

TERMS AND CONDITIONS

Enrich Redemption Fiesta Campaign

1. Enrich Redemption Fiesta Campaign (“Campaign”) is organized by **MALAYSIA AIRLINES BERHAD (Company No. 201401040794 (1116944-X))**, a company incorporated in Malaysia and having its registered office at Level 1, Admin Building, South Support Zone, 64000 Sepang, Selangor, Malaysia
2. The Enrich Points Redemption Campaign shall be applicable to members redeeming their Enrich Points with effect from **04th October until 30th November 2021** (“Campaign Period”).

A. Redemption Offers

1. Enrich Member can redeem their Enrich Point to the offers provided by the participating partners listed under our Participating partner in item C (Participating Partner).
2. During this Campaign, Enrich Member is eligible to redeem for the offers by participating partners subject to the terms and conditions within the Campaign Period.
3. The Campaign redemption offers and details are available at the Campaign page at <https://www.malaysiaairlines.com/my/en/enrich/news-promotions/redemption-fiesta/campaign.html>
4. The Campaign Period will start at 12.00 am Malaysia time on 04th October 2021 and end at 11.59 pm Malaysia time on 30th November 2021 irrespective if transferred outside Malaysia time.

B. Eligibility:

1. Any person(s) who has fulfilled the criteria below is eligible to participate in this Campaign (“Participant”):
 - a. Member must have sufficient Enrich Points in their Enrich Account.
 - b. For Points conversion partners (i.e Sunway Pals, Binfinite and GrabRewards members) member must sign up to the participating partners to convert Enrich Point to Partner’s Points.
 - i. Enrich Member must convert Enrich Points in the denomination published in the Enrich’s website. In the event, member do not have sufficient Points, redemption request will not be processed and top up with cash/credit card is strictly not allowed.

C. Participating Partner

i. Point Exchange

No	Partner	Offer	e-Voucher/Online Point Conversion																				
1	B Loyalty Card	<ul style="list-style-type: none"> • Special dedicated promotional e-vouchers for members who redeem BPoints during the campaign period min. 1,800 Enrich Points • Participating Merchants: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Redemption Participating Merchants</th> <th>Special BPoints Redemption</th> <th>Description</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Starbucks</td> <td>9,000</td> <td>Voucher</td> <td>RM10</td> </tr> <tr> <td>Cosway</td> <td>1,900</td> <td>Voucher</td> <td>RM20</td> </tr> <tr> <td>Krispy Cream</td> <td>900</td> <td>Voucher</td> <td>RM10</td> </tr> <tr> <td>Borders</td> <td>800</td> <td>Voucher</td> <td>RM10</td> </tr> </tbody> </table> 	Redemption Participating Merchants	Special BPoints Redemption	Description	Value	Starbucks	9,000	Voucher	RM10	Cosway	1,900	Voucher	RM20	Krispy Cream	900	Voucher	RM10	Borders	800	Voucher	RM10	Redeem Enrich Points to BPoints at: www.enrich.malaysiaairlines.com For more info: www.binfinite.com.my
Redemption Participating Merchants	Special BPoints Redemption	Description	Value																				
Starbucks	9,000	Voucher	RM10																				
Cosway	1,900	Voucher	RM20																				
Krispy Cream	900	Voucher	RM10																				
Borders	800	Voucher	RM10																				

		Kenny Rogers	850	Voucher	RM10	
		Tealive	900	Voucher	RM10	
2	GrabRewards	<ul style="list-style-type: none"> Convert at 500 Enrich Points and get 2x GrabRewards Points for conversion made during campaign period Redeem min. 500 Enrich Points for 350 GrabRewards Points 				Redeem Enrich Points to GrabRewards Points at: www.enrich.malaysiaairlines.com For more info: www.grab.com/my/rewards/
3	Sunway Pals	<ul style="list-style-type: none"> Get 50% additional Pals Points when convert during campaign period with capped at 1,000 Pals Points per member Redeem min. 2,200 Enrich Points for 4,000 Sunway Pals Points 				Redeem Enrich Points to Sunway Pals Points at: www.enrich.malaysiaairlines.com For more info: www.sunwaypals.com.my

