

'ENRICH UPGRADE' TERMS AND CONDITIONS

Definition

"Malaysia Airlines" means Malaysia Airlines Berhad (Company No. 1116944-X) having its registered office at 1st Floor, Administration Building, Southern Support Zone, Kuala Lumpur International Airport, 64000 Sepang, Selangor, Malaysia) and its permitted assigns and successors.

"Member" means an individual who has purchased a revenue ticket for a pure Malaysia Airlines flight operated by Malaysia Airlines.

"Enrich Miles" are the currency of the Enrich programme, and are the miles that may be used to redeem for Enrich Awards.

"Upgrade" means a change in class from the class of service that was originally purchased for travel with Malaysia Airlines to one higher class of service.

"Enrich Upgrade" means an upgrade redemption made by Member together where 'Enrich Miles' is IN ADDITION to the fare paid for a revenue ticket purchased and EXCLUDES taxes, airport charges and other related and non-related carrier charges that is payable at the airport , all of which shall be borne by Member.

Terms and Conditions

Enrich Member with enough Enrich Miles in their account are now able to redeem an upgrade from economy to business class under the 'Enrich Upgrade' tab upon purchase of an eligible economy class fare ticket to business class for their domestic travel via 'Manage My Booking' portal online. The following conditions will apply:

1. 'Enrich Upgrade' is eligible for redemption using Enrich Miles for upgrade from an eligible economy class revenue ticket to the next higher cabin class i.e. business class via 'Manage My Booking'.
2. 'Enrich Upgrade' is only available on Domestic flights within Peninsular Malaysia and between Peninsular Malaysia and East Malaysia operated by pure Malaysia Airlines flights only.
3. 'Enrich Upgrade' via 'Manage My Booking' is not available for International flights.
4. 'Enrich Upgrade' redemption is eligible for flight ticket issued on a Malaysia Airlines' document number 232 with carrier code 'MH' and on services operated by Malaysia Airlines only.
5. 'Enrich Upgrade' is only applicable upon purchase of a confirmed Basic or Flex economy class fare ticket for upgrade to the next cabin class i.e. Business class using Enrich Miles.

6. Member(s) can only purchase one 'Enrich Upgrade' per eligible flight segment as per the purchased revenue ticket.
7. Waitlist or open-dated tickets are not eligible for 'Enrich Upgrade'.
8. 'Enrich Upgrade' is available for redemption at the 'Manage My Booking' platform at Malaysia Airlines website (www.malaysiaairlines.com) up to 06 hours before flight departure.
9. For redemption upgrade(s) within less than 06 hours of flight, the Enrich member has to contact our Call Center at 1-300-88-3000 (within Malaysia) or 6-03-5562 6330 (outside Malaysia).
10. 'Enrich Upgrade' is subject to seat availability on Business Class and on first-come-first serve basis for the selected flight segment.
11. Children (02 – 12 years) travelling with an accompanying adult will also be eligible for 'Enrich Upgrade' upon purchase of an eligible and qualifying economy class fare ticket.
12. Enrich Miles for 'Enrich Upgrade' for a child will be the same as an adult. There is no child miles discount offer.
13. Infant (up to 23 months) will be offered complimentary upgrade from Economy to Business Class for the same flight segment as the adult accompanying the infant, upon successful 'Enrich Upgrade' redemption by the adult passenger.
14. The Enrich Miles quote for 'Enrich Upgrade' is fixed. Enrich members may click at <https://www.malaysiaairlines.com/my/en/enrich/redeem-miles/airlines/malaysia-airlines.html> to view the Enrich miles required for the selected flight segment under the 'Redemption Upgrade Table'.
15. Enrich members must have enough Enrich Miles in their account to proceed with the 'Enrich Upgrade'.
16. Once the 'Enrich Upgrade' redemption is successful, Enrich Miles redeemed are not refundable or exchangeable to other 'Upgrade' product offers e.g. MHUpgrade or Last Minute Upgrade or Free Upgrade (where, applicable).
17. To be eligible to redeem the 'Enrich Upgrade', members must first purchase a confirmed Basic or Flex fare ticket ("Ticket") for travel on Economy Class.
18. Members can redeem 'Enrich Upgrade' with Enrich Miles on a domestic flight segment only. Enrich Miles for 'Enrich Upgrade' will apply per flight segment basis.

a. Domestic Travel:

E.g. Travel booked and ticket purchased on Basic or Flex fare from Penang to Kota Kinabalu via Kuala Lumpur

1. 'Enrich Upgrade' is applicable for Penang to Kuala Lumpur
2. 'Enrich Upgrade' is applicable for Kuala Lumpur to Kota Kinabalu

Enrich miles will be quoted and applied for each flight sector redeemed under 'Enrich Upgrade'.

b. Mixed Domestic and International Travel

E.g. Travel booked and ticket purchased on Basic or Flex fare from Penang to London via Kuala Lumpur

1. 'Enrich Upgrade' is applicable for Penang to Kuala Lumpur flight segment only
2. 'Enrich Upgrade' is NOT applicable for the Kuala Lumpur to London flight segment

19. Business Class baggage allowance for members redeeming 'Enrich Upgrade' on the domestic sector for a mixed domestic and international travel e.g. Penang/Kuala Lumpur/London, will be eligible for Business Class baggage allowance only for the upgraded Penang to Kuala Lumpur flight segment.

