



**DINE-IN AT SERAI GROUP AND EARN DOUBLE BONUS ENRICH MILES
CAMPAIGN
Terms and Conditions**

A. Duration

1. The **Dine-in at Serai Group and Earn Double Enrich Miles Campaign** ("Campaign") is organised by Malaysia Airlines Berhad ("MAB") and Serai Group ("Serai Group") and will run from 19 April 2019 until 31 May 2019 ("Campaign Period").

B. Eligibility and Participation

1. Any person who has fulfilled the criteria below is eligible to participate in this Campaign ("Participant"):
 - a. Be an Enrich member;
 - b. Non-member can register for membership via Malaysia Airlines website at <https://www.enrich.malaysiaairlines.com/EnrichWebsite/signup> and must register before dine-in at Serai Group participating restaurants during the Campaign Period.
 - c. An Enrich member must dine-in at any Serai Group participating restaurants with minimum spend of RM50 in a single receipt.
2. The following are NOT eligible to participate in the Lucky Draw ("Lucky Draw") of the Campaign:
 - a. Permanent and/or temporary employees or immediate family members and relatives of Malaysia Airlines Berhad and Serai Group, its affiliates and subsidiaries; and
 - b. Representatives, vendors and/or agents (including advertising and promotion agents) of Malaysia Airlines Berhad and Serai Group.
3. The mechanics of the Campaign are as follows:
 - a. Participant must dine-in at any Serai Group participating restaurants with minimum spend of RM50 in a single receipt during the Campaign Period to be eligible to earn double bonus Enrich Miles ("Bonus Enrich Miles") and participate in a Lucky Draw .
 - b. Enrich physical or digital card must be presented upon payment.
 - c. The Bonus Enrich Miles will be credited into the Enrich member's account within 30 days after the transaction date.
 - d. Multiple transactions are allowed in this Campaign but each Participant is only eligible to win a Complimentary Dining ("Complimentary Dining") worth RM1,000 for the duration of the Campaign.
 - e. One (1) Participant will be randomly selected and in no particular order as a Lucky Draw Winner ("Winner") for the Complimentary Dining on a weekly basis as per following:



| Week | Closing Date (GMT +8:00) |
|-------------|---------------------------------|
| Week 1 | 26 April 2019, 11.59PM |
| Week 2 | 3 May 2019, 11.59PM |
| Week 3 | 10 May 2019, 11.59PM |
| Week 4 | 17 May 2019, 11.59PM |
| Week 5 | 24 May 2019, 11.59PM |
| Week 6 | 31 May 2019, 11.59PM |

- d. The Winners will be notified by email (“Winning Notification”) within ten (10) working days from the end date of this Campaign or such other date as decided by MAB at its absolute discretion. The Winning Notification will include instructions on how to claim the Prize.

C. Prize

1. Bonus Enrich Miles

- 1.1. Enrich Members who dine-in at Serai Group participating restaurants during the Campaign Period (from 19 April 2019 until 31 May 2019) will receive double Bonus Enrich Miles.
- 1.2. The Bonus Enrich Miles are valid for a period of three (3) years only from the month and year once credited to the Winners’ account.
- 1.3. Extension of miles is allowed for 12 months from the month they are set to expire via Malaysia Airlines Call Centre or by visiting your nearest Malaysia Airlines ticket office. A rate of MYR0.02 per mile and an administration fee of MYR40 will be charged for every transaction.
- 1.4. The Enrich Miles will be credited into the Winners’ account within four (4) weeks after Campaign Period or such other date as decided by MAB at its absolute discretion.
- 1.5. The Enrich Miles awarded to the Winners are not transferable, redeemable for cash or exchangeable for any other gift whether in part or in full.
- 1.6. The Winners shall settle any claim, dispute or question arising in connection with the use of the Enrich Miles directly with Enrich, Malaysia Airlines.
- 1.7. Should any dispute arise, the decision by Enrich, Malaysia Airlines, will be final. MAB reserves the right to forfeit the Enrich Miles based on MAB’s sole and absolute discretion.
- 1.8. Failure to redeem the Enrich Miles within the manner and period stipulated in the Terms and Conditions will result in forfeiture of the Enrich Miles and the Winners will have no claim whatsoever against MAB, its agents and/or employees.