ii. Shopping

No	Partner	Offer	e-Voucher/Online Point Conversion
4	Kapten Batik	<ul style="list-style-type: none"> Redeem 5,000 Enrich Points for one (1) Kapten Batik RM50 e-voucher Spend at Kapten Batik and get 15% discount during campaign period. Members can redeem the 15% off through promo code "KBMILES15" Free Face mask if customer purchase more than RM300. (Assorted Design) 	Redeem Enrich Points for Enrich RM 50 e-voucher online at www.enrich.malaysiaairlines.com Usage of e-voucher is valid at: <ol style="list-style-type: none"> Kapten Batik website at https://www.kaptenbatik.com.my Kapten Batik Flagship Store at Publika Shopping Gallery Kapten Batik Lifestyle Store at Bangsar Shopping Centre
5	Photobook	<ul style="list-style-type: none"> Redeem 3,500 Enrich Points for one (1) RM90 e-voucher code and start customising a premium layflat Photobook with 30% OFF on additional pages, upgrades and accessories 	Redeem Enrich Points for RM90 e-voucher code online at www.enrich.malaysiaairlines.com Usage of Voucher is valid at www.photobook.com.my only Voucher usage period: until 18 February 2022
6	Senheng	<ul style="list-style-type: none"> Redeem 8,000 Enrich Points for one (1) Senheng RM100 e-Voucher 	Redeem Enrich Points for Senheng RM100 e-Voucher online at www.enrich.malaysiaairlines.com Usage of e-voucher is valid at all Senheng and senQ stores in Malaysia Voucher usage period: 04 October – 31 December 2021

7	Temptations	<ul style="list-style-type: none"> • Redeem a minimum of 20,000 Enrich Points and get 700 Enrich Points rebate. • Purchase value to be at RM250 • Total redemptions for this campaign to be capped at 150 orders 	<p>Redeem Enrich Points for and shop on Temptations</p> <p>Usage of Voucher is valid at temptations.malaysiaairlines.com</p>
8	ZALORA	<ul style="list-style-type: none"> • Redeem 4,000 Enrich Points for one (1) RM50 e-voucher code 	<p>Redeem Enrich Points for RM50 e-voucher code online at www.enrich.malaysiaairlines.com</p> <p>Usage of e-voucher is valid at ZALORA Malaysia Mobile App and ZALORA Malaysia website and must be entered at the checkout page.</p> <p>Voucher usage period: 04 October – 31 Jan 2022</p>

iii. Lifestyle

No	Partner	Offer	e-Voucher/Online Point Conversion
9	BIG Pharmacy	<ul style="list-style-type: none"> • Redeem 5,000 Enrich Points for one (1) BIG Pharmacy RM50 e-Voucher • <i>*start to redeem from 20 October 2021</i> 	<p>Redeem Enrich Points for BIG Pharmacy RM50 e- Voucher online at www.enrich.malaysiaairlines.com</p> <p>Usage of Voucher is valid at www.bigpharmacy.com.my</p> <p>Voucher usage period: 20 October 2021 until 31 January 2022</p>
10	BP Healthcare	<ul style="list-style-type: none"> • Redeem 5,000 Enrich Points for one (1) BP Healthcare RM50 e-Voucher 	<p>Redeem Enrich Points for BP Healthcare RM 50 e-Voucher at www.enrich.malaysiaairlines.com</p> <p>Usage Voucher period: 11 June 2021 – 10 June 2022</p>
11	CAKERUSH	<ul style="list-style-type: none"> • Redeem 1,000 Enrich Points for one (1) CAKERUSH RM10 e-Voucher 	<p>Redeem Enrich Points for CAKERUSH RM10 e-voucher online at www.enrich.malaysiaairlines.com</p> <p>Usage of voucher is valid at</p> <p>Voucher usage period: 04 October 2021 – 20 March 2022</p>
12	Enrich Hotels	<ul style="list-style-type: none"> • Redeem Enrich Points you earned toward your next hotel stay at over 400,000 hotels worldwide 	<p>Redeem Online at www.enrichhotels.com</p>
13	Emma Liza	<ul style="list-style-type: none"> • Redeem 5,000 Enrich Points for one (1) Enrich Emma Liza RM50 e-voucher • Facial treatment for male and female 	<p>Redeem Enrich Points for Enrich Emma Liza RM50 e-voucher online at www.enrich.malaysiaairlines.com</p>

