

TERMS AND CONDITIONS

ENRICH THE RUMA HOTEL KUALA LUMPUR e-VOUCHER REDEMPTION CAMPAIGN FOR ENRICH MEMBERS

Enrich The RuMa Hotel Kuala Lumpur e-voucher Redemption Campaign is organized by Enrich by Malaysia Airlines Berhad (Organizer)

[A] Redemption of Enrich The RuMa RM50 e-Voucher

1. The e-voucher code is available for redemption during the campaign period published in the Enrich Website in a denomination offered with the amount of Enrich Points required specified in the campaign terms and conditions.
2. The amount of Enrich Points required for this campaign is, **5,000 Enrich Points for one (1) Enrich The RuMa RM50 e-Voucher.**
3. The campaign period is as follows: -
 - Redemption period: Now – 18 April 2022, 11:59 PM
 - Usage period: Now – 18 April 2022 11:59 PM
4. The e-voucher can only be redeemed at Enrich Online and may not be purchased with cash or credit card.
5. Enrich member will receive an email upon successful redemption. The email will not state the e-voucher code redeemed but will state the steps on how to retrieve the e-voucher code from the MH Mobile App.
6. To obtain the e-voucher code, please download the MH Mobile App from Google Play Store or App Store.
7. Once redeemed, the e-voucher code will be loaded onto the MH Mobile App under MHVoucher section after redemption has been made at Enrich Online.
8. The e-voucher can only be downloaded by the member who redeems the voucher. Transfer of the e-voucher to other Enrich member (s) is not allowed.
9. Once redeemed, the e-voucher code is non-refundable and cannot be exchanged for cash in part or full.
10. The appropriate Enrich Points will be deducted from the member's Enrich account and will not be returned under any circumstances.
11. Enrich Members must have sufficient Points in their Enrich account to redeem the e-voucher code. In the event, Member does not have sufficient Points, the redemption request will not be processed and top up with cash/credit card is strictly not allowed.
12. Enrich Member who does not have sufficient Enrich Points to redeem this Enrich 'The RuMa' e-voucher, may Buy Points via Enrich Online prior to redeeming.
13. The Redemption is on full Points term only; no Points and Cash terms is allowed.
14. Enrich member is allowed to redeem as many Enrich The RuMa RM50 e-voucher code as long as they have sufficient Enrich Points in their Enrich account.
15. Redemption for this e-voucher code is subject to availability.

[B] Usage of Enrich The RuMa RM 50 e-voucher

1. The e-voucher code usage is only valid at The RuMa Hotel Kuala Lumpur restaurants namely ATAS Modern Malaysian Eatery, SEVEN Lobby Bar and Lounge and SANTAI Pool Bar and Lounge.
2. Once redeemed, the Enrich The RuMa e-voucher shall be deemed to be fully utilized, cannot be exchanged or substituted for other redemption campaign or other promotions offered by Malaysia Airlines.
3. The 'Redeem Now' tab on the Enrich The RuMa RM50 e-voucher can be swiped ONCE only. The e-voucher is considered used once the 'Redeem Now' tab is selected. This transaction cannot be reversed.
4. To use this e-voucher the member must be present at the restaurant.
5. Combination of multiple Enrich The RuMa e-voucher code is allowed for single transactions.
6. The e-voucher code is good for a one-time purchase only. No minimum purchase is required for the e-Voucher redemption.
 - If the total purchase is less than the value of the e-voucher code, no refund will be given.



- If the total purchase more than the value of the e-voucher code, you are required to top-up and pay any balances.
7. Top up by cash/credit card is required for receipts/bills more than the voucher value. Any balance value will not be refunded should the value of the vouchers used is more than the total payable amount.
Example: In the event where the value of the RM 50 vouchers used is more than the total payable amount in the restaurants, the restaurant will not refund the balance. (e.g.: total bill costs RM320, customer uses 7x RM50 vouchers for payment, the balance of RM30 will not be refunded to the member)
 8. The e-voucher code validity is limited, and members should use the e-voucher code by 18 April 2022. There will be no re-issuance of the e-voucher code upon the expiry date. No replacements or extension will be given for expired e-voucher code.
 9. Participating restaurants will not impose restrictions/blackout periods for voucher utilization except where the blackout dates as follows applies: -

