



Enrich Flight Redemption Sale Campaign

Terms and Conditions

- 1) Enrich by Malaysia Airlines Berhad ("Malaysia Airlines") will be running a thirteen (13) days Enrich Flight Redemption Sale Campaign with 15% Off Enrich Saver Fixed Points ("Promotion") open for redemption from 27 June 2024 till 9 July 2024 ("Redemption Period") for travel on Economy Class and Business Class on pure Malaysia Airlines operated flights from/to selected Australia destinations.
- 2) This Promotion will start and end Malaysia local time on 27 June 2024 at 00:00 till 9 July 2024 end at 23:59 ("Redemption Period") and travel between 27 June 2024 till 31 March 2025 ("Travel Period"). The entire flight journey, return or otherwise, must be completed within the Travel Period.
- 3) This Promotion is valid solely on pure Malaysia Airlines Operated Flights on one-way/return journey from/to selected Australia destinations and ticket(s) issued on a MH (232) ticket document.

Booking & Ticketing Period : 27 June 2024 till 9 July 2024

Travel Period : 27 June 2024 till 31 March 2025

- 4) Award Ticket redeemed for travel under this Enrich Saver Fixed Points Redemption promotion is VALID ON FLIGHT/DATE SHOWN ONLY.
- 5) Award Ticket is non-refundable and will be forfeited if not used, once redeemed.
- 6) Enrich members are required to plan and confirm their travel dates as strictly no date change is allowed once redeemed under any circumstances.

Eligibility

These Terms and Conditions set out the terms and conditions of Enrich Saver Fixed Points Redemption.

- 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 Malaysia Airlines operated Australia flights from Kuala Lumpur to/within Australia, and selected Australia destinations (as mentioned in the table below) vice versa, one way or return journey.
- 3) Enrich Saver Fixed Points redemption is only available for booking online via Enrich Online at enrich.malaysiaairlines.com, malaysiaairlines.com website and Malaysia Airlines App.
- 4) Enrich Saver Fixed Points redemption is NOT available for booking at Malaysia Airlines Contact Center and Malaysia Airlines Ticket Office(s) or Travel Agents.
- 5) Enrich members must login to his/her Enrich membership account online for the Award Ticket booking and ticketing process.



- 6) The Award Ticket for this Promotion must be booked and ticketed at 00:00 hours on 27 June 2024 and before 23:59 (GMT) on 9 July 2024, failing which, the Enrich Member will not be eligible for this Promotion and normal points will apply. No appeals and/or disputes will be entertained.
- 7) This Enrich Saver Fixed Points redemption promotion is only applicable for Full Points ticket redemption.
- 8) This Enrich Saver Fixed Points redemption promotion is NOT applicable using Points + Cash redemption option.
- 9) Seats are subject to availability on first come first serve basis.
- 10) Enrich Saver Fixed Points does not include applicable taxes and surcharges which, are to be paid by credit card separately by the Enrich member.
- 11) This Enrich Saver Fixed Points redemption promotion is available for all Enrich Members who have enough Enrich Points in their account to redeem for all travelers at the Fixed Points amount.
- 12) Enrich members who do not have enough points to redeem, may purchase Enrich Points under 'Buy Points' via their account online.
- 13) Enrich Members will NOT earn Enrich Points or Tier Elite Points for an Award Ticket redeemed with Enrich Points.
- 14) Enrich Points required to redeem an Enrich Award must be redeemed from a single Enrich Account. Enrich Points may not be combined from multiple Accounts in order to redeem an Enrich Award ticket.
- 15) Redemption for infant and children (02 - 12 years) must be booked with an adult (18 years and above) when redeeming online.
- 16) The Points for infant and child Award Ticket under this Enrich Saver Fixed Points will be the same as the Points applied for an Adult. No infant/child discount will apply for this Promotion.
- 17) The Enrich Saver Fixed Points indicated is only valid for non-stop flights between two destinations on the specified fare class(es) only.
Stopover NOT allowed. For the purpose of connecting flights, Enrich Saver Fixed Points will apply for each flight sector (tickets issued separately).
- 18) Enrich Points under the Malaysia Airlines Award Travel redemption offer must be redeemed per sector, per member, from the respective membership account.
- 19) Malaysia Airlines Award Travel redemption is not applicable for group travel bookings involving ten and more passengers.
- 20) There shall be no fixed relationship or conversion between Enrich Saver Fixed Points redemption and the Dynamic redemption.
- 21) Enrich Saver Fixed Points Award ticket redemption is not eligible for upsell to higher booking class, redemption upgrade, MH Upgrade, Last Minute Upgrade or Free Upgrade.