			Usage of voucher is valid at Emma Lizs Subang Jaya and Emma Lizs Mont Kiara Voucher usage period: 6 months from the voucher issuance date
14	FY (Cargo)	<ul style="list-style-type: none"> Redeem 5,000 Enrich Points for one (1) Enrich FY Cargo RM50 e-Voucher 	<p>Redeem Enrich Points for Enrich FY (Cargo) RM 50 e-Voucher at: www.enrich.malaysiaairlines.com</p> <p>Usage Voucher period: 6 months from date of successful redemption</p>
15	KLOOK	<ul style="list-style-type: none"> Redeem 4,000 Enrich Points for one (1) RM 50 KLOOK e-Gift Card code 	<p>Redeem Enrich Points for RM 50 KLOOK e-Gift Card code at: www.enrich.malaysiaairlines.com</p> <p><i>*No expiry date for these KLOOK e-Gift Card code.</i></p>
16	Optimax	<ul style="list-style-type: none"> Redeem 8,000 Enrich Points for one (1) Enrich Optimax RM100 e-Voucher 	<p>Redeem Enrich Points for Enrich Optimax RM100 e-Voucher online at www.enrich.malaysiaairlines.com</p> <p>Usage of voucher is valid at participating Optimax Eye Specialist Centre outlets</p> <p>Usage Voucher period: 6 months from date of successful redemption</p>
17	The Lounge (Skypark Lounge)	<ul style="list-style-type: none"> Redeem 5,000 Enrich Points for one (1) Enrich The Lounge RM50 e-Voucher 	<p>Redeem Enrich Points for Enrich The Lounge RM50 e-Voucher at: www.enrich.malaysiaairlines.com</p> <p>Usage Voucher period: 6 months from date of successful redemption</p>
18	SEGi Group	<ul style="list-style-type: none"> Redeem 4,000 Enrich Points for one (1) Enrich SEGI RM50 e-Voucher Redeem 8,000 Enrich Points for one (1) Enrich SEGI RM100 e-Voucher Redeem 40,000 Enrich Points for one (1) Enrich SEGI RM500 e-Voucher 	<p>Redeem Enrich Points for Enrich SEGI e-Voucher at: www.enrich.malaysiaairlines.com</p> <p>Usage Voucher period: 6 months from date of successful redemption</p>

iv. Charity

No	Partner	Offer	e-Voucher/Online Point Conversion
19	Make-A-Wish Malaysia	<ul style="list-style-type: none"> Redeem 5,000 Enrich Points for one (1) RM 50 e-donation 	<p>Enrich Points redemption for e-donation</p> <p>www.enrich.malaysiaairlines.com</p>
20	Malaysian Red Crescent Society	<ul style="list-style-type: none"> Redeem 5,000 Enrich Points for one (1) RM 50 e-donation 	<p>Enrich Points redemption for e-donation</p> <p>www.enrich.malaysiaairlines.com</p>

21	Mercy Malaysia	<ul style="list-style-type: none"> Redeem 5,000 Enrich Points for one (1) RM 50 e-donation 	Enrich Points redemption for e-donation www.enrich.malaysiaairlines.com
----	----------------	---	---

