

TERMS AND CONDITIONS

RIANG RIA RAYA (Non-Air Redemption Fiesta Campaign)

1. Riang Ria Raya Campaign (“Campaign”) is organized by **ENRICH, MALAYSIA AIRLINES BERHAD (Company No. 201401040794 (1116944-X))**, a company incorporated in Malaysia and having its registered office at Level 1, Admin Building, South Support Zone, 64000 Sepang, Selangor, Malaysia
2. This Riang Ria Raya Campaign shall be applicable to members redeeming their Enrich Points with effect from **14th March until 20 April 2025** (“Campaign Period”).

A. Redemption Offers

1. Enrich Member can redeem up to **60% discount of Enrich Points** (“Redemption Offer”) to the offers provided by the participating Point exchange partners, e-vouchers and e-giftcards listed in Enrich Portal and MHVoucher in Malaysia Airlines mobile app.
2. During this Campaign, Enrich Member is eligible to redeem for the offers subject to the terms and conditions within the Campaign Period.
3. The Campaign Period will start at 12.00 am Malaysia time on 14th March 2025 and will end at 11.59 pm Malaysia time on 20 April 2025 irrespective if transacted outside Malaysia time.

B. Eligibility:

1. Any person(s) who has fulfilled the criteria below is eligible to participate in this Campaign (“Participant”):
 - a. Members must have sufficient Enrich Points in their Enrich Account.
 - b. For Points Exchanges partners (i.e B Infinite, GrabRewards, Sunway Super App and BonusLink) members must sign up to the participating partners to convert Enrich Point to Partner’s Points.
 - i. Enrich Members must convert Enrich Points as per the denomination published in the Enrich’s website. In the event, member do not have sufficient Points, redemption request will not be processed and top up with cash/credit card is strictly not allowed.
 - ii. Members may purchase Enrich Points to ensure sufficient points are in their account to be able to participate in this campaign. Members may login to www.enrich.malaysiaairlines.com for Enrich Points purchase.

C. Mechanics:

1. Point Exchange – B Infinite, GrabRewards, Sunway Super App and BonusLink
 - a. Member must log in to Enrich Online at www.enrich.malaysiaairlines.com
 - b. Click on the rewards to request for point exchange to the participating partner.
 - c. Members can make multiple conversions to any participating partner but must strictly convert to their own account and not to a third-party account.

2. For e-voucher or e-giftcards redemption
 - a. Members must redeem the e-voucher or e-giftcards (s) at Enrich Online www.enrich.malaysiaairlines.com and; choose the rewards to redeem.
 - b. The appropriate Enrich Points will be deducted from the member's Enrich account and will not be returned under any circumstances.
 - c. Enrich Points from one Enrich account cannot be combined with another Enrich account to redeem for the e-voucher or e-giftcard.
 - d. Once redemption is successful, a Redemption Confirmation Order Email will be sent to the member's registered email address in the Enrich Profile.
 - e. The e-voucher or e-giftcard can only be downloaded via Malaysia Airlines mobile app by the member who performed the redemption. Transfer of the e-voucher or e-giftcard to other Enrich member (s) is not allowed.
 - f. Redemption for this e-voucher or e-giftCard is subject to availability.
3. Members are to contact Enrich at enrich@malaysiaairlines.com immediately from the date of redemption to report any issues pertaining to the redemption. Request after three (03) days from the date of redemption will not be entertained and will deem redeemed and utilized. No Points refund or replacement will be accommodated.
4. To be qualified for this Redemption Offers, the members must transact, convert and redeem successfully within the Campaign Period.
5. The Terms and Conditions of Point Exchange, e-voucher and e-ticket redemption for all participating partners applies.
6. Please refer to Enrich redemption partners [here](#) for more details.

[A] Redemption of Enrich Points to Participating Point Exchange Partners' Points – B Infinite, GrabRewards, Sunway Super App and BonusLink

1. Enrich Members are eligible to participate in this Enrich Points Exchange programme.
2. The Points conversion for the campaign can only be converted via Enrich website link and may not be purchased with cash or credit card.
3. Enrich is not responsible for any delays caused by the submission of inaccurate details by Enrich Member.
4. In the event where inaccurate details are submitted, the conversion will be considered void and Enrich will reverse the Enrich Points to member's Account within seven (7) working from the date of the void transaction.
5. Enrich Points conversion to partners account is strictly to the person whose name the Account is registered to.
6. Once converted, the appropriate number of Enrich Points will be deducted from Enrich member's account and will not be returned under any circumstances except for inaccurate details and technical glitch.
7. Enrich reserves the right to change the redemption conversion rate without prior notice to members.
8. Enrich reserves the right to deduct any Points redeemed from the member account for the purpose of correcting any errors or inaccuracies in the redemption of Enrich Points.
9. The Enrich Account must be active and in good standing at the time of Enrich Points conversion request.

10. The partner's Points credited are valid for use only at participating merchants under the partner's Redemption Programme and are subject to the terms and conditions contained therein.
11. Enrich is not responsible for unused or expired partner's Points which have been received by members.
12. The Enrich Points converted to partner's Points are not transferable, exchangeable for other rewards, refundable or replaceable for cash or credit under any circumstances.
13. Enrich reserves the right to cancel the Points to the member's account for any redemption made by a member who is in breach of these terms and conditions of the member Agreement between Enrich and member.
14. The Terms and Conditions of each Point Exchange Program shall apply.

[B] Usage of Points Conversion/ Redemption To Point Exchange Partner's Points, e-voucher and e-giftcard

1. Enrich reserves the right to cancel or revoke the Points redemption for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
2. Enrich and partners reserve the right to change the terms and conditions of the conversion/ redemption program at any time without prior notice to members
3. Enrich and Partner will not be liable and/or be required to offer replacement Enrich Points redemption for:
 - discontinued or cancelled of the Enrich Points conversion/redemption to participating partner;
 - improper use of, or inability to convert the Enrich Points; or
 - the inability to convert Enrich Points due to technical issues.
4. All other applicable terms and conditions shall apply.
5. Please visit <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html> .

D. General

1. Enrich accepts no liability for the disclosure of the Account Identification to any third-party, whether intentionally or otherwise. Enrich reserve the right to suspend or protect an Account from being accessed if Enrich have reasonable grounds to believe that the security of the particular Account has been breached or is at the risk of exposure. Enrich member shall be responsible for maintaining the security of the Account and maintaining setting that reflect member preferences.
2. Enrich, 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 Campaign. Any dispute concerning goods or services received under this Campaign shall be settled between the Member and participating partners. Enrich shall bear no responsibility for resolving such disputes or for the dispute itself.
3. Enrich is not liable for participating partners failure or delay in providing the goods or services to Enrich Member.
4. Enrich reserves the right at any time to change, modify or cancel the Enrich Conversion Points Programme rules prior without notice including regulations, benefits and conditions of participation. All other applicable terms and conditions shall apply. Please visit <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html> .

5. The Terms and Conditions of the Enrich Points Conversion Programme 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 Enrich Points Conversion Programme.
6. 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 & Conditions shall prevail.
7. By participating in this Campaign, 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 Enrich's absolute discretion, result in forfeiture of any of the goods or services rendered. Enrich shall not be liable for any claim whatsoever resulting from the Member's participation in this Promotion.
8. Enrich will not be held responsible for any typographical errors or misprint under these Terms and Conditions.

/end.