

TERMS AND CONDITIONS

ENRICH BARBIE™ THEMED ROOMS GRAND HYATT E-VOUCHER CODE REDEMPTION CAMPAIGN FOR ENRICH MEMBERS

The Enrich and Barbie™ Themed Rooms Grand Hyatt e-Voucher Redemption Campaign is organized by Enrich by Malaysia Airlines Berhad (Organizer)

[A] Redemption of Enrich Barbie™ Themed Rooms Grand Hyatt e-voucher code

1. The e-voucher code is available for redemption during the campaign period published in the Enrich Website in a denomination offered with the amount of Enrich Points required specified in the campaign terms and conditions.
2. The amount of Enrich Points for this campaign is **40,000 Enrich Points for one (1) RM 500 Enrich Grand Hyatt e-voucher code**.
3. The campaign period is as follows: -
 - Redemption period: 19 December 2022 until 31 March 2023, 11:59 PM
 - Usage period: 19 December 2022 until 31 March 2023, 11:59 PM
4. The e-voucher can only be redeemed at Enrich Online and may not be purchased with cash or credit card.
5. Enrich member will receive an email upon successful redemption. The email will not state the e-voucher code redeemed but will state the steps on how to retrieve the e-voucher code from the MH Mobile App.
6. To obtain the e-voucher code, please download the MH Mobile App from Google Play Store or App Store.
7. Once redeemed, the e-voucher code will be loaded onto the MH Mobile App under MHVoucher section after redemption has been made at Enrich Online.
8. The e-voucher can only be downloaded by the member who redeems the voucher. Transfer of the e-voucher to other Enrich member (s) is not allowed.
9. Once redeemed, the e-voucher code is non-refundable and cannot be exchanged for cash in part or full.
10. The appropriate Enrich Points will be deducted from the member's Enrich account and will not be returned under any circumstances.
11. Enrich Members must have sufficient Points in their Enrich account to redeem the e-voucher code. In the event, Member does not have sufficient Points, the redemption request will not be processed and top up with cash/credit card is strictly not allowed.
12. Enrich Member who does not have sufficient Enrich Points to redeem this Enrich 'Grand Hyatt' e-voucher, may Buy Points via Enrich Online prior to redeeming.
13. The Redemption is on full Points term only; no Points and Cash terms is allowed.
14. Enrich member is allowed to redeem as many Enrich Grand Hyatt RM500 e-voucher code as long as they have sufficient Enrich Points in their Enrich account.
15. Redemption for this e-voucher code is subject to availability.

[B] Usage of Enrich Barbie™ Themed Rooms Grand Hyatt e-voucher code

1. The e-voucher code usage is only valid at Barbie™ Themed Rooms, Made in Malibu and Suite Dreams.
2. Enrich members must present the e-voucher upon check-in with proper identification.
3. Rate is per room per night for the specified number of persons. Extension of stay is subject to availability, please reach out to barbie.kuagh@hyatt.com upon completion of this booking with your details (eE-voucher code, Full Name, Contact Number and Email Address).
4. Additional charges may apply for additional guest(s). Maximum 3 adults per room.
5. Room, theme and view assignment will be arranged based on availability and at random. No advanced selections are allowed.
6. Room is inclusive of Barbie™ amenities provided on a one-time basis. Standard amenities will be provided for any additional requests.
7. Room is inclusive of one-time complimentary minibar per stay.
8. In-room Barbie™ merchandises are only for play purposes during the stay. Please contact our Guest Experience Ambassador should you wish to purchase any.



