



**Enrich – Double Elite Miles & Elite Sector
Undiscover Australia with Enrich Campaign**

TERMS AND CONDITIONS

1. This **Double Elite Miles - UnDiscover Australia with Enrich Campaign** (“Promotion”) is open to all Malaysia Airlines Enrich members (“Enrich Members”) who travel on Economy and Business Class originating from Kuala Lumpur to all Australia destinations and vice versa on Malaysia Airlines operated flights.
2. Enrich Members will be entitled to earn Double Elite Miles subject to the terms and conditions of the Promotion herein (“Double Elite Miles”).
3. This Promotion is valid for one-way/return journey on Malaysia Airlines flights only from/to selected destinations as provided in the table below from **24 January – 02 February 2019**. (“Book Period”) and travel between **11 February– 30 June 2019** (“Travel Period”). A blackout period will apply from 22 – 31 March 2019.

Booking and Ticketing period : **24 January – 02 February 2019**
 Travel period : **11 February– 30 June 2019**
(Blackout period 22 – 31 March 2019)

Origin/Point of Sales	Destination	Booking period	Traveling period
Kuala Lumpur	Melbourne	24 January – 02 February 2019	11 February– 30 June 2019 Blackout period 22 – 31 March 2019
	Perth		
	Brisbane		
	Sydney		
	Adelaide		
Kota Kinabalu	Perth		

4. The Booking and Ticketing Period will start at **00:00 on 24 January 2019, Malaysia local time** and will end at **23:59 on 02 February 2019, Malaysia local time**.

*Note: Travel periods as specified above are valid for the earning of double Elite Miles .

5. The Booking start and end period will follow **Malaysia local time (GMT +8)** as per the dates above.
6. Bookings ticketed prior to this promotion period will NOT be eligible for this Double Elite Miles and no appeals will be entertained to allow this.
7. This Double Elite miles promotion is not valid for flight (s) that is ticketed before the promotion period and rebooked/reissued during the promotion period. To be eligible for this Double Elite miles, the original date of ticket issued must be within the promotion period.



8. Travel Date Change

- Change of travel date to an earlier or later flight from the original date of travel booked is allowed provided the changes are made within the promotion booking/ticketing period (24 January – 02 February 2019) and travel is made within the travel date period (11 February– 30 June 2019). A blackout period will apply from 22 – 31 March 2019.
- Change of travel date to an earlier date of travel from the original date after the booking/ticketing period is not allowed.
- Members will not be eligible for the Double Enrich Miles if date of travel is changed to an earlier flight from the original booking date after the promotion booking period is over.
- Travel to a later date of travel from the original date after the booking period, is allowed but travel must be within the promotion travel period.

9. The Double Elite Miles earned under this Promotion shall contribute towards the accumulation of Elite Miles required to qualify for, or maintain Enrich Elite tier status for this year.

	Enrich Silver	Enrich Gold	Enrich Platinum
Qualifying	25,000 Elite Miles or 30 Elite Sectors in one calendar year	50,000 Elite Miles or 50 Elite Sectors in one calendar year	100,000 Elite Miles or 130 Elite Sectors in one calendar year

- 10. The Double Elite Miles earned are based on the base Elite Miles. There is no change to the Tier Bonus Miles. This double Elite Miles does not apply to Tier Bonus Miles.
- 11. The Double Elite Miles under this Promotion is valid ONLY on Malaysia Airlines operated flights (ticketed on MH 232 document only).
- 12. The Double Elite Miles earned under this Promotion is not valid on **oneworld** and partner airlines, Firefly operated flights, codeshare flights MH3000/MH4000/MH5000/MH9000, charter flights (MH 8000) or flights jointly operated by other airlines.
- 13. The flight is defined as any flight from point of origin to the destination.
- 14. Flights that are not eligible for Enrich miles will not earn Elite Miles or Elite Sectors.
- 15. This Promotion is only applicable for travel with the following eligible subclasses:

Class of Travel	Eligible Booking Class
Business Class	J C, D



Economy Class	Y, B, H K, M, L, V S, N
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Below are examples of the Double Elite Miles earned during the Promotion:-

1. KUALA LUMPUR – MELBOURNE one way on Economy Class

Destination	Class of Travel	Eligible Booking Class	Mileage (one way)	Accrual %	Normal Elite Miles Earned	Normal Elite Sectors Earned	Double Elite Miles Earned
KUALA LUMPUR - MELBOURNE (ONE-WAY)	Economy Class	Y, B, H	3938	150%	5907	1	11814
		K, M, L, V		100%	3938	1	7876
		S, N		85%	3348	1	6696

