



**TERMS & CONDITIONS
ENRICH MILES REDEMPTION CAMPAIGN FROM UK (OCT 2019)**

1. Enrich by Malaysia Airlines Berhad (“Malaysia Airlines”) will be running the Enrich Miles Redemption Campaign (the “Promotion”) which is open for sale from **18 – 31 October 2019** (the “Redemption Period”)
2. The travel period pursuant to this promotion is strictly from **1 November 2019 to 15 December 2019** only (the “Travel Period”). The entire flight journey, return or otherwise, must be completed within the Travel Period.
3. The Promotion Period will start at **00:00 (GMT+8) on 18 October 2019 and will end at 23:59 (GMT+8) on 31 October 2019**
4. This Promotion is available both online and offline (Malaysia Airlines Call Centre and Ticket Office).

ELIGIBILITY

1. This Promotion is open to all Enrich members who have accrued the required Enrich Miles available in the respective Enrich member’s account, without any breach of the applicable Enrich terms and conditions (“Enrich Member”).
2. This Promotion is valid on Malaysia Airlines operated flights only and issued on a 232-airline document.
3. This Promotion is applicable for travel on the following eligible sub-classes only: -

No	FARE BRAND	CLASSES
1.	Economy	O/Q
2.	Business	Z

4. Enrich Member will NOT earn miles for Award Travel redemption.
5. Member will NOT earn miles for the ‘Cash’ value paid for the Miles + Cash Award Travel redemption.
6. Enrich Miles required to redeem an Enrich Award must be redeemed from a single Enrich Account. Enrich Miles may not be combined from multiple Accounts in order to redeem an Enrich Award.
7. Redemption for infant and children (02 – 12 years) must be booked with an adult when redeeming online.

PROMOTION

1. This promotion is valid on Malaysia Airlines operated flights from London (LHR) to specified destinations mentioned below, on eligible Economy and Business Class only.

	ECONOMY CLASS	BUSINESS CLASS
DOMESTIC/INTERNATIONAL	(O/Q)	(Z)
MALAYSIA: KUL, PEN, LGK, AOR, TGG, KBR, JHB, KUA, BKI, SDK, TWU, LBU, KCH, MYY, BTU, SBW	Up To 35% Off Enrich Miles	Up To 30% Off Enrich Miles
ASEAN: BKK, HKT, DPS, KNO, CGK, SUB, HAN, SGN, MNL, PNH, RGN, SIN		
ANZ: SYD, MEL, BNE, ADL, PER, AKL		

Note: The Miles and Miles & Cash redemption is based on fares and vary according to flight and seat availability, passenger demand, seasonality and ticket conditions.

2. The Miles and Miles & Cash redemption will provide available fares at time of seat availability check and the actual total miles required will be reflected upon selecting and confirming the flights. The total miles shown after selecting the flights for the redemption, will apply.
3. This promotion is applicable only from London to Malaysia, South East Asia, Australia & New Zealand. Connecting flights are allowed and only on Malaysia Airlines operated flights.
Example: London – Kuala Lumpur one way or return.

London – Kuala Lumpur – Denpasar one way or return

Here is an example on how you can redeem flights with Miles or Miles & Cash



CABIN TO	KUL	PEN	DPS	SYD
Economy Class	From 7,000 Miles + GBP 50	From 5,000 Miles + GBP 40	From 9,000 Miles + GBP 70	From 6,000 Miles + GBP 50
Business Class	From 112,000 Miles + GBP 1,100	From 99,000 Miles + GBP 1,000	From 100,000 Miles + GBP 1,000	From 172,000 Miles + GBP 1,500

Note: The illustration table above and example provided is based on return base fare only; excluding taxes, fees and surcharge payable by cash.

4. This Promotion is NOT valid on all or any **oneworld** partner flights, Enrich partner flights, MH3000/MH4000/MH5000/MH7000/MH9000 flight series, codeshare flights, charter flights or flights jointly operated by other airlines, flights marketed by Malaysia Airlines but operated by partner airline or flights marketed by partner airlines but operated by Malaysia Airlines.
5. Award Travel redemption is subject to the Fare Conditions and may vary according to the fare class of travel. All taxes including fees and surcharges (where applicable) are the responsibility of the Enrich Member/user of the Enrich Award and are due at the time of issuance, ticketing and/or at departure.
6. The Award Travel redemption miles are tied to fares and vary according to seat availability, passenger demand and seasonality which may limit the number of seats available for the Travel Awards on Malaysia Airlines flight.
7. Seats under this Promotion are limited and shall be given on a first come first serve basis, subject to any applicable terms and conditions, rules and regulations of Malaysia Airlines.
8. Redemption Upgrades are not allowed for Malaysia Airlines Award Travel tickets.