Participating Restaurant	Blackout dates applies
ATAS Modern Malaysian Eatery, SEVEN Lobby Bar and Lounge and SANTAI Pool Bar and Lounge.	<ul style="list-style-type: none"> • Christmas Festive Period: 24 Dec to 26 Dec 2021 • New Year Holiday Period: 31 Dec 2021 to 1 Jan 2022 • Chinese New Year: 31 Jan 2021 to 2 Feb 2022 • Valentine's Day: 14 Feb 2022

10. There are no restrictions to the number of e-voucher to be used at these participating restaurants.
11. The e-voucher cannot be used in conjunction with any other discount, special offer or promotion, set menus, special offer menus and any promotional menus, unless otherwise stated by the participating restaurants.
12. The e-voucher can only be used for dining in (excluding cigar, tobacco and alcoholic beverages) and must be in a single receipt. Take-outs / take-aways are allowed, unless otherwise stated by the participating restaurants. Delivery is not allowed.
13. Members are not allowed to split the receipt / bill.
14. Members will not earn Enrich Points for the cash portion paid or for the e-voucher redeemed.
15. Prior reservation is required and seating arrangement for walk in customer is subject to availability, unless otherwise stated by the participating restaurants.
16. The Enrich The RuMa e-voucher is not valid for breakfast and in room dining and is only applicable for lunch and dinner, unless otherwise stated by the participating restaurants.
17. The e-voucher can only be used for payment excluding any taxes or service charges. The taxes or service charges should be paid by the member either in cash or credit separately.
18. Enrich and The RuMa Hotel Kuala Lumpur reserves the right to cancel or modify any order or revoke the use of the e-voucher code for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
19. Enrich and The RuMa Hotel Kuala Lumpur will not be liable and/or be required to offer replacement e-voucher code, discounts, credits, cash or otherwise compensate customers for:
 - incorrectly redeeming this e-voucher,
 - the inability to redeem the e-Voucher due to technical issues,
 - discontinued or cancelled e-voucher; or
 - improper use of the e-voucher
20. Members are to contact Enrich at enrich@malaysiaairlines.com immediately from the date of redemption to report any issues pertaining to the redemption of the Enrich The RuMa RM 50 e-voucher. Request after 03 days from the date of redemption will not be entertained and will deemed as redeemed and utilized. No Points refund or replacement of e-voucher will be accommodated.



21. For issues pertaining to the usage of the Enrich The RuMa RM 50 e-voucher, members are to contact the respective participating restaurants.
22. Members are to contact The RuMa Hotel Kuala Lumpur for any issues involving the service delivery or food service by 'The Ruma' Hotel Kuala Lumpur. Enrich will not be liable for any issues involving the above.
23. All other applicable terms and conditions of each participating hotel shall apply.

[C] General

1. The Organizer, 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 campaign. Any dispute concerning goods or services received under this campaign shall be settled between the Member & the participating restaurant. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. Enrich is not liable for the participating restaurants failure or delay in providing product and services to Enrich member.
3. In the event the Member do not wish to use the Enrich The RuMa e-voucher code to dine at these restaurants, no refund or exchange for cash in part of full will be allowed.
4. 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 Campaign or with any of the Vouchers offered or forfeited. Any dispute concerning goods or services received under this Campaign shall be settled between the Member and the participating outlet. Enrich shall bear no responsibility for resolving such disputes or for the dispute itself.
5. Subject to the prior written notice and agreement by the participating hotels, Enrich reserves the right at any time to change, modify or cancel the Campaign rules without prior notice including regulations, benefits and conditions of participation. All other applicable Enrich terms and conditions shall apply. Please visit www.malaysiaairlines.com.
6. The Terms and Conditions of the Campaign shall be construed, governed and interpreted in accordance with the laws of Malaysia. The participating hotels agrees to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Campaign.
7. By participating in this Campaign, it is deemed that the Member have read and agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may, at Malaysia Airlines' absolute discretion, result in forfeiture of any of the vouchers. Malaysia Airlines shall not be liable for any claim whatsoever resulting from the member's participation in this Campaign.

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