

## TERMS AND CONDITIONS

### ENRICH G HOTEL STAY AND DINING REDEMPTION

The Redemption of Enrich RM50 e-voucher(s) on **Enrich G Hotel Stay and Dining Redemption** for Enrich Members ("Campaign") is organized by Malaysia Airlines Berhad ("Enrich" or "Malaysia Airlines" or "Organizer") and with the following participating hotels/restaurants that are listed in Section B below.

#### [A] Redemption of Enrich RM50 e-voucher

1. During this campaign period, Enrich members will be able to redeem Enrich RM50 e-voucher (s) through **Enrich Online** at <https://www.malaysiaairlines.com/enrich-portal/login.html> and Malaysia Airlines mobile app. The RM50 e-voucher is to be presented and used at the following participating hotels/restaurants.
2. The **Enrich RM50 e-voucher** is only available in a denomination of RM50 and each e-voucher redemption requires **3,000 Enrich Points**. There will be no limitation on the quantity of e-voucher redeemable per Member.
3. The campaign period is as follows: -

**Redemption period: Now until 31 December 2024, 11:59 PM**

**Usage period: Now until 31 December 2024, 11:59 PM**

4. The Enrich RM50 e-voucher can only be redeemed at Enrich Online and Malaysia Airlines mobile app. The e-voucher may not be purchased with cash or credit card.
5. Once redeemed, the Enrich RM50 e-voucher is non-refundable and cannot be exchanged for cash in part or full. Enrich reserves the right to revise the Enrich Points required to redeem an e-voucher.
6. Members are required to read the Terms & Conditions of this campaign at the campaign page at <https://www.malaysiaairlines.com/my/en/enrich/news-promotions.html> before proceeding to redeem the e-voucher. These Terms & Conditions are not available for viewing at the online redemption page.
7. On agreeing to the Terms & Conditions of this campaign, members are to confirm the number of e-vouchers required before submitting the redemption request as once redeemed, the Enrich Points are not refundable.
8. Member must have enough Enrich Points in their Enrich Account to redeem for the Enrich RM50 e-voucher.
9. All Enrich Points required for the redemption must be earned by the same Member under the same Account number. Redemption requests must be made by the Account holder. Redemption requests from parties' other than the Member, including Nominees will not be processed.
  - a) Once redeemed, the appropriate number of Enrich Points will be deducted from the Member's Enrich Account and will not be refunded under any circumstances.
  - b) There will be no limitation to the quantity of e-voucher to be redeemed per Member.
  - c) The Enrich RM50 e-voucher, once issued, shall be deemed to be fully utilized even if not utilized, is non-refundable and may not be exchanged for cash.
10. Redemption for this Enrich RM50 e-voucher is subject to availability.

**[B] Usage of the Enrich RM50 e-voucher**

1. The redemption campaign for the Enrich RM50 e-voucher will take effect until **31 December 2024** and Enrich Members (“Member”) can use their redeemed Enrich RM50 e-voucher (s) as a mode of payment at the following participating hotels/restaurants that are listed below for stay and dining purposes:

Participating Hotel	Participating Restaurants
<b>G Hotel Gurney</b>	<ul style="list-style-type: none"><li>• Tree Bar</li><li>• G Spot</li><li>• Café 168</li></ul>
<b>G Hotel Kelawai</b>	<ul style="list-style-type: none"><li>• Spoon</li><li>• 2PM Lounge</li><li>• Gravity</li></ul>