Member will not be eligible for business class baggage allowance for the Kuala Lumpur to London flight segment.

20. Members with eligible Ticket(s) may check on the eligibility of his/her flight segment(s) by visiting Malaysia Airlines website (www.malaysiaairlines.com) and entering the required details including the Malaysia Airlines booking reference in the 'Manage My Booking' platform.

21. The following shall NOT be eligible for 'Enrich Upgrade' under 'Upgrade' online platform:

- Economy HFF lite fare ticket
- Enrich Full Miles redemption tickets, Miles + Cash redemption tickets and Redemption Upgrade tickets
- Staff tickets, APT, AD, FTP (RBD X, T, U, W)
- Government tickets (GOM)
- Unaccompanied Minor (UMNR) and Young Passenger Travelling Alone (YPTA)
- Sponsor/Complimentary/Award/ Lucky draw ticket
- MASwings (MH3000) and Firefly flights (including codeshare MH5000)
- Charter Flights and Joint Services
- Malaysia Airlines flights issued on other airline tickets (non-232 tickets)
- Open dated tickets
- Waitlisted tickets
- Group tickets with booking class 'G'
- Booking with Wheelchair Service (WCHR)

22. Redemption upgrade with miles for UMNR, YPTA, Government warrant tickets (GOM) and booking with wheelchair (WCHR) service is available via our Call Center or Malaysia Airlines ticket offices only, subject to the seat(s) being available on the next higher cabin class.

23. Malaysia Airlines reserves the right in its absolute discretion and without prior notice to determine, change and not disclose the factors, conditions and rules relating to the eligibility of 'Enrich Upgrade', which may be reviewed from time to time according to market conditions, seasonality and passenger load.
24. By redeeming 'Enrich Upgrade':
- (a) The member confirms that he or she has reached the legal age of majority in their country of residence at the time the 'Enrich Upgrade' redemption is transacted and
 - (b) Member shall be deemed to have the authority to act on behalf of and to bind the person or persons named or included in the same 'Enrich Upgrade' booking, to these Terms and Conditions.
25. Any applicable or additional airport taxes/surcharge or carrier-related charges for the 'Enrich Upgrade' will be charged and collected separately and shall be borne by the member. These charges are not included in 'Enrich Upgrade' and cannot be paid or redeemed by or with Enrich Miles.
26. If there are two or more passengers in a Member's booking, Member can redeem 'Enrich Upgrade' for all the passengers in the booking. The Enrich miles required for each passengers in the single booking will be on a per-passenger miles quote.

Enrich Miles required for each passenger will be multiplied by the number of Enrich Miles required for the flight sector in the Member's booking.

'Enrich Upgrade' is not allowed for only one passenger in a single booking for two or more passengers. All passengers in the single booking must be able to proceed with 'Enrich Upgrade'. Split booking to allow only one passenger in the booking for 'Enrich Upgrade' in 'Upgrade' platform is not allowed.

If the Member purchases the 'Enrich Upgrade', they shall be deemed to have the authority to act on behalf of and to bind the person(s) named or included in the 'Enrich Upgrade', to these Terms and Conditions.

27. Member can redeem 'Enrich Upgrade' via 'Upgrade' platform using miles from one Enrich membership account only. 'Enrich Upgrade' redemption in a single booking with two or more passengers cannot be redeemed from multiple Enrich accounts.
28. Individual passengers in a single booking of two or more, wishing to perform 'Enrich Upgrade' using their individual Enrich membership accounts, are to contact our Call Center. Members will not be able to proceed via 'Upgrade' platform.

29. If only one Member in a single booking with two or more passengers wishes to proceed with 'Enrich Upgrade', they may contact our Call Center at 1-300-88-3000 (within Malaysia) or 6-03-5562 6330 (outside Malaysia).

30. Once the 'Enrich Upgrade' redemption is confirmed and successful, Enrich Miles will be deducted from the Member's Enrich Account where they will receive:

- a. An Electronic Manual Document receipt (EMD) with the Enrich miles amount deducted will be issued to each passenger included in Passenger's original flight booking. The EMD will be emailed to the member's email address provided in the booking reference upon confirmation.

Note : If for whatever reason the redemption cannot be completed successfully, no payment will be charged by Malaysia Airlines. The Enrich Miles, if deducted, will be reversed to the Member's Enrich account within 30 minutes of the unsuccessful transaction.

31. A 6-character Malaysia Airlines Booking Reference is supplied to Member at the time of booking of a Malaysia Airlines flight and is printed on the Ticket. The Member may use the Booking Reference to check the eligibility for 'Enrich Upgrade' at the 'Manage My Booking' site. Booking Reference provided must always be kept confidential. The Member must not share his/her Booking Reference and they are responsible to protect it against improper or unauthorized use.

