

FY FARE BASED ACCRUAL

TERMS AND CONDITIONS

1. Effective 06Dec 2021, Enrich Member will earn Enrich Points on Firefly flights based on eligible fare paid and carrier related charges excluding government-imposed taxes and fees for a completed travel.
2. Carrier-imposed surcharges is categorized as Fuel Surcharge (YQ) + Administration Charge (YR) (where applicable). Earning of Enrich Points also include other carrier- imposed surcharges.
3. Government/airport-imposed taxes and fees are charges imposed by the respective governments/airport and collected by the airline on behalf of them. Therefore, earning of Enrich Points exclude government/airport-imposed taxes and fees.
4. Base fare in the Fare Base Accrual excludes discount vouchers, or any online promo codes used as part payment for the ticket redeemed. Member will not be eligible for Enrich Points for the discounted amount.
5. The base of Enrich Points is every Malaysian Ringgit MYR 1 earns 1 Enrich Point.
6. Member will earn **Enrich Points** on Fare Based Accrual (FBA) when travelling on Firefly pure flights and Firefly* marketed/Malaysia Airlines operated (FY*/MH) and MH* Marketed/FY operated (MH4000/MH5000 flight series only).

Member will earn additional bonus points based on Enrich Tier Status and the following multiplier:

Blue	Silver	Gold	Platinum
1.2	1.3	1.6	1.8

Effective **1 January 2022**, the following multiplier will apply :

Blue	Silver	Gold	Platinum
1.5	1.6	2.0	2.2

The Enrich Points earned will be based on member's tier and amount spent on the ticket (base fare and carrier-related charges). For example, if you are Blue member and you spend RM100, you will earn 120 Enrich Points.

7. Base fare will be calculated on Malaysian Ringgit (MYR) only. For tickets purchased in a currency other than Malaysian Ringgit (MYR), the amount will be converted to MYR using an internal exchange rate based on the date of ticket issued. The converted MYR will determine the number of Enrich Points earned for a travel

Firefly Redemption

The Enrich Points required to redeem an award ticket on Firefly flights is as per the Firefly Redemption Table provided below.

Eligible Booking Class	Enrich Points required (One-way)			Enrich Points required (Return)		
	Within Peninsular	Peninsula to East Malaysia (BKI/KCH)	International (BTJ/XSP/HKT)	Within Peninsular	Peninsula to East Malaysia (BKI/KCH)	International (BTJ/XSP/HKT)
Y/W/U	11,000	12,000	13,000	22,000	24,000	26,000
K/B/M	9,000	10,000	11,000	18,000	20,000	22,000
Q/H/S	7,000	8,000	9,000	14,000	16,000	18,000
T/L/V	6,000	7,000	8,000	12,000	14,000	16,000

1. Redemption on Firefly must be booked and ticketed at least 48 hours before flight departure via the Online Enrich Redemption portal, <https://enrich.fireflyz.com.my>
2. Codeshare flights are not eligible for redemption of Award Tickets.
3. Redemption on Firefly does not apply for connecting flights, e.g. Penang – Subang - Singapore return. Flight tickets for each connecting flight must be redeemed separately. Only point-to-point redemptions are allowed (eg. Penang – Subang – Penang OR Subang – Singapore - Subang).
4. Stopover and open jaw are not permitted when redeeming an Award ticket on Firefly.
5. The Points required for a mixed class travel for an Award ticket on Firefly is priced according to the actual cabin classes taken. Members to contact Firefly Call Centre for the exact Points required.
6. Origin or turnaround point may not be used as an intermediate point in a one way or return trip journey.
7. Backtracking is not permitted except as required by route restrictions. Backtracking occurs when a journey does not continue in the same direction where it began. An itinerary continuing a backtracking sector not required by route restrictions may require separate tickets.
8. An Award ticket redeemed on Firefly is valid for six (6) months from the first outbound travel date.
9. Extension of validity is strictly not allowed.
10. Change fee of USD20 or local equivalent will apply as below:
 - a. Change of date (fully/partly unutilized).
 - b. Rerouting for fully unutilized ticket is allowed. Enrich Member must have sufficient Enrich Points in the Enrich account to top up any additional Enrich Points required for the new routing.
11. No rerouting is allowed for partly utilized ticket.
12. Points will not be refunded for seat downgrade or any flight cancellations for Award Travel issued on Firefly. Member are to contact Firefly directly for re-booking.

13. Travel Award tickets once issued on Firefly cannot be changed to another oneworld or Enrich Airline partner flight.

14. A ticket redeemed on Firefly is non-endorsable (i.e. not to be endorsed to another airline), non-reroutable, non-transferable and non-refundable. Firefly shall be entitled to cancel or invalidate any Redeemed Ticket if found to be in breach of any of these Terms and Conditions, Enrich Terms and Conditions or any other applicable rules and regulations of Firefly.

15. Points redeemed and taxes paid for an Award Travel is NOT refundable to the original account or used in exchange for a different Award Travel. This applies regardless of whether the refund request is made before the Award Travel has been issued or whether the Award Travel is completely unused or partly used.

16. Award Travel issued on Firefly shall be subject to Firefly's Conditions of Carriage, copies of which may be obtained directly from Firefly.

17. The utilization of Enrich Points 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, Firefly rules and regulations, and Enrich Terms and Conditions. In the event of any discrepancy between these Terms and Conditions with other terms and conditions, the General Conditions of Carriage, Firefly rules and regulations, and Enrich Terms and Conditions shall prevail to the extent of such inconsistency.

18. Enrich and Malaysia Airlines reserve the right to make changes to the changes to the terms and conditions associated with an Airline Partner Award on Firefly from time to time, including the Points requirement published in the Firefly Redemption Table.