- 1.9. MAB shall not be liable for any additional or incidental costs, taxes, expenses, charges, fees, losses or damage incurred. 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 the Prize.
- 1.10. MAB shall not be liable or responsible for any loss or damage suffered by the Winners or their travelling companion if the Winners or their travelling companion does not utilise the Prize as a result of any statutory requirements not met, Government travel warning or advisory applicable to the destination country and/or countries.
- 1.11. MAB shall have no obligation to substitute any alternative prize, cash equivalent or other compensation where the Winners fails to redeem the Enrich Miles for any reason.
- 1.12. For more details on Enrich Miles redemption, please visit malaysiaairlines.com

2. Complimentary Dining

- 2.1. A total of six (6) Winners will each receive one (1) Complimentary Dining worth RM1,000 for one (1) transaction usage at Serai Group participating restaurants only. The Prize can be used for a party up to 10 persons and up to a total bill of RM1,000 in a single transaction.
- 2.2. To utilize the Complimentary Dining, all applicable Serai Group terms and conditions shall apply.
- 2.3. The Complimentary Dining is subject to the following terms and conditions:
 - a) The Complimentary Dining can be utilized at all Serai Group participating restaurants.
 - b) The Complimentary Dining is not valid on eve of Public Holidays/on Public Holidays, weekends or in any promotional menus.
 - c) The Complimentary Dining is not valid in conjunction with other promotion voucher, coupon or membership cards.
 - d) The validity of the Complimentary Dining is stated on the Complimentary Dining letter and must be utilized within the validity period. The validity is final and no appeal for extension will be entertained under any circumstances.
 - e) The Complimentary Dining is not refundable or exchangeable for cash.
 - f) No cash reimbursements for bills less than Complimentary Dining value.
 - g) Any additional charges over and above the value of the Complimentary Dining must be settled with the restaurant directly.
 - h) Prior reservation is required at least 3 days from the dates requested by contacting Serai Group participating restaurant via phone. Booking only subject to availability and not valid on eve of Public Holidays/on Public Holidays, weekends or in any promotional menus.



- i) MAB and Serai Group will not be liable if the voucher cannot be used within the validity due to non-availability of restaurant.
- j) The original Complimentary Dining letter must be presented to the front desk upon dine-in.
- k) The Complimentary Dining letter is not replaceable if lost, stolen or destroyed, photocopied or altered in any way and will not be accepted by respective restaurant or be otherwise redeemable.
- l) The Winner shall settle any claim, dispute or question arising in connection with the use of the Complimentary Dining directly with the respective restaurant at which the Complimentary Dining is used. MAB shall bear no responsibility for resolving such disputes or for the dispute itself.
- m) Should any dispute arise, the decision of Serai Group and, or MAB will be final.
- n) Failure to claim the Complimentary Dining within the manner and period stipulated in the Winning Notification will result in forfeiture of the Complimentary Dining and the Winner will have no claim whatsoever against MAB/Serai Group, its agents and/or employees.
- o) MAB and Serai Group shall not liable for any additional or incidental costs, taxes, expenses, charges, fees, losses or damage incurred. MAB/Serai Group 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 the Complimentary Dining.
- p) MAB and Serai Group shall not be liable or responsible for any loss or damage suffered by the Winners or their travelling companion if the Winners or their travelling companion does not utilize the Complimentary Dining as a result of any statutory requirements not met, Government travel warning or advisory applicable to the destination country and/or countries.
- q) MAB and Serai Group shall have no obligation to substitute any alternative prize, cash equivalent or other compensation where the Winners and/or their travelling companion fails to utilize the Complimentary Dining for any reason.

2.4. Reasonable efforts will be made to contact the Winner. If the Winner cannot be contacted within fourteen (14) working days after the closing date of each Week, MAB reserves the right to offer the Prize to the next Participant based on the judges' sole and absolute discretion.

