

## **TERMS AND CONDITIONS**

### **HOTEL DINING REDEMPTION CAMPAIGN FOR ENRICH MEMBERS**

The Redemption with Enrich RM 50 voucher(s) on **Malaysia Dining Redemption** for Enrich Members ("Campaign") is organized by Malaysia Airlines Berhad ("Enrich" or "Malaysia Airlines" or "Organizer") and with the following participating hotels/restaurants in Malaysia that are listed below which is valid for the Enrich RM 50 voucher (s) ("Voucher") from **19 April 2021 to \*18 April 2022**.

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

1. During the campaign period, Enrich members will be able to redeem Enrich RM 50 voucher (s) through **Enrich Online** at <https://www.malaysiaairlines.com/enrich-portal/login.html> and the original physical copy of the RM50 voucher is to be presented and used at the following participating hotels/restaurants that are listed below in section (B) for this campaign.
2. The Enrich RM 50 Voucher is only available in a denomination of RM 50 and each Voucher redemption requires 5,000 Enrich Points. Enrich reserves the right to revise the Enrich Points required to redeem a Voucher.
3. The campaign period is from 19 April 2021 to *\*18 April 2022*. The vouchers must be used by/on *\*18 April 2022* for this campaign except for certain hotel partners below.

Participating Hotel	Validity
Hilton properties in Malaysia	*19 April 2021 to 31 Dec 2021
Intercontinental Kuala Lumpur	19 April 2021 to 18 April 2022
The RuMa Hotel and Residences Kuala Lumpur	19 April 2021 to 18 April 2022
*Selected participating Marriott Bonvoy Portfolio of Hotels & Resorts in Malaysia	*19 April 2021 to 18 Oct 2021
*Grand Hyatt KL	*01 Nov 2020 to 31 Oct 2021

4. The Enrich RM 50 voucher can only be redeemed at Enrich Online and may not be purchased with cash or credit card.
5. Once redeemed, the Enrich RM 50 voucher is non-refundable and cannot be exchanged for cash in part or full.
6. Members are required to read the Terms & Conditions of this campaign at the campaign page at <https://www.malaysiaairlines.com/my/en/enrich/news-promotions.html> before proceeding to redeem the voucher. These Terms & Conditions are not available for viewing at the online redemption page.
7. On agreeing to the Terms & Conditions of this campaign, members are to confirm the number of vouchers required before submitting the redemption request as once redeemed, the Enrich Points are not refundable.
8. Member must have sufficient Enrich Points in their Enrich Account to redeem for the Voucher.
  - a) All Enrich Points 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 Points will be deducted from the Member's Enrich Account, thereafter will not be returned under any circumstances.
  - c) There will be limitation to the quantity of Voucher redeemable online per Member per one time. Kindly refer to the Enrich Program Terms and Conditions: <https://www.malaysiaairlines.com/my/en/enrich/about-enrich/terms-conditions.html>
  - d) The Enrich RM50 Voucher, once issued, shall be deemed to be fully utilized even if not utilized, is non-refundable and may not be exchanged for cash.
9. 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.



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- b) The Member will be liable for all processing and courier charges, which will be payable only via Enrich Points. The number of Enrich Points 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. Otherwise, the vouchers will be deemed to have been received by the Member. Request for replacement voucher will not be entertained.
- d) The Enrich RM 50 voucher is valid for 06 months from the date of redemption. Enrich member must ensure that the expiry on the Enrich RM 50 voucher is valid for use within the respective campaign periods. Voucher validity extension will not be allowed for the purpose of participating in the respective campaigns. Although the Enrich RM 50 voucher is valid and if the campaign period has ended, Enrich members will not be able to use the voucher at the participating restaurants.
- e) 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.
- f) Other terms and conditions on delivery of Voucher shall apply. Please visit [www.malaysiaairlines.com](http://www.malaysiaairlines.com)

10. Redemption for this Enrich RM 50 voucher is subject to availability.

11. Expired Enrich RM 50 voucher will not be accepted for use.

12. The participating hotel/restaurants shall not accept any usage of the Enrich RM 50 voucher after the end of the Campaign period.

