TERMS & CONDITIONS

MILES FOR MALAYSIA REDEMPTION CAMPAIGN (AUG 2020)

1) Enrich by Malaysia Airlines Berhad (“Malaysia Airlines”) will be running a one (01) day Miles For Malaysia Redemption Campaign (the “Promotion”) open for redemption on 14 August 2020 (the “Redemption Period”) ONLY for travel on Domestic routes.

2) The promotion period (“Redemption Period”) will start Malaysia local time at 00:00 (GMT+8) on 14 August 2020 and will end at 23:59 (GMT+8) on 14 August 2020.

3) The travel period pursuant to this promotion is strictly from 14 August 2020 to 31 December 2020 only (the “Travel Period”). The entire flight journey, return or otherwise, must be completed within the Travel Period.

4) This Promotion is valid for one-way/return journey on Malaysia Airlines operated flights only from/to domestic destinations on 14 August 2020 only and travel between 14 August 2020 – 31 December 2020 (“Travel Period”).

   Booking and Ticketing period : 14 August 2020 – 14 August 2020 (01 Day Only)
   Travel period : 14 August 2020 – 31 December 2020

5) Award Ticket redeemed for travel under this Enrich Base Fixed Miles Promotion is VALID ON FLIGHT/DATE SHOWN ONLY.

Eligibility

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

1) This Promotion is open to all Enrich members who have accrued the required Enrich Miles available in the respective Enrich member’s account, without any breach of the applicable Enrich terms and conditions (“Enrich Member”).

2) This Promotion is valid only on Malaysia Airlines operated domestic flights from Kuala Lumpur to/within Malaysia and East Malaysia (Sabah/Sarawak) vice versa, one way or return journey.

3) Enrich Base Fixed Miles redemption is only available for booking online at malaysiaairlines.com/Enrich

4) Enrich members must login to his/her Enrich membership account online for the Award Ticket booking and ticketing process.

5) The Award Ticket for this Promotion must be booked and ticketed at 00:00 hours on 14 August 2020 and before 23:59 (GMT) on 14 August 2020, failing which, the Enrich
Member will be ineligible for this Promotion and the normal miles will apply. No appeals and/or disputes will be entertained.

6) Enrich Base Fixed Miles redemption is not available for booking at Malaysia Airlines Call Center and Ticket Offices.

7) This Enrich Base Fixed Miles redemption promotion is only applicable for Full Miles ticket redemption.

8) This Enrich Base Fixed Miles redemption promotion is NOT applicable using Miles + Cash ticket redemption option.

9) Enrich Base Fixed Miles does not include applicable taxes and surcharges which, are to be paid by credit card separately.

10) This Enrich Base Fixed Miles redemption promotion is available for all Enrich Members who have sufficient Enrich Miles in their account to redeem for all travelers at the Fixed Miles amount.

11) This Promotion is valid solely on Malaysia Airlines operated flights and issued on a 232-airline document.

12) Enrich Members will NOT earn Enrich miles/Elite Miles or Elite Sectors for an Award Ticket redeemed with Enrich Miles.

13) Enrich Miles required to redeem an Enrich Award must be redeemed from a single Enrich Account. Enrich Miles may not be combined from multiple Accounts in order to redeem an Enrich Award.

14) Redemption for infant and children (02 - 12 years) must be booked with an adult when redeeming online.

15) The Miles for infant and child Award Ticket under this Enrich Base Fixed Miles will be the same as the miles applied for an Adult. No infant/child discount will apply for this Promotion.

16) The Enrich Base Fixed Miles indicated is only valid for non-stop flights between two destinations on the specified fare class(es) only. Stopover NOT allowed. For the purpose of a connecting flights, Enrich Base Fixed Miles will apply for each flight sector (tickets issued separately).

17) Enrich Miles under the Malaysia Airlines Award Travel redemption offer will be redeemed per sector, per member, from the respective membership account.

18) Malaysia Airlines Award Travel redemption is not applicable for group travel bookings involving ten and more passengers.

19) There shall be no fixed relationship or conversion between Enrich Base Fixed Miles redemption and the Dynamic redemption.

20) Enrich Base Fixed Miles Award ticket redemption is not eligible for redemption upgrade, MH Upgrade, Last Minute Upgrade or Free Upgrade.
Promotion

1) This promotion is valid for travel on eligible Economy Class and Business Class only and solely on all Malaysia Airlines operated flights.