2.5. Should a Participant's contact details change during the Contest Period, it is the Participant's responsibility to notify MAB directly and update their contact details in Enrich Account.

D. General Terms

1. All transportation, accommodation, personal costs and/or any other costs and/or related expenses that are incurred to attend/participate in this Campaign and to redeem the Prize are the sole responsibility of the Participants.



2. MAB reserves the right to use the Winner's name, images, comments, materials relating to this Campaign and the results of this Campaign for the purpose of any announcement or promotional or marketing purposes in any media format and any media channels without any fee being paid. The Participant shall hold MAB free and harmless from any claims and/or liabilities whatsoever resulting from the usage or the reproduction of the submitted materials by MAB. This clause shall survive the expiration of this (Campaign Period).
3. MAB, at its sole and absolute discretion, reserves the right to disqualify any Participant and revoke or forfeit any Prize at any stage of the Campaign without prior notice if:
 - (a) The participant is not an eligible Participant;
 - (b) The Participant fails to fully comply with the Terms and Conditions stipulated herein;
 - (c) Entries are incomplete;
 - (d) The Participant breaches any of the Terms and Conditions or other rules and regulations of the Campaign or violates any applicable laws or regulations;
 - (e) MAB has, at its sole discretion, any reason whatsoever to believe that such Participant has attempted to undermine the operation of the Campaign in any way whatsoever, including but not limited to fraud, cheating or deception.
4. MAB's decision on matters relating to the Campaign (including, but not limited to the selection of the Winner) shall be final and absolute. No discussion, correspondence, enquiry, appeal or challenge by any of the Participants in respect of any decision of MAB shall be entertained.
5. Prizes must be collected in accordance with the mode to be specified by MAB, at its sole and absolute discretion, upon notification of any winnings. Failure to adhere to the mode of collection and within the stipulated time period will result in forfeiture of the Prizes and the Winner shall have no claim whatsoever against MAB, its affiliates, subsidiaries, agents, employees, representatives, retailers, distributors, dealers as well as its advertising, creative, media, digital, design and other creative agencies of MAB, in the event of forfeiture thereof.
6. Notwithstanding the above, MAB is entitled to replace the Prize with other prizes of similar value at any time without any prior notice.
7. MAB, its affiliates, subsidiaries, agents, employees, representatives, retailers, distributors, dealers as well as its advertising, creative, media, digital, design and other creative agencies of MAB, shall not be liable for any loss or damage whatsoever suffered (including but not limited to loss of opportunities and any indirect or consequential losses) or personal injury suffered or sustained in connection with or arising from participation in this Campaign.
8. The Terms and Conditions of the Campaign shall be construed, governed and interpreted in accordance with the laws of Malaysia.



9. All rights and privileges herein granted to MAB are irrevocable and not subjected to rescission, restraint or injunction under any and all circumstances. Under no circumstances shall the Participant have the right to injunctive relief or to restrain or otherwise interfere with the organisation of the Campaign, the production, distribution, exhibition and/or exploitation of the Campaign and/or any product based on and/or derived from the Campaign.
10. MAB reserves the right at its absolute discretion to vary, delete or add to any of these Terms and Conditions without any prior notice.
11. These Terms and Conditions will prevail over any inconsistent terms, conditions, provisions or representations contained in any other promotional materials advertising the Campaign.
12. 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.
13. By virtue of an entry to the Campaign, the Participants signify their absolute and unconditional acceptance and agreement to all the Terms and Conditions stipulated herein.
14. MAB reserves the right to cancel, terminate or suspend the Campaign without any prior notice. For the avoidance of doubt, any cancellation, termination or suspension by MAB of the Campaign shall not entitle the Participants to any claim or compensation against MAB, its agents and employees for any and all losses or damages suffered or incurred by the Participants as a direct or an indirect result of the act of cancellation, termination or suspension thereof.
15. MAB will not be held responsible for any typographical errors or misprint under these Terms and Conditions.