v. Dining

No	Partner	Offer	e-Voucher/Online Point Conversion													
22	Grand Hyatt Kuala Lumpur	<ul style="list-style-type: none"> Redeem 5,000 Enrich Points for one (1) Enrich Grand Hyatt RM50 e-Voucher. Get Grand Hyatt Kuala Lumpur RM100 e-voucher for their future stays at Grand Hyatt Kuala Lumpur when purchase any tickets through MH codes below: <table border="1"> <thead> <tr> <th>Card Tier</th> <th>Dining Menu Offers</th> <th>Promo Code</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Enrich Blue & Silver</td> <td>15% discount for purchase of Economy Premier & Junior Class Dining menus</td> <td>TGGMH03</td> </tr> <tr> <td>18% discount for purchase of Business Class Dining menu</td> <td>TGGMH04</td> </tr> <tr> <td rowspan="2">Enrich Gold & Platinum</td> <td>17% discount for purchase of Economy Premier & Junior Class Dining menus</td> <td>TGGMH01</td> </tr> <tr> <td>20% discount for purchase of Business Class Dining menu</td> <td>TGGMH02</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Visit here for dining menu pricing. 	Card Tier	Dining Menu Offers	Promo Code	Enrich Blue & Silver	15% discount for purchase of Economy Premier & Junior Class Dining menus	TGGMH03	18% discount for purchase of Business Class Dining menu	TGGMH04	Enrich Gold & Platinum	17% discount for purchase of Economy Premier & Junior Class Dining menus	TGGMH01	20% discount for purchase of Business Class Dining menu	TGGMH02	Redeem Enrich Points for Enrich Grand Hyatt RM 50 e-voucher online at www.enrich.malaysiaairlines.com Usage of voucher is valid at The Grand Hyatt Kuala Lumpur. This Grand Hyatt Kuala Lumpur RM100 e-voucher will be sent to their email AFTER their dine-in date by The Grand Getaway customer service team.
Card Tier	Dining Menu Offers	Promo Code														
Enrich Blue & Silver	15% discount for purchase of Economy Premier & Junior Class Dining menus	TGGMH03														
	18% discount for purchase of Business Class Dining menu	TGGMH04														
Enrich Gold & Platinum	17% discount for purchase of Economy Premier & Junior Class Dining menus	TGGMH01														
	20% discount for purchase of Business Class Dining menu	TGGMH02														
23	Hilton	<ul style="list-style-type: none"> Redeem 5,000 Enrich Points for one (1) Enrich Hilton RM50 e-Voucher. 	Redeem Enrich Points for Enrich Hilton RM50 e-Voucher online at www.enrich.malaysiaairlines.com Usage Voucher period: 04 Oct 2021 – 31 Dec 2021													
24	Intercontinental KL	<ul style="list-style-type: none"> Redeem 5,000 Enrich Points for one (1) Enrich Intercontinental Kuala Lumpur RM50 e-Voucher. 	Redeem Enrich Points for Enrich Intercontinental Kuala Lumpur RM50 e-Voucher online at www.enrich.malaysiaairlines.com Usage Voucher period: 04 Oct 2021 – 18 Apr 2022													
25	The RuMa	<ul style="list-style-type: none"> Redeem 5,000 Enrich Points for one (1) Enrich The RuMa RM50 e-Voucher. 	Redeem Enrich Points for Enrich The RuMa RM50 e-Voucher online at www.enrich.malaysiaairlines.com Usage Voucher period: 04 Oct 2021 – 18 Apr 2022													

D. Mechanics:

1. Point Exchange – BInfinite, Sunway Pals and GrabRewards
 - a. Member must log in to the Enrich Online at www.enrich.malaysiaairlines.com
 - b. Click on the partner logo to request for point exchange to the participating partner.

- c. Members are allowed to make multiple conversions to any participating partners but must strictly convert to their own account and not to a third-party account.
2. Charity – Make-A-Wish Malaysia, Malaysian Red Crescent Society and Mercy Malaysia
 - a. Member must log in to the Enrich Online at www.enrich.malaysiaairlines.com
 - b. Click on the partner logo to request redemption for e-donation to the participating partner.
3. E-voucher code redemption – Other than Point Exchange and charity partners
 - a. Member must redeem the e-voucher code (s) at Enrich Online www.enrich.malaysiaairlines.com and;
 - b. Choose the voucher to redeem
 - c. Once voucher redemption is successful, a redemption confirmation order email containing the steps to retrieve and utilize the e-voucher will be sent to the member's registered email address in the Enrich profile.
 - d. For Kapten Batik, Photobook, Temptations, ZALORA, BIG Pharmacy, BP Healthcare, CAKERUSH, Enrich Hotels and KLOOK; usage of voucher is valid as below:
 - i. Kapten Batik website at <https://www.kaptenbatik.com.my>
 - ii. Photobook website at www.photobook.com.my
 - iii. Temptation website at temptations.malaysiaairlines.com
 - iv. ZALORA Malaysia website at www.zalora.com.my and ZALORA Malaysia Mobile App
 - v. Big Pharmacy website at www.bigpharmacy.com.my
 - vi. Doctor2U website at <https://shop.doctor2u.my/enrich> and Doctor2U App
 - vii. CAKERUSH website at www.cakerush.my
 - viii. Redeem Enrich Hotel online at www.enrichhotels.com
 - ix. Redeem Klook e-Gift Card code online at www.enrich.malaysiaairlines.com
 - e. For Kapten Batik, senheng, Optimax, Emma Liza, FY (Cargo), The Lounge (Skypark Lounge), SEGi Group, Grand Hyatt Kuala Lumpur, Hilton, Intercontinental KL and The RuMa; usage of voucher is valid at their participating outlets:
 - i. Kapten Batik Flagship Store at Publika Shopping Gallery and Kapten Batik Lifestyle Store at Bangsar Shopping Centre
 - ii. All Senheng and senQ stores in Malaysia,
 - iii. Optimax Eye Specialist Centre outlets
 - iv. Emma Liza Subang Jaya and Emma Liza Mont Kiara
 - v. Firefly airport kiosks
 - vi. The Lounge in SkyPark Terminal
 - vii. Participating campuses of SEGi in Malaysia
 - viii. Participating restaurant under Grand Hyatt Kuala Lumpur
 - ix. Participating restaurant under Hilton Hotel
 - x. Participating restaurant under Intercontinental KL
 - xi. The RuMa Hotel Kuala Lumpur
4. Members are allowed to make multiple conversions to any participating partners under this Campaign.
5. To be qualified for this Redemption Offers, the members must transact and redeem successfully within the Campaign Period.
6. Refer to the full terms & conditions of respective participating partner for details of e-voucher usage.
7. The Terms and Conditions of Point Exchange and e-voucher redemption for all participating partners applies.

