rectify the disruption and resume the Promotion on a fair and equitable basis to the Enrich Members.
- The Organizer and KLIA Ekspres reserve the right at any time to change, modify or cancel the Promotion rules prior without notice including regulations, benefits and conditions of participation. All other
- The Terms and Conditions of the Promotion shall be construed, governed, and interpreted in accordance with the laws of Malaysia. Enrich Member agrees to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Promotion.
- The main language of the Terms and Conditions shall be the English language. Any translation to any other language than English shall be for convenience only. Should there be any discrepancies between the English Terms & Conditions and the translated version, the English Terms and Conditions shall prevail.
- By participating in this Promotion, it is deemed that the Enrich Member have read and agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may, at the Organizer's absolute discretion, result in forfeiture of any of the goods or services rendered. The Organizer shall not be liable for any claim whatsoever resulting from the Member's participation in this Promotion.

#### 8. Other Applicable Terms

- The [Enrich Programme Terms and Conditions](#) apply.
- The [General Terms and Conditions for Enrich Promotions](#) shall also apply.

#### 9. Contact Information

For any questions or issues related to this Promotion:

- Visit: <https://enrich.malaysiaairlines.com>
- Email: [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com)
- Call Malaysia Airlines Global Contact Centre:
  - Within Malaysia: 1 300 88 3000
  - Outside Malaysia: +603 7843 3000

For any damage or product purchase related matters:

- KLIA Ekspres Customer Service Hotline: +603 2267 8000