

## Terms and conditions

1. MHflypass is associated to and valid exclusively for Enrich member only.
2. Non-Enrich members must enrol as an Enrich member at [malaysiaairlines.com](http://malaysiaairlines.com) to purchase MHflypass.
3. Only redeemable on [malaysiaairlines.com](http://malaysiaairlines.com) platform.
4. MHflypass cannot be booked via Call Centre, ticket offices, travel agents or any other ground channels.
5. MHflypass can only be utilized by logging into your Enrich account in [malaysiaairlines.com](http://malaysiaairlines.com) website.
6. Available only in Malaysia for Zone 1, Zone 2 and Zone 3.
7. Point of Sale is in Malaysia only.
8. MHflypass is available for one-way or return travel and connecting flights with no stopover.
9. Not available for multicity booking.
10. Origins and destinations of each market and zone are pre-determined for a MHflypass type.
11. Cabin Class is pre-determined depending on the type of MHflypass.
12. Number of passengers for each MHflypass is limited to one adult per MHflypass.
13. MHflypass is not applicable to children and infants.
14. An Enrich member cannot purchase MHflypass for family and friends.
15. Flight booking using MHflypass can be made for any date and time within the Fly Pass Zone and validity, subject to seat availability.
16. MHflypass is valid on Economy Class only and subject to availability of seat in fare booking class 'S'.
17. MASwings flypass is valid on Economy Class and subject to availability of seat in fare booking class 'B'.
18. On dates where there is no seat availability in 'S' booking class, or 'B' booking class for MASwings flypass, normal bookings without using MHflypass or MASwings flypass for the same flight and date may still be available as the seat allocation would be categorised under a different booking class.
19. MHflypass is with a dedicated Fare Family.
20. Payment can be made via credit card and / or any other alternative form of payments that is made available in the system.
21. Each MHflypass will be limited to 6 quotas, with 1 quota for each flight. Example: –
  - PEN-KUL (1 quota), PEN-KUL-JHB (1 quota) or
  - 1 quota per bound, so if customer is doing a return trip, 2 quotas will be used
22. MHflypass is valid only for 365 days from the date of purchase and all quotas must be utilized within the validity period. Any unused MHflypass after expiry will not be refundable.
23. MHflypass is valid only on Malaysia Airlines operating flights and MASwings flights (flight number range MH0001 to 3999).
24. Once purchased, MHflypass product is non-transferable.
25. Once purchased, MHflypass product is non-refundable.
26. Once purchased, MHflypass product is non-upgradeable.
27. MHflypass is not eligible for MH Upgrade with cash / Redemption Upgrade with points / Instant Upgrade and Last Minute Upgrade (LMU).

28. Flight date change is permitted for the same route subject to seat availability. Rerouting is not allowed once ticket is issued.
29. For involuntary flight cancellation, Malaysia Airlines shall make necessary arrangements to reallocate member to the next flight available.
30. Booking modification can be performed through Manage Booking only, not via Call Centre or ticket office.
31. Taxes (except for Sales and Services Tax – tax code D8) are refundable subjected to Refund Admin Fee (RAF) as indicated in the fare T&C.
32. Enrich points shall be credited to member account within 7 working days after purchased.
33. Member is eligible for Enrich Elite Points upon ticket is utilized.
34. Malaysia Airlines reserves the absolute right as its sole discretion to vary or amend any of the terms and conditions herein at any time, without any prior notice.
35. Consent to Transfer and Use: The individual making the purchase has further acknowledged and agreed that by providing Malaysia Airlines with any personal or proprietary information, the individual hereby expressly give their consent to the transmission of such personal or proprietary information over international borders for the purpose of processing the relevant transactions. The individual hereby give their further consent to the use of such personal data on an anonymized basis for statistical objectives.
36. Malaysia Airlines shall not be liable in any way whatsoever for any disruption during the MHflypass transaction, whether due to technical problems or otherwise, which is beyond its reasonable control. In the event of any disruption, reasonable effort shall be used to remedy the disruption and resume the purchased product transaction on a fair and equitable basis to Enrich members.
37. Malaysia Airlines reserves the absolute right to cancel, terminate or suspend the purchase of MHflypass without prior notice. For the avoidance of doubt, any cancellation, termination or suspension by Malaysia Airlines shall not entitle the individual making the purchase or any Enrich member to any claim or compensation against Malaysia Airlines, its agents and employees for any and all losses or damages and any consequential damages thereof suffered or incurred as a direct or an indirect result of the act of cancellation, termination or suspension thereof.
38. The Terms and Conditions herein shall be construed, governed and interpreted in accordance with the laws of Malaysia. The individual making the purchase agree to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this MHflypass transaction.
39. Malaysia Airlines reserves the absolute right to reserve or remove any of this MHflypass credited into an Enrich member's account incorrectly or not in accordance with these Terms and Conditions at any time without prior notice.
40. By participating in this product purchased transaction, it shall be deemed that the individual making the purchase 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 points purchased.
41. In the event of any issues regarding to MHflypass transaction and payment, please email to [MH.mall@malaysiaairlines.com](mailto:MH.mall@malaysiaairlines.com).