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

1. The tactical redemption campaign for the Enrich RM 50 voucher will take effect from 19 April 2021 to *\*18 April 2022* and Enrich Members ("Member") can use their redeemed Enrich RM 50 voucher (s) as a mode of payment at the following participating hotels/restaurants that are listed below for dining purposes.

Participating Hotel: *Hilton (properties in Malaysia)		
No.	Hotel Properties	Participating Restaurants
1.	Hilton Kuala Lumpur	<ul style="list-style-type: none"> <li>• Vasco's</li> <li>• Iketeru</li> <li>• Chynna</li> <li>• The Lounge</li> <li>• Oro Café</li> <li>• Chambers Bar &amp; Grill</li> </ul>
2.	Hilton Petaling Jaya	<ul style="list-style-type: none"> <li>• Paya Serai</li> <li>• Genji</li> <li>• Café Cino</li> </ul>
3.	Hilton Garden Inn Jln TAR South	<ul style="list-style-type: none"> <li>• Rooftop 25 restaurant &amp; Lounge</li> </ul>
4.	Hilton Garden Inn Puchong	<ul style="list-style-type: none"> <li>• Garden Grille</li> </ul>
5.	Hilton Kota Kinabalu	<ul style="list-style-type: none"> <li>• Rooftop Poolside Bar &amp; Grill</li> <li>• Urban Kitchen</li> </ul>
6.	Hilton Kuching	<ul style="list-style-type: none"> <li>• Makan Kitchen</li> <li>• Toh Yuen</li> </ul>
7.	Doubletree Hilton Kuala Lumpur	<ul style="list-style-type: none"> <li>• Makan Kitchen</li> <li>• Tosca</li> </ul>
8.	DoubleTree by Hilton Johor Bahru	<ul style="list-style-type: none"> <li>• Makan Kitchen</li> <li>• Tosca</li> </ul>
9.	DoubleTree by Hilton Melaka	<ul style="list-style-type: none"> <li>• Makan Kitchen</li> <li>• Tosca</li> </ul>
10.	DoubleTree by Hilton Penang	<ul style="list-style-type: none"> <li>• Makan Kitchen</li> </ul>



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Participating Hotel: InterContinental Kuala Lumpur		
No.	Hotel	Participating Restaurants
1.	InterContinental Kuala Lumpur	<ul style="list-style-type: none"> <li>• Serena Brasserie</li> <li>• Tatsu Japanese Restaurant</li> <li>• Tao Chinese Restaurant</li> <li>• OneSixFive Lounge</li> </ul>

Participating Hotel: The RuMa Hotel and Residences Kuala Lumpur		
No.	Hotel	Participating Restaurants
1.	The RuMa Hotel Kuala Lumpur	<ul style="list-style-type: none"> <li>• ATAS Modern Malaysian Eatery</li> <li>• SEVEN Lobby Bar and Lounge</li> <li>• SANTAI Pool Bar and Lounge</li> </ul>

Participating Hotel: *Grand Hyatt Kuala Lumpur		
No.	Hotel	Participating Restaurants
1.	Grand Hyatt Kuala Lumpur	<ul style="list-style-type: none"> <li>• THIRTY8</li> <li>• JP teres</li> </ul>

Participating Hotel: *Selected Participating Marriott Bonvoy Portfolio of Hotels & Resorts		
No.	Hotel	Participating Restaurants
1.	Aloft Kuala Lumpur Sentral	• Nook
2.	Aloft Langkawi Pantai Tengah	• Nook
3.	Courtyard by Marriott Penang	• Penang Kitchen
4.	Element by Westin Kuala Lumpur	• TRACE Restaurant and Bar
5.	Fairfield by Marriott Bintulu Paragon	• Kava
6.	Four Points by Sheraton Kuala Lumpur, Chinatown	<ul style="list-style-type: none"> <li>• Quan's Kitchen</li> <li>• Jann</li> </ul>
7.	Four Points by Sheraton Puchong	• The Eatery
8.	Le Méridien Kota Kinabalu	• Latest Recipe
9.	Le Méridien Kuala Lumpur	<ul style="list-style-type: none"> <li>• Latest Recipe Kuala Lumpur</li> <li>• Gastro Sentral Kuala Lumpur</li> </ul>
10.	Le Méridien Putrajaya	• Latest Recipe
11.	Miri Marriott Resort & Spa	• Zest Restaurant
12.	Mulu Marriott Resort & Spa	• M Cafe
13.	Renaissance Johor Bahru Hotel	<ul style="list-style-type: none"> <li>• Cafe BLD</li> <li>• Wan Li Chinese Restaurant</li> </ul>
14.	Sheraton Petaling Jaya Hotel	<ul style="list-style-type: none"> <li>• Yue</li> <li>• Miyabi</li> <li>• Feast</li> </ul>
15.	The Ritz-Carlton, Langkawi	<ul style="list-style-type: none"> <li>• Langkawi Kitchen</li> <li>• The Beach Grill</li> </ul>
16.	The St. Regis Langkawi	<ul style="list-style-type: none"> <li>• L'Orangerie</li> <li>• Pantai Grill</li> <li>• Gourmand Deli</li> </ul>
17.	The Westin Desaru Coast Resort	• Seasonal Tastes
18.	The Westin Kuala Lumpur	• The Living Room
19.	The Westin Langkawi Resort & Spa	<ul style="list-style-type: none"> <li>• Tide</li> <li>• Seasonal Tastes</li> <li>• Breeze Lounge</li> </ul>