[A] Redemption of Enrich Points to Participating Partners' Points – Sunway Pals, BInfinite and GrabRewards

1. Enrich Members are eligible to participate in this Enrich Points Conversion programme.
2. The Points conversion for the campaign can only be converted via Enrich website link and may not be purchased with cash or credit card. An email notification will be sent to inform member of the unsuccessful conversion.
3. Enrich is not responsible for any delays caused by submission of inaccurate details by Enrich Member.
4. In the event where inaccurate details are submitted, the conversion will be considered void and Enrich will reverse the Enrich Points to member's Account within 14 working from the date of the void transaction.
5. Enrich Points conversion to partners account is strictly to the person whose name the Account is registered to.
6. Once converted, the appropriate number of Enrich Points will be deducted from Enrich member's account and will not be returned under any circumstances except for inaccurate details and technical glitch.
7. Enrich reserve the right to change the redemption conversion rate without prior notice to member.
8. Enrich reserves the right to deduct any Points redeemed from the member account for the purpose of correcting any errors or inaccuracies in the redemption of Enrich Points.
9. The Enrich Account must be active and in good standing at the time of Enrich Points conversion request.
10. The partner's Points credited are valid for use only at participating merchants under the partner Redemption Programme and are subject to the terms and conditions contained therein.
11. Enrich is not responsible for unused or expired partner's Points which have been received by members.
12. The Enrich Points converted to partner's Points are not transferable, exchangeable for other rewards, refundable or replaceable for cash or credit under any circumstances.
13. Enrich reserves the right to cancel the Points to the member's account for any redemption made by a member who is in breach of these terms and conditions of the member Agreement between Enrich and member.
14. Please visit Terms and Conditions for [Sunway Pals](#), [BInfinite](#) and [GrabRewards](#).

[B] Usage of Points Conversion To Partner's Points/ e-voucher

1. Enrich reserves the right to cancel or revoke the Points conversion for any reason, including the following circumstances: fraudulent purchasing activity, abuse or used in bad faith.
2. Enrich and partners reserve the right to change the terms and conditions of the conversion program at any time without prior notice to members
3. Enrich and Partner will not be liable and/or be required to offer replacement Enrich Points redemption for:
 - discontinued or cancelled of the Enrich Points conversion to participating partner;
 - improper use of, or inability to convert the Enrich Points; or
 - the inability to convert Enrich Points due to technical issues.
4. All other applicable terms and conditions shall apply.
5. Please visit <https://www.malaysiaairlines.com/my/en/enrich/about-enrich/terms-conditions.html>

[C] General

1. Enrich, 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 and participating partners. Enrich shall bear no responsibility for resolving such disputes or for the dispute itself.
2. Enrich is not liable for participating partners failure or delay in providing the goods or services to Enrich Member.
3. Enrich reserves the right at any time to change, modify or cancel the Enrich Conversion Points Programme rules prior without notice including regulations, benefits and conditions of participation. All other applicable terms and conditions shall apply. Please visit <https://www.malaysiaairlines.com/my/en/enrich/about-enrich/terms-conditions.html>

4. The Terms and Conditions of the Enrich Points Conversion Programme shall be construed, governed and interpreted in accordance with the laws of Malaysia. Enrich Member agrees to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Enrich Points Conversion Programme.
5. 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.
6. By participating in this Campaign, it is deemed that the Enrich Member have read and agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may, at Enrich's absolute discretion, result in forfeiture of any of the goods or services rendered. Enrich shall not be liable for any claim whatsoever resulting from the Member's participation in this Promotion.
7. Enrich will not be held responsible for any typographical errors or misprint under these Terms and Conditions.

/end.