

Frequently Asked Questions (FAQs) – External – MHsports X Ministry of Youth & Sports

Date updated: 24 May 2024

1. What is the MHsports for Ministry for Youth and Sports programme?

It is a programme initiated by Malaysia Airlines in collaboration with the Ministry of Youth and Sports (Kementerian Belia Dan Sukan or KBS). It offers exclusive benefits to eligible personnel, including athletes, coaches, and management staff affiliated with national sports associations (NSA) recognised by KBS.

2. What are the benefits offered in this programme?

The eligible personnel can enjoy discounts of up to 30% off on airfares and an additional 10kg baggage allowance in addition to earning Enrich Points. This offer is applicable for flights operated by Malaysia Airlines only and excludes oneworld and codeshare airline partners.

3. How can one become eligible for the discounted fares under the MHsports X Ministry of Youth and Sports programme?

Only those who are part of sports associations approved by KBS can participate in this programme. This includes athletes, coaches, and management staff from the following categories:

- Athletes under KBS programme
- Athletes under Majlis Sukan Negara programme
- Athletes under the Road to Gold programme
- National contingent to multigame
- Athletes participating in multigame such as SEA Games, Asian Games, Commonwealth Games & Olympic Games.
- Self-funded athletes under KBS interest
- Athletes under the 221 National Sports Associations registered under the Sports Commissioner
- Athletes (local & international) travelling to sporting events funded under the Geran Padanan Sukan (GPS)
- Athletes sent for training and open/invitational events by their parents.
- Prominent events organized by/affiliated with KBS agencies.
- Permanent coaches, independent coaches and technical officials from 221 sports associations

4. I am a National Athlete recognised by KBS . How can I access the portal and what is the registration process?

You may contact the person-in-charge from each sports association. KBS will distribute the form to all sports associations so that they can register their athletes' details in the standard format required by Malaysia Airlines. Once the details have been received, Malaysia Airlines will assist in registering on behalf of athletes and other eligible personnel.

5. Are there any membership or enrolment fees?

The enrolment fees are complimentary.

6. How long is the membership validity period for this programme?

Validity is for one (1) year and can be renewed (subject to terms and conditions by KBS & Malaysia Aviation Group).

7. Am I entitled to be an Enrich member and earn Enrich Points with this programme?

Yes. Each athlete and sports association personnel who are eligible and already registered on this portal will automatically be registered with the Enrich programme. They will be rewarded with Enrich Points upon flying with Malaysia Airlines and its partner airlines under the oneworld alliance.

8. What is the cabin class eligible for bookings?

Applicable to Business and Economy Class cabins.

9. What are the applicable origins and destinations for this programme?

The offer is applicable to routes operated within Malaysia Airlines' network.

10. What are the conditions for date/time changes?

Subject to the base fare rules.

11. What are the conditions for name changes?

Please refer to the name change conditions. Passengers are advised to contact Malaysia Airlines' call center for further assistance.

- 1 300 88 3000 (toll-free)
- +603 7843 3000 (outside Malaysia); long-distance call charges apply.
- +62 212 7899 595 (Indonesia)
- 02-610-0800, 00-1800-441-5560 (Thailand)

12. I am travelling in a group for a sporting event. How can I book the sporting group movement?

Group booking movements for sporting events may proceed with the MHsports group booking services by Malaysia Airlines.

<https://www.malaysiaairlines.com/us/en/plan-trip/booking-and-services/mhsports-registration-form.html>

13. What if my baggage weight is more than the allocated baggage allowance?

If your baggage weight exceeds the allocated allowance, we advise you to refer to our oversized baggage policy for further guidance. Click here for more information: <https://www.malaysiaairlines.com/my/en/travel-info/baggage.html>

14. Can my group share the baggage allowance?

Baggage will be checked-in individually as per the allowance per passenger.

15. What are the payment options available?

The payment options currently available are Credit or Debit cards (Visa, MasterCard, American Express, and JCB), Maybank2u, PayPal, UnionPay, and CIMB Clicks.

16. Will there be any additional charges incurred for payment by Credit or Debit cards?

Additional charges for payment by Credit or Debit cards are applicable when tickets are purchased in Australia and New Zealand. Tickets purchased in locations other than Australia and New Zealand are subject to the local bank's charges policy.

17. The payment went through, but I did not receive my ticket. What can I do?

Please contact our customer service officer at the following number:

- 1 300 88 3000 (toll-free)
- +603 7843 3000 (outside Malaysia); long-distance call charges apply.
- +62 212 7899 595 (Indonesia)
- 02-610-0800, 00-1800-441-5560 (Thailand)

18. What can I do if I have questions about the MHsports programme?

If you have any question(s) regarding the MHsports programme, please email us at mhsports@malaysiaairlines.com

19. How long can I access the portal?

The portal can be accessed at any time as a registered user.

20. How do I enroll in the MHsports X Ministry of Youth & Sports programme?

The names of affiliated associations recognised by KBS, management staff, and athletes will be provided by KBS. The person-in-charge of each sports association must register to obtain a login ID, and their enrolment needs approval from Malaysia Airlines based on the list provided by KBS.

21. What if I am no longer an athlete of the sports association?

If you are no longer affiliated with the sports association, you are not eligible to enroll in this programme. Confirmation of eligibility is obtained from the sports association and KBS.

22. Can I book flights for personal purposes under this programme?

Yes. Registered individuals can book flights for personal purposes, but such bookings will be made as individual bookings.

23. Can group bookings be made for association purposes?

For group bookings, please refer to groups.malaysiaairlines.com.

24. Is travel insurance included in the MHsports bookings?

Travel insurance is included for Flex fare tickets only. For other fare class, it is recommended you consider purchasing travel insurance separately to cover unforeseen events such as trip cancellations, delays, or medical emergencies.

25. What happens if my sporting event is cancelled or rescheduled after I've booked through MHsports?

Subject to terms and conditions of the tickets.

26. I am a Para athlete and I'm using a wheelchair. Does Malaysia Airlines provide accessibility for my needs, such as wheelchair storage?

Yes. Malaysia Airlines is committed to ensuring accessibility for all passengers, including Para athletes using wheelchairs. We provide dedicated storage space for wheelchairs on board (selected aircraft) our flights to accommodate your mobility needs.

27. Will my travel group of 20, including athletes, coaching staff, and managers, be entitled to a priority lane during check-in?

Yes. For travelling teams or groups consisting of 20 passengers or more, Malaysia Airlines offers a dedicated priority lane during check-in to streamline the process and ensure a hassle-free experience for your entire group. Please contact the Malaysia Airlines personnel or email us at mhsports@malaysiaairlines.com for arrangements.