2. Only valid original physical copy of the Enrich RM50 Voucher (s) will be accepted at the participating restaurants. 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.
3. Enrich members can only use the Enrich RM 50 voucher at these participating hotels/restaurants within the campaign period, except for certain hotel partners as mentioned in Section [A] item [3] of this T&C.
4. The Enrich RM 50 voucher (s) is transferable to another Enrich Member.
5. Top up by cash/credit card is required for bills more than the voucher value. Any balance is not refundable should the value of the vouchers used is more than the total payable amount.  
Example: In the event where the value of the RM50 vouchers used is more than the total payable amount in the participating restaurants, the participating restaurants 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 refund to the customer)
6. Payment must be either with Enrich RM50 Voucher (s) in full or combination of vouchers and cash/credit card. Members may combine valid Enrich RM50 Voucher (s) belonging to other Enrich members to pay for the total bill cost.
7. Once redeemed, the Enrich RM50 Redemption Voucher shall be deemed to be fully utilized even if not utilized and cannot be exchanged or substituted for other redemption campaign or promotions offered by participating hotel restaurants.
8. Participating restaurants will not impose restrictions/blackout periods for voucher utilization except where the blackout dates as follows applies: -

Participating Hotel	Blackout dates applies
Hilton properties in Malaysia	<ul style="list-style-type: none"> <li>• Mooncake Gift Boxes and Cakes</li> <li>• Bubbly Brunch at Graze</li> <li>• Christmas Festive Period – 24 Dec to 26 Dec</li> <li>• New Year Holiday Period – 31 Dec 2021 to 1 Jan</li> </ul>
InterContinental Kuala Lumpur	<ul style="list-style-type: none"> <li>• Christmas Festive Period – 24 Dec to 26 Dec</li> <li>• New Year Holiday Period – 31 Dec 2021 to 1 Jan</li> <li>• Chinese New Year – 31 Jan to 2 Feb 2022</li> </ul>
The RuMa Hotel and Residences Kuala Lumpur	<ul style="list-style-type: none"> <li>• Christmas Festive Period – 24 Dec to 26 Dec</li> <li>• New Year Holiday Period – 31 Dec 2021 to 1 Jan</li> <li>• Chinese New Year – 31 Jan to 2 Feb 2022</li> <li>• Valentine's Day – 14 Feb 2022</li> </ul>
Selected Participating Marriott Bonvoy Portfolio of Hotels & Resorts	<ul style="list-style-type: none"> <li>• Mooncake Boxes and Individual mooncakes</li> </ul>

9. The Enrich RM 50 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.
10. The Enrich RM50 Vouchers 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.
11. Members are not allowed to split the receipt / bill.
12. Members will not earn Enrich Points for the cash portion paid.
13. Prior reservation is required and seating arrangement for walk in customer is subject to availability, unless otherwise stated by the participating restaurants.
14. The Enrich RM 50 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.
15. GST and any related taxes to be settled by members separately.
16. 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 on the usage of the Enrich RM 50 voucher.
17. All other applicable terms and conditions of each participating hotel shall apply.



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### [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 and 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 RM50 Voucher to dine at these Restaurants, 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.



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