



ASEAN Double Bonus Enrich Miles Campaign

Terms and Conditions

A. Duration

1. The Offer of **Asean Double Bonus Enrich Miles Campaign** ("Campaign") is organised by Malaysia Airlines Berhad ("MAB") and will run from 16 to 31 December 2019 ("Campaign Period").

B. Eligibility and Participation

1. Any person who has fulfilled the criteria below is eligible to participate in this Campaign ("Participant"):
 - a. Be an Enrich Member.
 - b. Non-member can register for membership at <https://www.malaysiaairlines.com/enrich-portal/user-registration.html> and must register before booking a flight
2. The mechanics of the Campaign are as follows:
 - a. Enrich member must book and purchase a return qualifying full revenue fare ticket(s) originating from Malaysia to within Malaysia or Malaysia to ASEAN countries and fly on Malaysia Airlines operated flights (ticketed on MH 232 document only) from 16 to 31 December 2019 to be eligible for the Double Bonus Enrich Miles.

Campaign/Booking Period	01 16 December 2019 (12:00AM, Malaysia time) to 31 December 2019 (11:59PM, Malaysia time)	
Travel Period	01 16 December 2019 (12:00AM, Malaysia time) to 31 March 2020 (11:59PM, Malaysia time)	
Flight Requirements		
From (Origin)	To (Destinations)	Eligible Booking Class
Malaysia	Malaysia ASEAN (Indonesia, Thailand, Singapore, Malaysia, Philippines, Vietnam, Brunei, Cambodia, Myanmar)	Business Class J / C / D / Z Economy Y / B / H / K / M / L / V / S / Q / O / G

- b. The original date of ticket must be booked/issued within the Campaign/Booking Period.



- c. Enrich member is **NOT** eligible for the Double Bonus Enrich Miles if
 - i. Travel is on Maswings, Firefly operated flights, code share flights (MH3000, MH4000, MH5000, MH9000), charter flights (MH 8000), flights jointly operated by other airlines or **oneworld** / Enrich partner flight(s).
 - ii. Flight(s) that is booked/ issued before/after the Campaign/Booking Period and rebooked/ reissued during the Campaign Booking Period prior to commencement of journey (1st leg of journey not started).
 - iii. Flight(s) that is booked/issued within the Campaign Booking Period but travel date changed from original date (1st leg of journey not started) to an earlier date after the Campaign Booking and Travel Period.
 - iv. Travel date is before/after the Campaign/Booking Period.
 - v. Award tickets (s) redeemed with full miles or Miles + Cash.
 - vi. Travel is on Redemption upgrade with miles, MHUpgrade by bid, Last-Minute Upgrade or complimentary Upgrade.
- d. Enrich members are allowed to make multiple flight booking(s) within the Campaign Booking Period and must complete the journey(s) during the Campaign Travel Period in order to be deemed as qualified participants.
- e. In the event the Participant is identified as Non-Enrich member, MAB has the right to disqualify the Participant.

C. Double Enrich Bonus Miles

1. The Double Enrich Bonus Miles will be accorded based on the Enrich base Miles earned for a travel for the respective tier status.

Eg. **KUL-HAN: 1283 (Base Miles)**
RBD : C class (175%)

Enrich Miles (Base)	Tier Bonus (25%)	Double Bonus Enrich Miles will be earned from the Enrich Miles (Base)
Silver Tier (1283 x 175%) = 2246 Enrich Miles	Silver Tier (2246 x 25%) = 562 Enrich Miles = 562 miles	Total Enrich Miles earned: 2246 x 2 (Double Bonus Miles) 4492 + 562 (Tier Bonus Miles) =5054 Enrich Miles
Blue Tier = 2246	Blue Tier - No Tier Bonus	Total Enrich Miles Earned: 2246 x 2 =4492