2. KUALA LUMPUR- MELBOURNE one way on Business Class

Destination	Class of Travel	Eligible Booking Class	Mileage (one way)	Accrual %	Normal Elite Miles Earned	Normal Elite Sectors Earned	Double Elite Miles Earned
KUALA LUMPUR – MELBOURNE (ONE-WAY)	Business Class	J	3938	200%	7876	2	15752
		C, D		175%	6892	2	13784

16. There is no limit to the number of Double Elite Miles earned during this Promotion period.
17. The member is entitled to move up to more than one tier upgrade, depending on the earning of Elite Miles within the calendar year (Jan-Dec).
18. The Double Elite Miles will be credited to the Enrich Member’s Account only after the member completes the journey, subject to fare class eligibility.
19. Double Elite Miles would be credited to the Enrich Member’s account within fourteen (14) days after the end of this Promotion (“Double Elite Miles Credit Period”).
20. If the Double Elite 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.



21. This Promotion is not valid in conjunction with any other promotional offer by Enrich or Malaysia Airlines Berhad (“Malaysia Airlines”).
22. The Elite Miles earned may not be used towards the redemption of Enrich Awards nor can they be transferred, extended, purchased, sold or given to another member. Elite Miles and Elite Sector are valid only in the calendar year (January – December) in which they are earned and will expire at the end of that year.
23. Any ticket issued during this promotion ‘Book and Travel’ period that 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, Elite Miles and Elite Sectors will be accorded on the actual class flown.
24. By joining this Promotion, it is deemed that Enrich Members have read and have agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may result in forfeiture of the promotion at Malaysia Airlines absolute discretion.
25. Double Elite Miles cannot be exchanged or sold for cash.
26. All other rules and regulation including Malaysia Airlines General Terms and Conditions and Enrich Terms and Conditions shall apply.
27. Malaysia Airlines shall not be liable for any disruption during the Promotion 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 Promotion on a fair and equitable basis to the entrants.
28. Malaysia Airlines reserves the right to cancel, suspend, postpone or extend the Promotion without any prior notice. For the avoidance of doubt, any cancellation, suspension, postponement or extension by Malaysia Airlines of the Promotion shall not entitle Enrich Members to any claim or compensation against Malaysia Airlines, its agents and employees for any and all losses or damages suffered or incurred by the Enrich Members as a direct or an indirect result of the act of cancellation, suspension, postponement or extension.
29. 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 either participation in this Promotion or with the Double Elite Miles offered or forfeited.
30. Malaysia Airlines reserves the right at any time to amend, delete or add to any of these Terms and Conditions including the mechanism of the Promotion at its absolute discretion without prior notice.
31. These Terms and Conditions will prevail over any inconsistent terms, conditions, provisions or representations contained in any other promotional materials advertising the Promotion.
32. Malaysia Airlines shall ensure that the collection, use and disclosure of the Enrich Members personal data in their participation of this Promotion are consistent with the Personal Data Protection Act 2010 (‘PDPA’). It is acknowledged that personal data collected and processed in under this Promotion is obtained voluntarily and with your consent. Malaysia Airlines shall ensure that under no circumstances is the collected data, disclosed or sold or passed on to third-parties for any reason. However, Malaysia Airlines may disclose the data collected for a purpose directly related to the purpose it was disclosed at the time of collection to a third party such as other Malaysia Airlines



affiliates and subsidiaries or in circumstances specified in the Malaysia Airlines Personal Data Privacy Policy as published at <http://www.malaysiaairlines.com/uk/en/footer/privacy-policy.html>. Malaysia Airlines should not be held liable for any damage caused as a result of the collection, use, disclosure, loss, misuse, modification, unauthorized or accidental access, alteration or destruction of your personal data unless the actions of Malaysia Airlines were deliberate or grossly negligent.

33. If any matter arises which are not covered in these Terms and Conditions, they will be determined solely by Malaysia Airlines.
34. 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. Enrich Members must read these applicable standards, rules and regulations together with these Terms and Conditions. If there is any inconsistency between the applicable standards, rules and regulations and with these Terms and Conditions, these Terms and Conditions shall prevail.
35. This Promotion and these Terms and Conditions are governed by the laws of Malaysia. Enrich Members agree to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Promotion.