



Redemption Offer on MASwings

Terms and Conditions

A. Duration

1. The Redemption Offer on MASwings (“Promotion”) is organised by Malaysia Airlines Berhad (“MAB”) together with MASwings Sdn Bhd (“MASwings”) and will run from 27 August 2018 until 5 September 2018 (“Promotion Period”).
2. The travel period pursuant to this campaign is strictly from 28 August 2018 to 31 December 2018 (“Travel Period”). The entire flight journey, return or otherwise, must be within the Travel period.
3. The booking period will start at 00:00 on 27 August 2018, Malaysia local time (GMT +8) and will end at 23:59 on 31 August 2018, Malaysia local time (GMT +8).

Booking Period : 27 August 2018 – 5 September 2018

Travelling Period: 28 August 2018 – 31 December 2018

B. Eligibility and Participation

1. Any person who has fulfilled the criteria below is eligible to participate in this Promotion (“Participant”):
 - a. Be an Enrich member who has accrued the required Enrich Miles available in the respective Enrich member’s account, without any breach of the applicable Enrich terms and conditions
 - b. Has sufficient Miles in his/her account in order to redeem an Enrich Award flight ticket(s).
 - c. Redemption is made during the Promotion Period and travel within the Travel Period.
2. The mechanics of the Promotion are as follows:
 - a. This Promotion is valid for travel on eligible Economy Class only and solely on selected MASwings operated flights.
 - b. Not eligible on codeshare flights, joint services or charter flights.
 - c. This promotion is applicable on selected domestic routes and point to point only as per table below:-

DESTINATION	ENRICH MILES FROM		
	FROM/TO BINTULU	ONE-WAY	RETURN
Sibu		2,000	3,900
FROM/TO MIRI	ONE-WAY	RETURN	
Mulu	2,100	4,200	
Limbang	2,200	4,200	
Bintulu	2,200	4,400	
Labuan	2,500	4,800	
Sibu	3,300	6,600	

FROM/TO SANDAKAN	ONE-WAY	RETURN
Tawau	2,200	4,300
FROM/TO KUCHING	ONE-WAY	RETURN
Sibu	3,100	6,100
Bintulu	4,900	9,600
Mulu	5,100	9,900
FROM/TO KOTA KINABALU	ONE-WAY	RETURN
Labuan	2,900	5,700
Lahad Datu	3,300	6,600
Miri	3,800	7,500
Mulu	4,200	8,200
Bintulu	4,900	9,700
Sibu	5,100	10,100

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

- d. This Promotion is only applicable for travel on the following eligible subclasses:-

Class of Travel	Eligible Booking Class
Economy	B

C. 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.
3. A Redeemed Ticket must be booked and ticketed before/on 23:59 (GMT+8) on 5 September 2018 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. Any flight ticket booked or redeemed/issued prior to this Promotion before 00:00 (GMT) on 27 August 2018 shall not be eligible for reissuance or refund for the purpose of this Promotion.
4. 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.

5. 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.
6. A Redeemed Ticket under this promo 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.
7. Only point to - point one way and mirror like return Online Enrich Awards are allowed. Any connecting flight will require two (02) separate tickets.
8. Enrich Member will NOT earn miles for Malaysia Airlines Award Travel redemption.
9. Enrich Member with insufficient Enrich Miles may redeem using the Miles + Cash redemption option. Miles + Cash is a full Award Travel that allows members to redeem Malaysia Airlines Award Travel with a combination of Miles and money in terms of cash or credit card, where applicable.
10. Member will NOT earn miles for the cash value paid for the Miles + Cash Award Travel redemption
11. 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>
12. Members with insufficient Miles may also purchase Enrich Miles under the "Buy Miles" option at a rate of USD 0.025 per mile. This is only available online and subject to the 'Buy Miles' terms and conditions. Please log in <https://www.malaysiaairlines.com/my/en/enrich/buy-miles.html>.
13. 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.
14. Redemption for infant and children (02 – 12 years) must be booked with an adult when redeeming online.
15. This Promotion is NOT valid on codeshare flights between MASwings and Malaysia Airlines.

