



## Enrich Experience Top-Tier Privileges For Your Next Travel

### Terms and Conditions

#### 1. Organiser

The Enrich Experience Top-Tier Privileges For Your Next Travel ("Promotion") is organised by Enrich by Malaysia Airlines Berhad ("Organiser").

#### 2. Promotion Period

- Booking period: 02 September to 17 September 2025 (00:00 MYT – 23:59 MYT)
- Travel period: 01 November 2025 to 31 December 2025 (00:00 MYT – 23:59 MYT)
- Only flight bookings made within the Booking Period that apply to travels within the Travel Period qualify for the offer.
- The Campaign Period is based on local time in each respective country where the offer is valid.

#### 3. Eligibility

- Open to all Enrich members with an active Enrich account.
- Enrich members must login, book via Enrich Online Portal, Malaysia Airlines website, and Malaysia Airlines mobile app.

#### 4. Participating Partner

- Selected pure Malaysia Airlines flights issued on MH (232) ticket stock.
  - KUL-MEL & MEL-KUL
  - KUL-SYD & SYD-KUL
  - KUL-AKL & AKL-KUL
  - KUL-DOH & DOH-KUL
  - KUL-LHR & LHR-KUL
  - KUL-CDG & CDG-KUL

#### 5. Offer Rewards

- Valid for flight bookings made as per booking period: 02 September to 17 September 2025 (00:00 MYT – 23:59 MYT).
- Travel must be completed by: 31 December 2025
- The Campaign Period is based on local time in each respective country where the offer is valid.
- Platinum Membership Upgrade
  - Temporary Upgrade: Selected participants will receive a temporary upgrade to Enrich Platinum status for the duration of their designated trip. The upgrade will commence upon departure from Kuala Lumpur and conclude upon arrival at their destination.
  - Duration: The temporary Platinum status is only valid for the duration of the specified trip and will revert to the participant's original membership status upon completion of the trip.
  - Benefits: The upgrade entitles participants to all benefits associated with Platinum membership, including meet and greet services, priority check-in and boarding, extra baggage allowance, access to Malaysia Airlines Golden and Platinum Lounges, and any other privileges associated with Platinum status.



- Exclusions: The temporary Platinum status does not include the 'Enrich Platinum Membership for Your Companion' benefit.
- Digital Card: Participants will receive a digital Platinum membership card. No physical card will be issued.
- Non-Transferable: The Platinum upgrade is non-transferable and cannot be exchanged for cash or any other benefits. It is valid only for the selected participant and the specific flight as indicated in the Campaign details.
- Purpose: The entitlement is valid solely for the purpose of the Experience Top-Tier Privileges For Your Next Travel Campaign.
- **Platinum Member Benefits**
  - Meet & Greet Service: Participants can book the KLIA Meet & Greet Service by calling the 24-hour Premier Line at +603 - 76222111 at least 24 hours before flight departure.
  - Seat Selection: 48 Hours Prior to Flight Departure. Participants will have access to Complimentary Standard Seat selection during Booking Flow, Manage My Booking, and Check-In. All other seat types remain chargeable.
  - Within 48 Hours to Flight Departure: Participants will have access Complimentary Emergency Exit and Extra Legroom Seat selection, applicable during Check-In only and subject to availability.
  - Priority Services: Participants will have access to priority check-in, priority boarding, and priority baggage handling.
  - Extra Baggage Allowance: Participants can get 100% extra baggage allowance on top of their travel entitlement.
  - Lounge Access: Participants will have access to Malaysia Airlines Golden Lounges and Malaysia Airlines Platinum Lounge, and the network of Malaysia Airlines Shared Lounges. This benefit is for the participants only and does not extend to any accompanying guests.
  - Enrich Points:
    - Enrich Points earned during the temporary Platinum membership for the Programme will not expire.
    - Participants will earn 2.2 Enrich Points per Ringgit spent on eligible Malaysia Airlines flights during the temporary Platinum membership.
    - Other Privileges: Any additional benefits available to Platinum members at the time of travel, except for the 'Enrich Platinum Membership for Your Companion' benefit.

## 6. Offer Fulfilment

- The benefits will be reflected post campaign period until their flight date. The benefits will on for their upcoming trip within the travel period  
Enrich member name in the booking must exactly match their Enrich profile to ensure successful ticket issuance.

## 7. Points Validity

- Enrich Points and Elite Points are subject to the Enrich Programme Terms and Conditions.

## 8. Inclusions

- Unlimited eligible flight bookings allowed per member.
- Enrich Saver
- Applicable for one-way or return international flights on Business Class Cabins.



- Applicable for full redemption using Enrich Points on selected pure Malaysia Airlines operated flights. (KUL-MEL, MEL-KUL, KUL-SYD, SYD-KUL, KUL-AKL, AKL-KUL, KUL-DOH, DOH-KUL, KUL-LHR, LHR-KUL, KUL-CDG, CDG-KUL)

## 9. Exclusions

The following bookings do not qualify:

- Flights not operated or marketed by Malaysia Airlines (e.g., MH3000/4000/5000/7000/9000 series, codeshares, charter, MASwings, Firefly, AMAL, oneworld or other partner airlines).
- Malaysia Airlines flights other than stated in the “Inclusions”.
- Tickets issued prior to 02 September 2025 or after 17 September 2025.
- Infant tickets, award redemption bookings, or group fares
- Bookings where no valid Enrich membership number is provided at the time of booking
- Flights that are cancelled, refunded, or classified as “no-show”.

### ○ Other Applicable Terms

- The [Enrich Programme Terms and Conditions](#) apply.
- The [General Terms and Conditions for Enrich Promotions](#) shall also apply.
- The [General Malaysia Airlines Terms and Conditions](#) apply.
- The [General Conditions of Carriage Terms and Conditions](#) apply.
- These Promotion Terms and Conditions shall prevail in the event of any inconsistency with other promotional or marketing materials.

### ○ Contact Information

For any questions or issues related to this Promotion:

- Visit: [www.enrich.malaysiaairlines.com](http://www.enrich.malaysiaairlines.com)
- Call Malaysia Airlines Global Contact Centre:
  - Within Malaysia: 1 300 88 3000

Outside Malaysia: +603 7843 3000