32. Malaysia Airlines does not guarantee specific seat assignments to the Member or person(s) whose 'Enrich Upgrade' redemption is successful.

33. All personal costs and/or any other costs and/or related expenses that are incurred to redeem the 'Enrich Upgrade' are at the Member's sole responsibility and own costs.

34. 'Enrich Upgrade', once successfully redeemed, is strictly non-transferable and non-refundable.

35. For any change to the travel booked date of a revenue booking, the Enrich Miles may be carried forward to the new date of travel provided the revenue ticket is on the same original destination and fare class paid. Any penalty to change in flight will be subject to the revenue ticket fare rules.

36. Miles redeemed for 'Enrich Upgrade' will be forfeited if members decide to cancel their revenue ticket purchased voluntarily where, a refund to the revenue ticket may be available. Enrich Miles redeemed for the 'Enrich Upgrade' are not refundable.

37. Once the 'Enrich Upgrade' redemption is successful, Enrich Miles, credits for additional taxes/surcharges collected at time of 'Enrich Upgrade' redemption, are not refundable. Enrich Miles redeemed for 'Enrich Upgrade' is considered used even if not used. No refunds of Enrich Miles will be allowed under any circumstances.
38. Enrich Members will earn miles for the revenue economy class ticket purchased (not including taxes, surcharges or any other charges paid) only.
39. Enrich Members will not earn Enrich Miles for the 'Enrich Upgrade' redemption with Enrich Miles.
40. Once members receive the confirmation email on the acceptance of Member's 'Enrich Upgrade' redemption, Malaysia Airlines will not be responsible or liable for any claims, damages, losses, costs or expenses arising from any changes to the booking, whether such changes are made by member or any third party for whatever reasons.
41. Members may proceed with web check-in once 'Enrich Upgrade' transaction for the higher class is successful.
42. Members may opt to purchase ancillary such as KLIA express ticket, insurance or even extra baggage allowance at time of web check-in. These ancillaries are not payable with Enrich Miles.

Ancillaries purchased will be subject to its own respective terms and conditions. Members are advised to check the terms and conditions before deciding to purchase these ancillaries as Enrich will not be responsible for disagreements that may arise from these purchases.

43. In the event of a flight cancellation or flight rescheduling:
 - Malaysia Airlines will reallocate Members or passengers in the same booking on to another Malaysia Airlines flight for whatever reason(s) other than for reasons attributable to Member's fault, actions or omissions, any 'Enrich Upgrade' redemption made in relation to the original booking may at the discretion of Malaysia Airlines, be transferred to the new flight(s) on Malaysia Airlines, subject to availability of seats in the upgraded class.

- If the Member's booking is transferred to a flight operated by an airline other than Malaysia Airlines, the rebooking will be on the original revenue economy class ticket purchased and not in the higher class redeemed.
- The Enrich miles for the 'Enrich Upgrade' will not be carried forward to the new flight operated by an airline other than Malaysia Airlines and may be refunded upon verification of the reallocation affected by the cancellation to the Malaysia Airlines original flight redeemed with 'Enrich Upgrade'.

44. Members are entitled to a refund for the 'Enrich Upgrade' under the following conditions:

- a. The flight for which the Member redeemed using 'Enrich Upgrade' was cancelled;
- b. The flight for which Member's 'Enrich Upgrade' redemption was cancelled, and Malaysia Airlines re-accommodates the Member on another flight which may not be operated by Malaysia Airlines and member is seated in the class of service of the Member's original booking.

45. No refund will be issued in the case of a change to a substitute aircraft to operate a flight where the 'Enrich Upgrade' is still available to Member on that substitute aircraft.

46. The fare conditions for the original revenue Ticket purchased by the Member, which includes, but is not limited to, cancellation policies, change fees, baggage allowance, and rules relating to the accrual of frequent flyer miles shall remain unchanged and in effect and will be applicable even if Member's 'Enrich Upgrade' redemption is successful.

47. 'Enrich Upgrade' redemption entitles the Member to use Malaysia Airlines Golden Lounge in respect of the flight for which Member's 'Enrich Upgrade' is booked provided the Member presents a valid boarding pass as supporting document before access to the lounge can be allowed.

48. A successful 'Enrich Upgrade' redemption entitles member or person(s) in the same booking to Business Class baggage allowance.

49. Malaysia Airlines reserves the right to change, alter, amend or cancel any or all these Terms and Conditions from time to time, without any prior notice. These Terms and Conditions shall be read in conjunction with Enrich's General Terms & Conditions, Malaysia Airlines' General Conditions of Carriage, Website Terms of Use and Privacy Policy, which are hereby incorporated into and form part of these Terms and Conditions.
50. The failure by Malaysia Airlines to exercise its rights will not be construed as a waiver or relinquishment of the future performance of any of its rights, and the Member's obligations with respect to such future performance shall continue in full force and effect.
51. By making a 'Enrich Upgrade' redemption, Members expressly acknowledge that the Member has read and understood the above Terms and Conditions and FAQs (Frequently Asked Questions) and hereby agrees to the same.