16. 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.
17. No refund is allowed for unused or partly utilized Award Tickets. Refund of taxes will be subject to new Fare Conditions.
18. Name change is strictly not permitted.
19. 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 MASwings flight.
20. 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.
21. Redemption Upgrades are not allowed for Malaysia Airlines Award Travel tickets.
22. 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.
23. 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.

D. General Terms

1. All transportation, accommodation, personal costs and/or any other costs and/or related expenses that are incurred to attend/participate in this Promotion are the sole responsibility of the Participants.
2. MAB reserves the right to use, reproduce, edit and distribute materials submitted for this Promotion for publication and/or display in any media format and any media channels without obtaining further prior permission and payment of any fees or royalty to the Participant.
3. MAB reserves the right to use the Participant's name, images, comments, materials relating to this Promotion and the results of this Promotion for the purpose of any announcement or promotional or marketing purposes in any media format and any media channels without any fee being paid. The Participant shall hold MAB free and harmless from any claims and/or liabilities whatsoever resulting from the usage or the reproduction of the submitted materials by MAB. This clause shall survive the expiration of this Promotion Period.

4. MAB, at its sole and absolute discretion, reserves the right to disqualify any Participant and revoke or forfeit any Redeemed Ticket at any stage of the Promotion without prior notice if:
 - (a) The participant is not an eligible Participant;
 - (b) The Participant fails to fully comply with the Terms and Conditions stipulated herein;
 - (c) Entries are incomplete;
 - (d) The Participant breaches any of the Terms and Conditions or other rules and regulations of the Promotion or violates any applicable laws or regulations;
 - (e) MAB has, at its sole discretion, any reason whatsoever to believe that such Participant has attempted to undermine the operation of the Promotion in any way whatsoever, including but not limited to fraud, cheating or deception.
5. MAB's decision on matters relating to the Promotion shall be final and absolute. No discussion, correspondence, enquiry, appeal or challenge by any of the Participants in respect of any decision of MAB shall be entertained.
6. MAB, its affiliates, subsidiaries, agents, employees, representatives, retailers, distributors, dealers as well as its advertising, creative, media, digital, design and other creative agencies of MAB, shall not be liable for any loss or damage whatsoever suffered (including but not limited to loss of opportunities and any indirect or consequential losses) or personal injury suffered or sustained in connection with or arising from participation in this Promotion.
7. The Terms and Conditions of the Promotion shall be construed, governed and interpreted in accordance with the laws of Malaysia.
8. All rights and privileges herein granted to MAB are irrevocable and not subjected to rescission, restraint or injunction under any and all circumstances. Under no circumstances shall the Participant have the right to injunctive relief or to restrain or otherwise interfere with the organisation of the Promotion, the production, distribution, exhibition and/or exploitation of the Promotion and/or any product based on and/or derived from the Promotion.
9. MAB reserves the right at its absolute discretion to vary, delete or add to any of these Terms and Conditions without any prior notice.
10. These Terms and Conditions will prevail over any inconsistent terms, conditions, provisions or representations contained in any other promotional materials advertising the Promotion.
11. 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.

12. By virtue of an entry to the Promotion, the Participants signify their absolute and unconditional acceptance and agreement to all the Terms and Conditions stipulated herein.

13. MAB reserves the right to cancel, terminate or suspend the Promotion without any prior notice. For the avoidance of doubt, any cancellation, termination or suspension by MAB of the Promotion shall not entitle the Participants to any claim or compensation against MAB, its agents and employees for any and all losses or damages suffered or incurred by the Participants as a direct or an indirect result of the act of cancellation, termination or suspension thereof.

14. MAB will not be held responsible for any typographical errors or misprint under these Terms and Conditions.