

ENRICH BASE FIXED MILES REDEMPTION TERMS & CONDITIONS

CABIN CLASS	BOOKING CLASS	FROM	PENINSULAR MALAYSIA	SARAWAK	SABAH	SOUTH EAST ASIA Bangkok / Bandar Sri Begawan / Denpasar / Hanoi / Ho Chi Minh City / Jakarta/Phnom Penh / Yangon / Pekan Baru / Solo / Surabaya / Manila / Medan / Phuket	CHINA Hong Kong / Taipei / Xiamen / Beijing / Shanghai /Guangzhou	SOUTH ASIA Bangaluru / Mumbai / Kochi / Dhaka / Hyderabad /Kathmandu / Chennai / Colombo / Delhi	NORTH ASIA Seoul /Osaka/ Tokyo	AUSTRALIA Adelaide / Brisbane / Perth / Melbourne / Sydney	NEW ZEALAND Auckland	EUROPE London
Economy	O	KUL to	2,500	3,500	5,000	8,000	18,000	16,000	20,000	25,000	35,000	40,000
Business	Z	(one way miles)	10,000	15,000	16,000	18,000	40,000	38,000	50,000	60,000	120,000	105,000

Enrich Base offers Enrich members to redeem a fixed number of Enrich Miles as an alternative to Dynamic redemption for eligible flights.

These Terms and Conditions set out the terms and conditions of Enrich Base Fixed Miles Redemption.

1. Enrich Base redemption is only available for booking online at malaysiaairlines.com/Enrich.
2. Enrich Base Redemption is not available for booking at Malaysia Airlines Call Center and Ticket Offices.
3. Enrich Base redemption is available for all Enrich Members who have sufficient Enrich Miles in their account to cover all travelers at the Fixed Miles amount.
4. Enrich Base is only applicable for Full Miles ticket redemption.
5. Enrich Base is not applicable to Miles + Cash ticket redemption.
6. Enrich Base Fixed Miles Redemption does not include applicable taxes and surcharges which, are to be paid by credit card.
7. Enrich Base is valid for redemption on Malaysia Airlines solely operated flights only, domestic and international.
8. Enrich Base redemption is not valid on
 - a. Codeshare Flights (MH4000, MH5000 & MH9000)
 - b. MASwings (MH3000)
 - c. Freighter Flights (MH6000)
 - d. Flights operated by DHT/AHT aircraft type
 - e. Firefly
 - f. oneworld partner flights
 - g. Enrich Partner flights
 - h. Charter flights.
 - i. Flight routes operated by AMAL

9. Enrich Base redemption is ONLY applicable on :
 - Economy fare class 'O'
 - Business fare class 'Z'
10. Enrich Base is valid for point to point (round-trip) redemption only:
Eg. Kuala Lumpur / Penang / Kuala Lumpur or Kuala Lumpur / Sydney / Kuala Lumpur or Penang / London / Penang.
11. Enrich Base redemption requires twice the number of Enrich Miles indicated for a round trip.
12. The Enrich Miles indicated is only valid for non-stop flights between two destinations on the specified fare class(es) only. Stopover NOT allowed.
13. Enrich Base ticket redemption is not eligible for redemption upgrade, MH Upgrade and Last Minute Upgrade.
14. Enrich Base Ticket is not refundable.
Ticket is considered used even if not used and miles are forfeited.
Refund of taxes/fees and surcharges (if any) will follow the non-refundable revenue ticket fare rules.
15. There shall be no fixed relationship or conversion between Enrich Base redemption and the Dynamic redemption.
16. Enrich Base Award Ticket is combinable with any Dynamic Redemption Award Ticket.
17. Dynamic Redemption Award Ticket is tied to fares and vary according to seat availability, passenger demand and seasonality.

Dynamic Redemption Award ticket fare terms and conditions will apply.

ENRICH BASED FIXED MILES REDEMPTION AND DYNAMIC REDEMPTION AWARD TICKET CONDITIONS AND RESTRICTIONS :

1. REDEMPTION ON 'Z' FARE CLASS (BUSINESS CLASS)

- Rerouting not allowed once redeemed.
- Enrich Based Fixed Miles Redemption ticket validity :

Totally unutilised – one year from date of issue
Partly unutilised – one year from the date of 1st leg of journey
- Travel date change is allowed 24 hours before flight departure on the same fare class (Z), subject to the following respective penalty:

International (Z) : MYR450.00
Domestic (Z) : MYR250.00

Note : No waiver exemptions on the penalty fee.
- If 'Z' fare class is not available, upsell to higher business fare class 'D' only, allowed, subject to seat availability, fare/tax/surcharges difference and applicable penalty charges.

