



## Enrich – Double Elite Miles

### Malaysia Airlines Grand Travel Deal Campaign (April 2018)

#### Terms and Conditions

1. This Double Elite Miles Malaysia Airlines Grand Travel Deal Promotion (“Promotion”) is open to all Malaysia Airlines Enrich members (“Enrich Members”) who travel on Economy, Business and First Class on all destinations on Malaysia Airlines operated and marketed flights.
2. Enrich Members will be entitled to earn Double Elite Miles subject to the terms and conditions of the Promotion herein (“Double Elite Miles”).
3. Elite Miles may not be used towards the redemption of Enrich Awards or can they be transferred, extended, purchased, sold or given to another member. Elite Miles is valid only for this calendar year (January – December 2018) in which they are earned and are not accumulative.
4. This Promotion is valid for flight bookings ticketed as per the Point of Sales and period (“Sales Period”) with travel dates as indicated below (“Travel Period”).

Country	Origin/Point of Sales	Sales Period	Travel Period
<b>Singapore</b>	Singapore	23 Apr - 6 May '18	23 Apr '18 - 31 Dec '18
<b>Indonesia</b>	Jakarta	23 Apr - 6 May '18	23 Apr '18 - 31 Dec '18
	Medan		
	Bali		
	Surabaya		
<b>Thailand</b>	Bangkok	23 Apr - 6 May '18	23 Apr '18 - 31 Dec '18
	Phuket		
<b>Vietnam</b>	Ho Chi Minh City	23 Apr - 6 May '18	23 Apr '18 - 31 Dec '18
	Hanoi		
<b>Cambodia</b>	Phnom Penh	23 Apr - 6 May '18	23 Apr '18 - 31 Dec '18
	Siem Reap		
<b>Myanmar</b>	Yangon	23 Apr - 6 May '18	23 Apr '18 - 31 Dec '18
<b>Philippines</b>	Manila	23 Apr - 6 May '18	23 Apr '18 - 31 Dec '18
<b>Brunei</b>	Bandar Seri Begawan	23 Apr - 6 May '18	23 Apr '18 - 31 Dec '18
<b>Malaysia</b>	Kuala Lumpur	23 - 29 Apr '18	25 Apr '18 - 31 Dec '18
<b>Australia</b>	Sydney	23 Apr - 7 May '18	23 Apr '18 - 31 Dec '18 6 June '18 – 31 Dec '18 (Brisbane)
	Melbourne		
	Perth		
	Adelaide		
	Brisbane		



Country	Origin/Point of Sales	Sales Period	Travel Period
New Zealand	Auckland	23 Apr - 7 May '18	23 Apr '18 - 31 Dec '18
United Kingdom	London	23 - 30 April '18	23 Apr '18 - 31 Dec '18
India	Mumbai	23 - 29 April '18	23 Apr '18 - 31 Dec '18
	Delhi		
	Bengaluru		
	Chennai		
	Hyderabad		
Nepal	Kathmandu	23 - 29 April '18	23 Apr '18 - 31 Dec '18
Sri Lanka	Colombo	23 - 29 April '18	23 Apr '18 - 31 Dec '18
Hong Kong	Hong Kong	23 - 29 April '18	01 May '18 - 31 Dec '18
Taiwan	Taipei	23 - 29 April '18	01 May '18 - 31 Dec '18
Korea	Seoul	23 - 29 April '18	01 May '18 - 31 Dec '18
Japan	Tokyo	23 - 29 April '18	01 May '18 - 31 Dec '18
	Osaka		
China	Beijing	23 - 29 April '18	23 Apr '18 – 31 Dec '18
	Shanghai		
	Guangzhou		
	Xiamen		
	Fuzhou		
	Nanjing		
	Haikou		

Country	Origin/Point of Sales	Destination	Booking period	Traveling period
Malaysia	Kuala Lumpur	Kota Bharu	23 – 29 Apr '18	24 Apr '18 - 31 Dec '18
		Terengganu		
		Alor Setar		
		Johor Bahru		
		Penang		
		Langkawi		
		Kuantan		
		Kota Kinabalu		
		Kuching		
		Tawau		
		Labuan		
		Sandakan		
		Bintulu		
		Sibu		
Miri				



	Kuching	Kota Kinabalu		
		Miri		
	Kota Kinabalu	Tawau		
		Sandakan		

\*Note: Travel periods as specified above are valid for the earning of double Elite Miles and differs from the travel period of the Malaysia Airlines Grand Travel Deals.

5. The Booking start and end period will follow **Malaysia local time (GMT +8)** as per the dates above.
6. Bookings ticketed prior to this promotion period will NOT be eligible for this Double Elite Miles and no appeals will be entertained to allow this.
7. This Double Elite miles promotion is not valid for flight (s) that is ticketed before the promotion period and rebooked/reissued during the promotion period. To be eligible for this Double Elite miles, the original date of ticket issued must be within the promotion period.
8. The Double Elite Miles earned under this Promotion shall contribute towards the accumulation of Elite Miles required to qualify for, or maintain Enrich Elite tier status for this year.

