



## TERMS AND CONDITIONS

### Redemption of Enrich SkyLounge e-Voucher

The Enrich SkyLounge e-Voucher Redemption Campaign is organized by Enrich by Malaysia Airlines Berhad (Company No. 201401040794 (1116944-X) a company incorporated in Malaysia and having its registered office at Level 1, South Support Zone, 64000 Sepang, Selangor, Malaysia (hereinafter referred to "Organizer")

And

Eight Valuations Sdn Bhd (Registration No. 925854-K), a company incorporated in Malaysia and having its registered office at M18A, SkyPark Terminal, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia (hereinafter referred to as "SkyLounge")

**Redemption Period : 01 April 2024 to 31 March 2026 (11:59 PM, Malaysia Time)**

**Usage Period : Six (06) months from date of successful redemption**

#### **[A] Redemption of Enrich SkyLounge e-Voucher**

1. The Enrich SkyLounge e-Voucher is available for redemption during the campaign period published in Enrich Website with the amount of Enrich Points required specified in this campaign terms and conditions.
2. The amount of Enrich Points required for this redemption campaign is **3,600 Enrich Points for one (1) x Enrich SkyLounge e-Voucher**.
3. The Enrich SkyLounge e-Voucher can only be redeemed at [Enrich Online](#) and may not be redeemed or purchased with cash or credit card directly at SkyLounge.
4. Once redeemed, the Enrich SkyLounge e-Voucher is non-transferable, non-refundable and cannot be exchanged for cash in part or full.
5. The appropriate number of Enrich Points will be deducted from the member's Enrich account and will not be refunded under any circumstances. Once the Enrich SkyLounge e-Voucher has been redeemed, it is considered utilized even if not used.
6. Enrich Member must have sufficient Points in their Enrich account to redeem the Enrich SkyLounge e-Voucher. If the Member does not have sufficient Points, the redemption request will not be processed and top up with cash/credit card is strictly not allowed.
7. Once redemption is successful, a Redemption Confirmation Order Email containing the steps to retrieve and utilize the Enrich SkyLounge e-Voucher will be sent to the Member's registered email address in their Enrich profile.

#### **[B] Usage of Enrich SkyLounge e-Voucher**

1. The Enrich SkyLounge e-Voucher(s) is valid at SkyLounge in the SkyPark Terminal of Sultan Abdul Aziz Shah Airport and can be used one-time only.
2. One (1) Enrich SkyLounge e-Voucher admits only one (1) person to SkyLounge. Admission of children between the ages of 0-2 does not require an e-Voucher.
3. Enrich Member will receive a Redemption Confirmation Order Email upon successful redemption, with a guide on how to retrieve the e-Voucher from the MH Mobile App. The Enrich SkyLounge e-Voucher will be available under the MHvoucher section of the MH Mobile App.
4. Enrich Member is required to present the Enrich SkyLounge e-Voucher from MH Mobile App when entering SkyLounge.
5. The "USE NOW" button on the Enrich SkyLounge e-Voucher can only be swiped **ONCE**. The Enrich SkyLounge e-Voucher is considered used once the 'USE NOW' button is clicked. This action cannot be

- reversed.
7. There will be no reissuance of the Enrich SkyLounge e-Voucher upon the expiry date. No replacements or extension will be allowed for expired or lost e-Voucher(s).
  8. The Enrich SkyLounge e-Voucher is valid in conjunction with any other promotions, discounts, and vouchers that are organized by SkyLounge.
  9. SkyLounge and Organizer reserves the right to cancel or modify any order or revoke the use of the Enrich SkyLounge e-Voucher for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
  10. SkyLounge and Organizer will not be liable and/or be required to offer refund, replacement of Enrich SkyLounge e-Voucher, discounts, credits, cash or otherwise compensate customers for:
    - incorrectly redeeming an e-Voucher;
    - discontinued or cancelled e-Voucher;
    - improper use of, or inability to redeem an e-Voucher; or
    - the inability to use an e-Voucher due to technical issues
  11. Member to contact SkyLounge at +603 – 7734 1075 for any inquiries relating to their services.
  12. Member may email Organizer at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) to report any issues pertaining to the Enrich SkyLounge e-Voucher redemption.
  13. 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 and SkyLounge. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. The Organizer is not liable for SkyLounge's failure or delay in providing the goods or services to Enrich Member.
3. The Organizer shall not be liable for any disruption to the Campaign, whether due to technical problems or otherwise, which is beyond its reasonable control. In the event of disruption to the Campaign, reasonable efforts shall be used to rectify the disruption and resume the Campaign on a fair and equitable basis to the Enrich Members
4. The Organizer and SkyLounge reserve the right at any time to change, modify or cancel the Campaign 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> to learn more.
5. The Terms and Conditions of the Campaign 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 Campaign.
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 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 Campaign.
8. The Organizer will not be held responsible for any typographical errors or misprint under these Terms and Conditions.

/end.