

## **TERMS AND CONDITIONS**

### **REDEMPTION OF ENRICH MILES**

#### **AT GRAND HYATT KL RESTAURANTS (JP TERES & THIRTY8) AND ESSA SPA USING ENRICH RM 50 VOUCHER**

##### **[A] Redemption of Enrich RM 50 voucher**

1. Enrich members are now able to redeem Enrich RM 50 voucher (s) through **Enrich Online** at <https://www.malaysiaairlines.com/enrich-portal/login.html> and present the **RM50 physical voucher(s)** redeemed at the restaurants and spa at Grand Hyatt KL as provided below:-
  - i. JP teres
  - ii. THIRTY8
  - iii. ESSA Spa
2. The Enrich RM 50 Voucher is only available in a denomination of RM 50 and each Voucher redemption requires 5,000 Enrich Miles. Enrich reserves the right to revise the Enrich Miles required to redeem a Voucher.
3. Enrich members may redeem the Enrich RM 50 voucher from Enrich Online and use it during the Campaign Period from **01 November 2020 – 31 October 2021** only.
4. The Enrich RM 50 Voucher (s) is valid for six (6) months from the date of issue. The validity of the Enrich RM 50 Voucher (s) cannot be extended and once expired, shall be void.
5. The Enrich RM 50 voucher can only be redeemed at Enrich Online and may not be purchased with cash or credit card.
6. Once redeemed, the Enrich RM 50 voucher is non-refundable and cannot be exchanged for cash in part or full.
7. Member must have sufficient Enrich Miles in their Enrich Account to redeem for the Voucher.
  - a) All Enrich Miles required for the redemption must be earned by the same Member under the same Account number. Redemption requests must be made by the Account holder. Redemption requests from parties' other than the Member, including Nominees will not be processed.
  - b) Once redeemed, the appropriate number of Enrich Miles will be deducted from the Member's Enrich Account, thereafter will not be returned under any circumstances.
  - c) There will be no limitation on the quantity of Voucher redeemable per Member.
  - d) The Enrich RM50 Voucher, once issued, shall be deemed to be fully utilized, is non-refundable and may not be exchanged for cash.
8. The Enrich RM 50 Voucher will be delivered via courier to the mailing address as stated by member via Enrich Online.
  - a) Delivery to a PO Box address is not allowed.
  - b) The Member will be liable for all processing and courier charges, which will be payable only via Enrich Miles. The number of Enrich Miles required for processing and courier charges is dependent on the address stated by Member.
  - c) The Voucher will be delivered to the Member via courier within 14 working days from request date. It is the Member's responsibility to notify Enrich of any late or non-delivery of the Voucher within 21 working days from the request date.
  - d) All deliveries will be deemed received and accepted by Member or on Member's behalf upon there being an acknowledgement of receipt by any person/persons receiving at the address as provided by Member. Upon delivery and acknowledgement of receipt of the Voucher in the foregoing manner, no replacement Voucher will be issued.
  - e) Other terms and conditions on delivery of Voucher shall apply. Please visit [www.malaysiaairlines.com](http://www.malaysiaairlines.com)
9. Redemption for this Enrich RM 50 voucher is subject to availability.



## [B] Usage of the Enrich RM 50 voucher

1. Only valid and original physical Enrich RM50 Voucher (s) will be accepted as mode of payment at these restaurants and spa. Both parties reserve the right to refuse to accept any Voucher which is deemed to have been photocopied, duplicated or which otherwise is suspected to be the subject of fraud.
2. Enrich members can only use the Enrich RM 50 voucher at JP teres, THIRTY8 and ESSA Spa during the Campaign Period from **01 November 2020 – 31 October 2021**.
3. The Enrich RM 50 voucher (s) is transferable to another Enrich Member and Voucher is valid for six (6) months from the date of redemption.
4. 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 or spa, the restaurant or spa 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)*
5. Payment must be either with Enrich RM 50 Voucher (s) in full or combination of voucher (s) and cash/credit card. Members may combine the Enrich RM 50 Voucher (s) belonging to other Enrich members to pay for the total receipt/bill cost subject to the other Enrich member agreeing to combine the vouchers.
6. Once redeemed, the Enrich RM 50 Redemption Voucher shall be deemed to be fully utilized, cannot be exchanged or substituted for other redemption campaign or other promotions offered by Malaysia Airlines or the restaurant/spa.
7. Participating restaurants and spa will not impose restrictions/blackout periods for voucher utilization except where the blackout dates as follows applies: -

Participating Restaurant / Spa	Blackout dates applies
JP teres, THIRTY8, ESSA Spa	24 <sup>th</sup> December, 25 <sup>th</sup> December and 31 <sup>st</sup> December 2020 01 <sup>st</sup> January and 14 <sup>th</sup> February 2021

8. There are no restrictions to the number of RM50 voucher to be used at these participating outlets.
9. The Enrich RM 50 voucher cannot be used in conjunction with any other discount, special offer or promotion, unless otherwise stated by the participating restaurants/spa.
10. The Enrich RM 50 Vouchers can only be used for dining in (including alcohol), buffet served (if any) at JP teres as well as with all spa packages and must be in a single receipt. Take-out for F&B is not allowed.
11. Enrich members can also earn Enrich Miles for the cash portion paid in a single receipt. Members are not allowed to split the receipt/bill for Miles accrual.
12. Contact Enrich at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) to report any issues pertaining to the redemption of the Enrich RM 50 voucher and the respective participating restaurants/spa on the usage of the Enrich RM 50 voucher.
13. All other applicable terms and conditions 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/spa. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself.
2. Enrich is not liable for the participating restaurants/spa failure or delay in providing product and services to Enrich member.
3. In the event the Member do not wish to use the Enrich RM50 Voucher to dine at these restaurants or at the spa, the Member can utilize the redeemed Voucher for Temptations Inflight Shopping, subject to the Voucher's terms and conditions available in [www.malaysiaairlines.com](http://www.malaysiaairlines.com)
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](http://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.

**/end.**