	Enrich Silver	Enrich Gold	Enrich Platinum
Qualifying	25,000 Elite Miles in one calendar year	50,000 Elite Miles in one calendar year	100,000 Elite Miles in one calendar year

9. The Double Elite Miles earned is based on the base Elite Miles. There is no change to the Tier Bonus Miles.
10. The Double Elite Miles under this Promotion is valid ONLY on Malaysia Airlines operated and MH marketed flights (ticketed on MH 232 document only).
11. The Double Elite Miles earned under this Promotion is not valid on MH9000 series, **oneworld** and partner airlines, Firefly, MASwings (MH3000), codesharing flights (MH4000, MH5000), charter flights (MH 8000) or flight jointly operated by other airlines.
12. The flight is defined as any flight from point of origin to the destination.
13. This Promotion is only applicable for travel with the following eligible subclasses:

Class of Travel	Eligible Booking Class
First Class	F, A
Business Class	J



	C, D Z
Economy Class	Y, B, H K, M, L, V S, N O, Q, G

Below are examples of the 2X Elite Miles earned during the Promotion:-

1. KUALA LUMPUR - LONDON one way on Economy Class

					BLUE/SILVER/GOLD/PLATINUM	
Destination	Class of Travel	Eligible Booking Class	Mileage (one way)	Accrual %	Normal Elite Miles Earned	Double Elite Miles Earned
					KUALA LUMPUR - LONDON (ONE-WAY)	Economy Class
		K, M, L, V	100%	6,587	13,174	
		S, N	85%	5,599	11,198	
		O, Q, G	25%	1,647	3,294	

2. KUALA LUMPUR - SYDNEY one way on Business Class

					BLUE/SILVER/GOLD/PLATINUM	
Destination	Class of Travel	Eligible Booking Class	Mileage (one way)	Accrual %	Normal Elite Miles Earned	Double Elite Miles Earned
					KUALA LUMPUR - SYDNEY (ONE-WAY)	Business Class
		C,D	175%	7,158	14,315	
		Z	160%	6,544	13,088	

14. There is no limit to the number of Double Elite Miles earned during this Promotion period.
15. The member is entitled to move up to more than one tier upgrade, depending on the earning of Elite Miles within the Promotion Period.
16. The Double Elite Miles will be credited to the Enrich Member's Account only after the member completes the journey.
17. For any retro claim request, Double Elite Miles would be credited to the Enrich Member's account within six (6) to eight (8) weeks after the end of this Promotion ("Double Elite Miles Credit Period").



18. If the Double Elite Miles do not appear in the members' account after the Double Elite Miles Credit Period, the member can submit their claim within 6 months from date of travel.
19. This Promotion is also valid in conjunction with any other promotional offer by Enrich or Malaysia Airlines Berhad ("Malaysia Airlines").
20. By joining this Promotion, it is deemed that Enrich Members have read and have agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may result in forfeiture of the Double Elite Miles at Malaysia Airlines absolute discretion.
21. Double Elite Miles cannot be exchanged or sold for cash.
22. All other rules and regulation including Malaysia Airlines General Terms and Conditions and Enrich Terms and Conditions shall apply.
23. Malaysia Airlines shall not be liable for any disruption during the Promotion Period, 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 Promotion on a fair and equitable basis to the entrants.
24. Malaysia Airlines reserves the right to cancel, suspend, postpone or extend the Promotion without any prior notice. For the avoidance of doubt, any cancellation, suspension, postponement or extension by Malaysia Airlines of the Promotion shall not entitle Enrich Members to any claim or compensation against Malaysia Airlines, its agents and employees for any and all losses or damages suffered or incurred by the Enrich Members as a direct or an indirect result of the act of cancellation, suspension, postponement or extension.
25. 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 Promotion or with the Double Elite Miles offered or forfeited.
26. Malaysia Airlines reserves the right at any time to amend, delete or add to any of these Terms and Conditions including the mechanism of the Promotion at its absolute discretion without prior notice.
27. These Terms and Conditions will prevail over any inconsistent terms, conditions, provisions or representations contained in any other promotional materials advertising the Promotion.
28. Malaysia Airlines shall ensure that the collection, use and disclosure of the Enrich Members personal data in their participation of this Promotion are consistent with the Personal Data Protection Act 2010 ('PDPA'). It is acknowledged that personal data collected and processed in under this Promotion is obtained voluntarily and with your consent. Malaysia Airlines shall ensure that under no circumstances is the collected data, disclosed or sold or passed on to



third-parties for any reason. However, Malaysia Airlines may disclose the data collected for a purpose directly related to the purpose it was disclosed at the time of collection to a third party such as other Malaysia Airlines affiliates and subsidiaries or in circumstances specified in the Malaysia Airlines Personal Data Privacy Policy as published at <http://www.malaysiaairlines.com/uk/en/footer/privacy-policy.html>. Malaysia Airlines should not be held liable for any damage caused as a result of the collection, use, disclosure, loss, misuse, modification, unauthorised or accidental access, alteration or destruction of your personal data unless the actions of Malaysia Airlines were deliberate or grossly negligent.

29. If any matter arises which are not covered in these Terms and Conditions, they will be determined solely by Malaysia Airlines.
30. 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. Enrich Members must read these applicable standards, rules and regulations together with these Terms and Conditions. If there is any inconsistency between the applicable standards, rules and regulations and with these Terms and Conditions, these Terms and Conditions shall prevail.
31. This Promotion and these Terms and Conditions are governed by the laws of Malaysia. Enrich Members agree to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Promotion.