2. Once redemption is successful, a Redemption Confirmation Order Email will be sent to the member’s registered email address in the Enrich profile.
3. In order to utilize the e-voucher at participating hotels/restaurants, Enrich member is required to follow the steps below:
  - i. Download the Malaysia Airlines mobile app from Google Play Store or App Store.
  - ii. Login to Malaysia Airlines mobile app.
  - iii. Tab on MHvoucher, then select My Voucher to view your Active Voucher.
  - iv. Select the voucher to utilize and click ‘USE NOW’.
  - v. The camera function will prompt and scan the unique QR code at participating hotels/restaurants.
  - vi. Present the codes to the Cashier upon payment.
  - vii. Once successful, RM50 will be deducted from the total bill.
  - viii. The e-voucher can only be used by the member who redeems the e-voucher. Transfer of the e-voucher to other Enrich member (s) is not allowed.
  - ix. Should the RM50 e-voucher not appear in Malaysia Airlines mobile app, Enrich member required to uninstall and reinstall the Malaysia Airlines mobile app. Once ready, please repeat the above step (ii) until (vi) to redeem the e-voucher.

Note: Please ensure you are at the participating hotels/restaurants to scan the unique QR code. Unique QR code is different at each participating hotels/restaurants.

4. To use this e-voucher the member must be present at the participating hotels/restaurants.
5. The combination of multiple Enrich RM50 e-voucher is allowed for single transactions.
6. The e-voucher is good for a one-time purchase only. No minimum purchase is required for the e-voucher redemption.
  - 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 any balances.
7. Only valid Enrich RM50 e-voucher (s) will be accepted at the participating hotels/restaurants. Both parties reserve the right to refuse to accept any e-voucher which is deemed to have been screenshot, photocopied, duplicated or which otherwise is suspected to be the subject of fraud.
8. Enrich members can only use the Enrich RM50 e-voucher at these participating hotels/restaurants within the campaign period.
9. The Enrich RM50 e-voucher (s) is non-transferable to another Enrich Member.
10. Top up by cash/credit card is required for bills more than the e-voucher value. Any balance is not refundable should the value of the e-vouchers used is less than the total payable amount.

Example: In the event where the value of the RM50 e-vouchers used is more than the total payable amount in the participating restaurants, the participating restaurants will not refund the balance.

*(e.g.: total bill costs RM320, customer uses 7x RM50 e-vouchers for payment, the balance of RM30 will not be refund to the customer)*

11. Payment must be either with Enrich RM50 e-voucher (s) in full or combination of e-vouchers and cash/credit card.
12. Once redeemed, the Enrich RM50 e-voucher shall be deemed to be fully utilized even if not utilized and cannot be exchanged or substituted for other redemption campaign or promotions offered by participating hotel restaurants.
13. Participating restaurants will not impose restrictions/blackout periods for e-voucher utilization.
14. The Enrich RM50 e-voucher cannot be used in conjunction with any other discount, special offer or promotion, unless otherwise stated by the participating restaurants.
15. The Enrich RM50 e-vouchers can only be used for staying and dining in (excluding alcohol) and must be in a single receipt. Take-outs are not allowed.
16. Members will not earn Enrich Points for the cash portion paid.
17. 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.
18. Enrich and participating hotels/restaurants reserves the right to cancel or modify any order or revoke the use of the e-voucher code for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
19. Enrich and Participating Hotel/Restaurant 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
20. Members are to contact Enrich at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) immediately from the date of redemption to report any issues pertaining to the redemption of the Enrich RM50 e-voucher. Request after three (03) days from the date of redemption will not be entertained and will deem as redeemed and utilized. No Points refund or replacement of e-voucher will be accommodated.
21. For issues pertaining to the usage of the Enrich RM50 e-voucher, members are to contact the respective participating hotels/restaurants.
22. Members are to contact participating hotels/restaurants for any issues involving the service delivery or food service. Enrich will not be liable for any issues
23. 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 the participating restaurant. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. Enrich is not liable for the participating restaurants failure or delay in providing product and services to Enrich member.
3. 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 the participating outlet. Enrich shall bear no responsibility for resolving such disputes or for the dispute itself.

4. 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 <https://enrich.malaysiaairlines.com/enrich/about-enrich/terms-conditions.html>.
5. 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.
6. 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 e-vouchers. Malaysia Airlines shall not be liable for any claim whatsoever resulting from the member's participation in this Campaign.

**/end.**