- These Double Enrich bonus Miles under this campaign will only be accorded on the Enrich Miles (Base) earned.
 - These Double Enrich bonus Miles under this campaign will not be accorded over and above the total Enrich Miles + Tier Bonus Miles earned for a travel for the respective tier status.
2. The Double Bonus Enrich Miles will be credited to the Enrich member's Account only after the member completes the journey, subject to fare class eligibility.
 3. The Double Bonus Enrich Miles will be credited to the Enrich Member's account within fourteen (14) days after the end of this Campaign Period.
 4. If the Double Bonus Enrich Miles do not appear in the members' account after the Double Elite Miles Credit Period, the member must submit their claim within 6 months (180 days) from date of qualifying travel. Any claim submitted after 6 months (180 days) will be not be eligible.
 5. Any date change of travel to an earlier flight date, route change or upsell to higher booking fare class or change in destination after booking and ticketing during the campaign period, must be done within the booking campaign period.
 6. Any date change of travel to earlier flight date, upsell to higher booking fare class or change in destination done after the booking campaign period although original booking was within the booking period, will not be eligible for this Double Bonus Enrich Miles
 7. Any travel date change after booking and ticketing within the booking period to a later flight date is allowed within the campaign travel period.
 8. Flights that are not eligible for Enrich miles will not earn Elite Miles or Elite Sectors.
 9. Any ticket issued during this Campaign/ Booking and Travel period is affected by downgrade from a higher to a lower fare class due to operational requirements and where, refund for the fare difference is processed, Enrich Miles on the actual class flown will be credited.
 10. This Campaign is not valid in conjunction with any other promotional offer by Enrich or Malaysia Airlines Berhad ("Malaysia Airlines").
 11. The flight (s) booked under this Campaign shall NOT contribute towards the accumulation of Elite Miles and Elite Sectors required to qualify or upgrade to Enrich Elite tier status for year 2019.
 12. This Double Enrich Bonus Miles campaign does not apply to Elite miles or Elite sectors.
 13. The Elite tier **Enrich** bonus miles will be accorded based on the Enrich base miles earned for a travel for the respective tier status.
 14. The decision of MAB in respect to the Double Bonus Enrich Miles are final, conclusive and binding and no further appeal, enquiry and/or correspondence will be entertained.
 15. Should any dispute arise, the decision by Enrich, Malaysia Airlines, will be final. MAB reserves the right to forfeit the Incentives based on MAB's sole and absolute discretion.
 16. The Incentives shall be given in accordance with the manner to be specified by MAB, at its sole and absolute discretion and within a stipulated time period.
 17. MAB shall not liable for any additional or incidental costs, taxes, expenses, charges, fees, losses or damage incurred. 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 the Incentives.



18. MAB shall have no obligation to substitute any alternative Incentives, cash equivalent or other compensation where the Winners and/or their travelling companion fails to utilise the Incentives for any reason.
19. Notwithstanding the above, MAB is entitled to replace the Incentives with other Incentives of similar value at any time without any prior notice.
20. The Incentives shall be subject to MAB's prevailing policies, rules and regulations which shall include the General Conditions of Carriage, a copy of which can be found on www.malaysiaairlines.com
21. Should a Participant's contact details change during or after the Campaign/Booking Period, it is the Participant's responsibility to notify MAB directly and update their contact details in Enrich Account.
22. MAB, at its sole and absolute discretion, reserves the right to update the Participants' personal details in Enrich system based on the information submitted in this Campaign/Booking Period.

D. General Terms

1. All transportation, accommodation, personal costs and/or any other costs and/or related expenses that are incurred to participate in this Campaign are the sole responsibility of the Participants.
2. MAB reserves the right to use the Enrich Member's name, images, comments, materials relating to this Campaign and the results of this Campaign 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 (Campaign Period).
3. MAB, at its sole and absolute discretion, reserves the right to disqualify any Participant and revoke or forfeit any Status Upgrade at any stage of the Campaign 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) The Participant breaches any of the Terms and Conditions or other rules and regulations of the Campaign or violates any applicable laws or regulations;
 - (d) MAB has, at its sole discretion, any reason whatsoever to believe that such Participant has attempted to undermine the operation of the Campaign in any way whatsoever, including but not limited to fraud, cheating or deception.
 - (e) Enrich Members who hold more than one Enrich membership account.
4. MAB shall not be liable for any disruption during the Travel Period, whether due to technical problems or otherwise, which is beyond its reasonable control. In the event of any disruption, reasonable effort shall be used to remedy the disruption and resume the Campaign on a fair and equitable basis to the entrants.
5. MAB's decision on matters relating to the Campaign (including, but not limited to the selection of the Participants) 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 Campaign.
7. The Terms and Conditions of the Campaign 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 organization of the Contest, the production, distribution, exhibition and/or exploitation of the Campaign and/or any product based on and/or derived from the Campaign.
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 Campaign.
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 Campaign, 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 Campaign without any prior notice. For the avoidance of doubt, any cancellation, termination or suspension by MAB of the Campaign 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.