

TERMS AND CONDITIONS

KLIA EKSPRES E-TICKET REDEMPTION CAMPAIGN

The Enrich and KLIA Ekspres E-Ticket Redemption Campaign is organized by Enrich by Malaysia Airlines Berhad (Organizer)

[A] Redemption of KLIA Ekspres E-Ticket

1. The e-ticket is available for redemption during the campaign period published in the Enrich Website in the amount of Enrich Points required specified in the campaign terms and conditions.
2. The amount of Enrich Points for this campaign as follows:
 - 3,375 Enrich Points for one (1) Single trip adult KLIA Ekspres E-Ticket.
 - 6,000 Enrich Points for one (1) Return trip adult KLIA Ekspres E-Ticket.
3. The campaign period is as follows: -

Redemption period	: 16 July 2024 – 16 January 2025, 11:59 PM
Validity period	: 16 July 2024 – 16 January 2025, 11:59 PM
4. The e-ticket can only be redeemed at Enrich Online (<http://enrich.malaysiaairlines.com/login>) and Malaysia Airlines mobile app. The e-ticket may not be purchased with cash or credit card.
5. Once redeemed, the e- ticket is non-refundable and cannot be exchanged for cash in part or full and it cannot be exchanged or substituted for other redemption campaign or other promotions offered by Malaysia Airlines.
6. The e- ticket is transferable and may be utilized by your family and/or friends.
7. The appropriate Enrich Points will be deducted from the member's Enrich account and will not be returned under any circumstances.
8. Enrich Members must have enough Points in their Enrich account to redeem the e-ticket. In the event, Member do not have enough Points, redemption request will not be processed and top up with cash/credit card is strictly not allowed.
9. The Redemption is on full Points term only; no Points plus Cash or Cash terms is allowed.
10. There is no maximum number of e-ticket applied to Enrich Members throughout the Redemption Period.
11. The e-ticket will be sent to the registered email address with Enrich.
12. Redemption for this e-ticket is subject to availability.
13. 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 KLIA Ekspres E-Ticket. Request after **three (03) days** from the date of redemption will not be entertained and will be considered as redeemed and utilized. No Points refund or replacement of e-ticket will be accommodated.

[B] Usage of KLIA Ekspres E-Ticket

1. The value of this e-ticket is in Malaysian Ringgit (MYR).
2. The e-ticket usage is valid for single and return trip for adult from KLIA airport or KLIA 2 airport to KL Sentral, or vice-versa. Enrich member can check the train schedule at www.KLIAekspres.com for more details.
3. Once redemption is successful, a Redemption Confirmation Order Email will be sent to the member's registered email address in the Enrich profile.
4. 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.

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1st Floor, Administration Building, Southern Support Zone,
KLIA, 64000 Sepang, Selangor, Malaysia.

- 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 codes and Redemption URL will appear.
- vi. Click at the URL and download the KLIA Ekspres e-ticket (PDF version). The e-ticket contains an entry QR code where member must scan the e-ticket at the boarding gate.
- vii. Scan the QR code displayed on the e-ticket at the entrance turnstile to ride the train.
- viii. Rate quoted NOT applicable for "Group Inclusive Tour" (GIT).
- ix. 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.
- x. 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 (vii) to redeem the e-voucher.

Note: Members should ensure they are at the merchant location before selecting 'USE NOW'.

5. E-Ticket is valid only for KLIA Ekspres for travel on the train service stated on the redeemed e-ticket.
6. The e- ticket is not applicable for KLIA Transit train services.
7. The e- ticket can only be used once and cannot be used multiple times.
8. The e- ticket is not refundable, cannot be exchanged for cash, and cannot be used as payment with discount e-ticket or taken as deposits.
9. The e- ticket validity is limited in time and such validity period stated. There will be no re-issuance of the e- ticket upon the expiry date. No replacements or extension will be given for expired e-ticket.
10. The e- ticket cannot be used in conjunction with any other discount, special offer or promotion, unless otherwise stated.
11. KLIA Ekspres and Enrich reserves the right to cancel or modify any order or revoke the use of the e-ticket for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
12. KLIA Ekspres and Enrich will not be liable and/or be required to offer replacement e- ticket, discounts, credits, cash or otherwise compensate customers for:
 - Incorrectly redeeming for this e-ticket on Enrich Online or Malaysia Airlines mobile app;
 - loss, theft, fraud, cancelled, discontinued or the member's public disclosure of the e-ticket;
 - improper use of, or inability to redeem, e-ticket; or
 - the inability to redeem the e- ticket due to technical issues.
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 Promotion. Any dispute concerning goods or services received under this Promotion shall be settled between the Member and KLIA Ekspres. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. The Organizer is not liable for KLIA Ekspres failure or delay in providing the services to Enrich Member.
3. The Organizer reserves the right at any time to change, modify or cancel the Promotion 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>.

4. The Terms and Conditions of the Promotion 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 Promotion.
5. 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.
6. 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 Promotion.
7. The Organizer will not be held responsible for any typographical errors or misprint under these Terms and Conditions.

end.