9. E-voucher is not inclusive of 6% Sales, Service Tax (SST) and mandatory government fees and incidental charge.
10. From now until December 31, 2022, Tourism Tax of MYR 10 flat rate per room imposed on all foreign guests will be exempted.
11. E-voucher is not valid in conjunction with any other promotions, packages, discounts and existing bookings, and is not valid for any loyalty programme benefits.
12. E-voucher is non-refundable, non-cancellable, not for commercial use, not redeemable for cash or substitutions for any other products or services other than specified.
13. The 'Redeem Now' tab on the Enrich Grand Hyatt RM50 e-voucher can be swiped ONCE only. The e-voucher is considered used once the 'Redeem Now' tab is selected. This transaction cannot be reversed.
14. To use this e-voucher the member must be presented at the check-in counter.
15. Combination of multiple Enrich Barbie™ Themed Rooms Grand Hyatt e-voucher code is allowed in single transactions.
16. The e-voucher code is only good for a one-time purchase only. No minimum purchase is required to use the e-voucher.
 - If the total purchase is less than the value of the e-voucher code, no refund will be given.
 - If the total purchase more than the value of the e-voucher code, you are required to top-up and pay the balances.
17. Top up by cash/credit card is required for receipts/bills more than the voucher value. Any balance value will not be refunded should the value of the vouchers used is more than the total payable amount.
18. Example: In the event where the value of the RM 500 e-vouchers used is more than the total payable amount for hotel stay, the hotel will not refund the balance. (e.g.: total bill hotel stay at Made in Malibu costs RM1,400, customer uses 3x RM1,500 e-vouchers for payment, the balance of RM100 will not be refunded to the member)
19. The e-voucher code validity is limited, and members should use the e-voucher code by 31 March 2023. There will be no re-issuance of the e-voucher code upon the expiry date. No replacements or extension will be given for expired e-voucher code.
20. Barbie™ Themed Rooms Grand Hyatt will impose restrictions/blackout periods for voucher utilization except where the blackout dates as follows applies:

Participating Room Type		Blackout dates applies
1.	Made in Malibu	Christmas: 23 – 26 Dec 2022
2.	Suite Dreams	New Year's Eve/New Year: 30 Dec 2022 – 2 Dec 2023 Chinese New Year: 20 Jan – 24 Jan 2023

21. Members are to contact Grand Hyatt KL on the blackout dates before voucher utilization.
22. There are no restrictions to the number of e-voucher code to be used at these participating outlets.
23. The e-voucher can only be used for payment excluding any taxes or service charges. The taxes or service charges should be paid by the member either in cash or credit separately.
24. Grand Hyatt and Enrich will not be liable and/or be required to offer replacement e-voucher code, discounts, credits, cash or otherwise compensate customers for:
 - incorrectly redeeming this e-voucher,
 - the inability to redeem the e-Voucher due to technical issues,
 - discontinued or cancelled e-voucher; or
 - improper use of the e-voucher
16. Members are to contact Enrich at enrich@malaysiaairlines.com immediately from the date of redemption to report any issues pertaining to the redemption of the Enrich Barbie™ Themed Rooms Grand Hyatt RM 500 e-voucher. Request after **there (03) days** from the date of redemption will not be entertained and will deemed as redeemed and utilized. No Points refund or replacement of e-voucher will be accommodated.
17. Members are to contact Grand Hyatt KL for any issues involving the service by 'Grand Hyatt KL'. Enrich will not be liable for any issues involving the above.
18. All other applicable terms and conditions shall apply.



[C] General

1. 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 campaign. Any dispute concerning goods or services received under this campaign shall be settled between the Member & the participating room type. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. Enrich is not liable for the participating room type failure or delay in providing product and services to Enrich member.
3. In the event the Member do not wish to use the Enrich Barbie™ Themed Rooms Grand Hyatt e-voucher code to stay at the participating room type, no refund or exchange for cash in part of full will be allowed.
4. Malaysia Airlines, 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 or with any of the e-vouchers offered or forfeited. Any dispute concerning goods or services received under this Campaign shall be settled between the Member and Grand Hyatt KL. Enrich shall bear no responsibility for resolving such disputes or for the dispute itself.
5. Subject to the prior written notice and agreement by the participating hotels, Enrich reserves the right at any time to change, modify or cancel the Campaign rules without prior notice including regulations, benefits and conditions of participation. All other applicable Enrich terms and conditions shall apply. Please visit www.malaysiaairlines.com.
6. The Terms and Conditions of the Campaign shall be construed, governed and interpreted in accordance with the laws of Malaysia. The participating hotels agrees to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Campaign.
7. By participating in this Campaign, it is deemed that the Member have read and agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may, at Malaysia Airlines' absolute discretion, result in forfeiture of any of the vouchers. Malaysia Airlines shall not be liable for any claim whatsoever resulting from the member's participation in this Campaign.

/end.