Promotion

- 1) This promotion is valid for travel on eligible Economy Class and Business Class only and solely on pure Malaysia Airlines operated flights.
- 2) This Promotion is only applicable for travel on the following eligible respective booking class:

Class of Travel	Eligible Booking Class
Economy Class	O
Business Class	Z



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

3) This promotion is applicable on selected Australia routes as per table below: -

FROM KUALA LUMPUR (One Way) to	BUSINESS CLASS (Enrich Points)	ECONOMY CLASS (Enrich Points)
Sydney	63,800	21,300
Melbourne	63,800	21,300
Perth	46,800	16,700
Adelaide	63,800	21,300

- 4) This promotion is applicable only from Kuala Lumpur to selected Australia routes on pure Malaysia Airlines operated flights.
- 5) For connecting flights, Enrich Saver Fixed Points will apply for each flight sector operated solely by pure Malaysia Airlines flights. Through Enrich Points from origin to destination will not apply.

Purely an illustrated example: Penang/Kuala Lumpur/Sydney/Kuala Lumpur/Penang

Points will apply as follows:

Penang/Kuala Lumpur on Economy class – 2,100 Points one way
Kuala Lumpur to Sydney on Economy class - 21,300 Points one way
Sydney to Kuala Lumpur on Economy class - 21,300 Points one way
Kuala Lumpur/Penang on Economy class – 2,100 Points one way

Total Points required – 46,800 Enrich Points

- 6) This Promotion is NOT valid on all or any oneworld partner flights, Enrich partner flights, MH3000/MH4000/MH5000/MH7000/MH9000 flight series, codeshare flights, charter flights or flights jointly operated by other airlines, flights marketed by Malaysia Airlines but operated by partner airline or flights marketed by partner airlines but operated by Malaysia Airlines.
- 7) All taxes including fees and surcharges (where applicable) are the responsibility of the Enrich Member/user of the Enrich Award and are due at the time of issuance, ticketing and/or at departure.
- 8) Seats for this Promotion are limited and shall be available on a first come, first serve basis, subject to any applicable terms and conditions, rules and regulations of Malaysia Airlines.

Enrich Saver Fixed Points Award Ticket Conditions



- 1) The travel(s) under this Enrich Saver Fixed Points Award redemption promotion is strictly VALID ON FLIGHT/DATE SHOWN ONLY.
- 2) Enrich Members are to redeem again if there is any error to a ticket redeemed under this Enrich Saver Fixed Points redemption promotion.
Eg. Name, booking, date/booking class and destination errors.
- 3) Enrich Members are required to ensure names of passengers are accurate and according to the passport or identity card (I.C) when redeeming online.
Ticket will not be refunded for any name entered by error and ticket will be forfeited. Enrich members are to redeem again in the correct passenger name.
- 4) Once an Award ticket is redeemed under this Promotion Points, flight/date change, upsell to higher fare class/rerouting are strictly NOT allowed.
- 5) 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.
- 6) All Malaysia Airlines Award Travel redemption tickets must be on available and confirmed seat basis at the time of booking. Not applicable for waitlist or open dated tickets.
- 7) Once an Award Travel is issued under this Campaign, 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.
- 8) Award ticket redeemed under this promo is non-endorsable (i.e. not to be endorsed to another airline), non-reroutable, non-transferable and non-refundable. Malaysia Airlines 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.
- 9) Name change is strictly not permitted, and an Award ticket is not transferable.
- 10) The use of Enrich Points against this offer is subject to these Terms and Conditions and all other 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.
- 11) Points redeemed for an Award Travel is NOT refundable to the original account or used in exchange for a different Award Travel. This applies regardless of whether the refund request is made before the Award Travel has been issued or whether the Award Travel is completely unused or partly used.
- 12) The use of Enrich Points against this offer is subject to these Terms and Conditions and all other 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.
- 13) Enrich and Malaysia Airlines reserve the right to make changes to the fare conditions and to the number of Enrich Points required for an Enrich Award.

General Terms

- 1) Malaysia Airlines reserves the right to amend or change these Terms and Conditions or withdraw this Promotion at any time with or without prior notice. No person shall be entitled to any claim whatsoever against Malaysia Airlines.
- 2) This Promotion, the utilization 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, Malaysia Airlines rules and regulations, and Enrich Terms and Conditions.



- 3) In the event of any discrepancy between these Terms and Conditions with other terms and conditions, the Malaysia Airlines Award Travel Flight Redemption Terms and Conditions shall prevail to the extent of such inconsistency.
- 4) 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.
- 5) For any queries regarding the Promotion, please contact Malaysia Airlines (Enrich) via:
 - Log in to your Enrich Online account at <https://enrich.malaysiaairlines.com>;
 - Call the Malaysia Airlines Contact Centre at 1 300 88 3000 (within Malaysia) or +603 7843 3000 (outside Malaysia) or,
 - Visit nearest Malaysia Airlines ticketing office.
- 6) Other Enrich General Terms & Conditions may apply