The fare and any tax/surcharge difference (if any) between booked fare class and fare class of new booking will be calculated and collected by cash or credit card only.

- If 'Z' or 'D' fare classes are not available, and member requests to be booked on dynamic economy fare class on Malaysia Airlines, this may be allowed, subject to seat availability, fare difference (if any) and applicable penalty charges.

Any Enrich miles, taxes and surcharge balances (if any) between redeemed business fare class 'Z' and economy fare class, is not refundable.

- If same fare class 'Z' or upsell to 'D' fare class is not available for the date change request, member will not be eligible for refund of the original ticket redeemed on 'Z' fare class.

Refund of taxes/fees and surcharges will follow the non-refundable revenue ticket fare rules.

- Ticket validity of upsell ticket to higher fare class will follow revenue ticket fare rules.
- Fare difference for the upsell to higher fare class cannot be redeemed with Enrich miles.
- After upselling a ticket, the cancellation/refund rules of the original ticket will still apply. The original non-refundable amount remains non-refundable. All other rules will apply for the upsell ticket.
- Enrich Miles redeemed are not refundable. Award Ticket is considered used even if not used. Refund of taxes/fees and surcharges will follow the non-refundable revenue ticket fare rules.
- Enrich Base Fixed Miles redemption is not eligible for redemption upgrade, MH Upgrade or Last Minute Upgrade to the next higher cabin class.
- No Enrich miles, Elite miles or Elite sectors will be earned for the upsell to higher fare class (D) or change to dynamic economy fare class.

CANCELLATION

- Award/Redemption Ticket is non-refundable in case of cancel/refund.
- Award/Redemption Ticket is non-refundable in case of No-Show

Note : No-Show for a flight is considered a **cancellation after departure** and changes are not permitted.

2. REDEMPTION ON 'O' FARE CLASS (ECONOMY CLASS)

- Rerouting not allowed once redeemed.
- Enrich Based Fixed Miles Redemption ticket validity :

Totally unutilised – one year from date of issue
Partly unutilised – one year from the date of 1st leg of journey
- Travel date change is allowed 24 hours before flight departure on the same fare class (O), subject to the following respective penalty:

International (O) : MYR300.00

Domestic (O) : MYR150.00

Note : No waiver exemptions on the penalty fee.

- Upsell from 'O' to dynamic economy or business fare (D) classes allowed, subject to seat availability, fare difference, tax/surcharge difference (if any) and applicable penalty charges.
- The fare and any tax/surcharge difference between booked fare class and fare class of new booking will be calculated and collected by cash or credit card only.
- Upsell from 'O' to 'Z' fare class is not allowed.
- If upsell to dynamic economy class or 'D' business redemption fare class is not available for the date change request, member will not be eligible for refund of the original ticket redeemed on 'O' fare class.
- Ticket validity of upsell ticket to higher fare class will follow revenue ticket fare rules.
- Fare difference for the upsell to higher fare class cannot be redeemed with Enrich miles.
- After upselling a ticket, the cancellation/refund rules of the original ticket will still apply. The original non-refundable amount remains non-refundable. All other rules will apply for the upsell ticket.
- Enrich Miles redeemed not refundable. Ticket is considered used even if not used. Refund of taxes/fees and surcharges will follow the non-refundable revenue ticket fare rules.
- Enrich Base Fixed Miles redemption is not eligible for redemption upgrade, MH Upgrade or Last Minute Upgrade to the next higher cabin class.
- No Enrich miles, Elite miles or Elite sectors will be earned for the upsell to higher fare class (D) or change to dynamic economy fare class.

CANCELLATION

- Award/Redemption Ticket is non-refundable in case of cancel/refund.
- Award/Redemption Ticket is non-refundable in case of No-Show.

Note: No-Show for a flight is considered a cancellation after departure and changes are not permitted.

3. DYNAMIC REDEMPTION AWARD TICKET TERMS & CONDITIONS

- <https://www.malaysiaairlines.com/my/en/enrich/about-enrich/terms-conditions.html>
- Date Change/Upsell/Validity – subject to fare rules
- Full Miles Dynamic Award Ticket – Miles are not refundable
- Miles & Cash Dynamic Award Ticket :
 - Miles - Not Refundable
 - Cash - Refundable subject to fare rules
 - Tax refund - As per fare rules