REDEMPTION OF TICKETS

1. Enrich Members may redeem flight ticket(s) of Enrich Award under this Promotion during the Promotion Period only ("Redeemed Ticket").
2. The Redeemed Ticket shall be valid for travel within the Travel Period only and all journeys must be completed by/on 15 December 2019.
3. A Redeemed Ticket must be booked and ticketed by **23:59 (GMT+8) on 31 October 2019** failing which, the Enrich Member will be ineligible for this Promotion and the normal miles will apply. No appeals and/or disputes will be entertained.
4. Any flight ticket booked or redeemed/issued prior (**18 October 2019**) or after (**31 October 2019**) this Promotion shall not be eligible for reissuance or refund for the purpose of this Promotion.
5. In the event member wishes to make any changes to an unutilized or partly utilized Malaysia Airlines Award Travel redemption ticket, any change fee charges/penalties will be in accordance with the applicable Fare Conditions and these Terms and Conditions. Any payments involving changes to a Malaysia Airlines Award Travel redemption (other than for refunds) must be paid with cash/credit card as specified in the Fare Conditions. For the purposes of calculating any such payments, the original fare or commercial ticket value (as referred to in the Fare Conditions) of the Malaysia Airlines Award Travel will be calculated as the remaining cash value of the unused ticket determined in accordance with the Fare Conditions
6. In the event member does not utilize the Award ticket redeemed under this promo, the ticket may be converted to normal ticket with member paying any new fare difference/penalties/charges in accordance to the Fare Conditions and These Terms and Conditions by cash/credit card.
7. A Redeemed Ticket under this promotion is non-endorsable (i.e. not to be endorsed to another airline), non-reroutable, non-transferable and non-refundable. Malaysia Airlines shall be entitled to cancel or invalidate any Redeemed Ticket if found to be in breach of any of these Terms and Conditions, Enrich Terms and Conditions or any other applicable rules and regulations of Malaysia Airlines.



8. Only point to - point one way and mirror like return Online Enrich Awards are allowed. Any connecting flight will require 2 separate tickets.
9. No refund is allowed for unused or partly utilized Award Tickets. Refund of taxes will be subject to new Fare Conditions.
10. Name change is strictly not permitted.
11. Enrich member will not earn miles for redemption tickets or tickets redeemed under Miles & Cash redemption option.
12. All the Terms and Conditions for Miles + Cash redemption will apply if Miles + Cash redemption is used for this promotion except that for this promotion, both the 'Cash' portion and Miles are not refundable. To view the full Miles & Cash Terms and Conditions, please refer to:
<https://www.malaysiaairlines.com/my/en/enrich/about-enrich/terms-conditions.html>
13. Miles redeemed for an Award Travel is NOT refundable to the original account or used in exchange for a different Award Travel. This applies regardless of whether the refund request is made before the Award Travel has been issued or whether the Award Travel is completely unused or partly used.
14. Getting a verbal Miles quote before making a booking or miles quoted for a seat booked but not ticketed, will not guarantee the same miles as the miles quote may change at any time. The miles quote at time of actual ticketing will apply.
15. The use of Enrich miles against this offer is subject to these Terms and Conditions and all other Terms and Conditions of the Enrich programme. The terms and conditions of the Enrich programme are subject to change at any time with or without notice.
16. Enrich and Malaysia Airlines reserve the right to make changes to the fare conditions and to the number of Enrich Miles required for an Enrich Award.

GENERAL TERMS

1. Malaysia Airlines reserves the right to amend or change these Terms and Conditions or withdraw this Promotion at any time with or without prior notice. No person shall be entitled to any claim whatsoever against Malaysia Airlines.
2. This Promotion, the utilization of Enrich Miles and the redemption of tickets, are further subject to other standard reservations and ticketing rules and regulations including but not limited to, General Conditions of Carriage, Malaysia Airlines rules and regulations, and Enrich Terms and Conditions.
3. In the event of any discrepancy between these Terms and Conditions with other terms and conditions, the Malaysia Airlines Award Travel Flight Redemption Terms and Conditions shall prevail to the extent of such inconsistency.
4. This Promotion and these Terms and Conditions are governed by the laws of Malaysia. Enrich Members agree that the Courts of Malaysia shall have an exclusive jurisdiction over all matters arising from this Promotion.
5. If Participants have any queries regarding the Promotion, please contact Malaysia Airlines (Enrich) via:
 1. Log in to your Enrich Online account at malaysiaairlines.com;
 2. Contact the Malaysia Airlines Call Centre at 1 300 88 3000 (within Malaysia) or +603 5562 6330 (outside Malaysia)
 3. Visit your nearest Malaysia Airlines ticketing office.