2) This Promotion is only applicable for travel on the following eligible respective booking class:

<table>
<thead>
<tr>
<th>Class of Travel</th>
<th>Eligible Booking Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economy Class</td>
<td>O</td>
</tr>
<tr>
<td>Business Class</td>
<td>Z</td>
</tr>
</tbody>
</table>

*Note: Miles required for redemption is subject to flight and seat availability*

3) This promotion is applicable on all domestic routes as per table below:-

<table>
<thead>
<tr>
<th>FROM KUALA LUMPUR (One Way)</th>
<th>ECONOMY CLASS (Enrich Miles)</th>
<th>BUSINESS CLASS (Enrich Miles)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peninsula Malaysia</td>
<td>1,500</td>
<td>6,000</td>
</tr>
<tr>
<td>Alor Setar, Johor Bahru, Kuala Terengganu, Kuantan, Kota Bharu, Langkawi, Penang</td>
<td></td>
<td></td>
</tr>
<tr>
<td>East Malaysia – Sarawak</td>
<td>2,100</td>
<td>9,000</td>
</tr>
<tr>
<td>Bintulu, Kuching, Miri, Sibu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>East Malaysia – Sabah</td>
<td>3,000</td>
<td>9,600</td>
</tr>
<tr>
<td>Kota Kinabalu, Labuan, Sandakan, Tawau</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4) This promotion is applicable only from Kuala Lumpur to any domestic routes in Malaysia or within Malaysia. Connecting flights are allowed and only on Malaysia Airlines operated flights. For the purpose of a connecting flights, Enrich Base Fixed Miles will apply for each flight sector operated solely by Malaysia Airlines flights.

Example: Kuala Lumpur – Penang one way or return.
Penang - Kuching one way or return.

5) This Promotion is NOT valid on all or any oneworld partner flights, Enrich partner flights, MH3000/MH4000/MH5000/MH7000/MH9000 flight series, codeshare flights, charter flights or flights jointly operated by other airlines, flights marketed by Malaysia Airlines but operated by partner airline or flights marketed by partner airlines but operated by Malaysia Airlines.

6) All taxes including fees and surcharges (where applicable) are the responsibility of the Enrich Member/user of the Enrich Award and are due at the time of issuance, ticketing and/or at departure.

7) Seats under this Promotion are limited and shall be available on a first come, first serve basis, subject to any applicable terms and conditions, rules and regulations of Malaysia Airlines.

Enrich Base Fixed Miles Award Ticket Conditions

1) The travel(s) under this Enrich Base Fixed Miles Award redemption promotion is strictly VALID ON FLIGHT/DATE SHOWN ONLY.

2) Once an Award ticket is redeemed under this Promotion Miles, flight/date change, upsell to higher fare class/rerouting are strictly NOT allowed.

3) Any flight ticket booked or redeemed/issued prior to this Promotion shall not be eligible for reissuance or refund for the purpose of this Promotion.

4) All Malaysia Airlines Award Travel redemption tickets must be on available and confirmed seat basis at the time of booking. Not applicable for waitlist or open dated tickets.

5) Once an Award Travel is issued it is considered used if not utilised for the flight reserved. Enrich Miles cannot be re-deposited nor can taxes, fees and surcharges paid be refunded. The Award Ticket is forfeited.

6) Award ticket redeemed under this promo is non-endorseable (i.e. not to be endorsed to another airline), non-reroutable, non-transferable and non-refundable. Malaysia Airlines shall be entitled to cancel or invalidate any Award 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 Malaysia Airlines.

7) Name change is strictly not permitted and an Award ticket is not transferable.

8) The use of Enrich miles against this offer is subject to these Terms and Conditions and all other Terms and Conditions of the Enrich programme. The terms and conditions of the Enrich programme are subject to change at any time with or without notice.

9) Miles redeemed 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.

10) The use of Enrich miles against this offer is subject to these Terms and Conditions and all other Terms and Conditions of the Enrich programme. The terms and conditions of the Enrich programme are subject to change at any time with or without notice.

11) Enrich and Malaysia Airlines reserve the right to make changes to the fare conditions and to the number of Enrich Miles required for an Enrich Award.

General Terms

12) Malaysia Airlines reserves the right to amend or change these Terms and Conditions or withdraw this Promotion at any time with or without prior notice. No person shall be entitled to any claim whatsoever against Malaysia Airlines.

13) This Promotion, the utilisation of Enrich Miles 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, Malaysia Airlines rules and regulations, and Enrich Terms and Conditions.

14) In the event of any discrepancy between these Terms and Conditions with other terms and conditions, the Malaysia Airlines Award Travel Flight Redemption Terms and Conditions shall prevail to the extent of such inconsistency.

15) This Promotion and these Terms and Conditions are governed by the laws of Malaysia. Enrich Members agree that the Courts of Malaysia shall have an exclusive jurisdiction over all matters arising from this Promotion.

16) For any queries regarding the Promotion, please contact Malaysia Airlines (Enrich) via:

   a. Contact the Malaysia Airlines Call Centre at 1 300 88 3000 (within Malaysia) or +603 5562 6330 (outside Malaysia)
   b. Visit your nearest Malaysia Airlines ticketing office.