

MHflypass

Terms & 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 to purchase MHflypass.
3. Only redeemable on 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 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 'V'.
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 'V' 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. Member shall earn 1 Enrich Point for each RM 1 spent.
33. Enrich points shall be credited to member account within 7 working days after purchased.
34. Member is eligible for Enrich Elite Points upon ticket is utilized.
35. 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.
36. 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 gives their further consent to the use of such personal data on an anonymized basis for statistical objectives.
37. 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.
38. 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.
39. 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.
40. 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.
41. 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.
42. In the event of any issues regarding to MHflypass transaction and payment, please email to MH.mall@malaysiaairlines.com.

MHflypass FAQ

1. What is Fly Pass?

Fly Pass is a pass that allows 3 return trips (a quota of 6 one-way trips) via Economy Class to domestic destinations. There are three (3) types of passes, priced from RM699 (normal pricing). Each pass covers different zones. The utilisation and travel date of the pass must be within the validity period (12 months upon purchase).

2. Can anyone purchase this Fly Pass?

Only Enrich members can purchase this Fly Pass.

For non-Enrich members, they may enroll as a member by logging in to malaysiaairlines.com -> Enrich -> Sign Up and purchase the Fly Pass at <https://mhmall.malaysiaairlines.com/>.

3. Where can I buy the Fly Pass?

Visit <https://mhmall.malaysiaairlines.com/> to purchase the Fly Pass.

4. Can I contact your Call Center or walk-in to your ticket offices to purchase this Fly Pass?

This Fly Pass can only be purchased via online <https://mhmall.malaysiaairlines.com/>.

5. How far does Fly Pass take me?

Fly Pass is only available for MH flights in Malaysia.

6. What is a point-to-point flight?

A point-to-point flight refers to a direct flight without any connecting flight.

7. When is the travel period?

You can select flight any time up to 12 months upon purchase.

8. What are the benefits of purchasing Fly Pass?

- Priority check-in
- Priority boarding
- Priority baggage
- No embargo periods
- Unlimited free change (only for 'Go Show')

9. Are there extra fees?

Fly Pass does not include airport taxes/surcharges or other applicable fees which, will have to be borne and paid by the member at time of purchase.

10. Do I need to be an Enrich member to purchase the Fly Pass?

Yes. Fly Pass is made available to Enrich members only.

11. How can I utilise my Fly Pass?

- Visit malaysiaairlines.com
- Log in into your Enrich account
- Click on 'Fly Pass'
- Select your Fly Pass from the dropdown list
- Search for flights
- Make payment to complete your booking
- You're all set for your flight!

12. Is my purchase transferable and refundable?

Fly Pass is non-transferable and non-refundable.

13. Can I purchase a Fly Pass for my family and friends?

Fly Pass cannot be purchased for family and friends. The Fly Pass purchased is automatically associated to the Enrich member, and for one adult traveller only.

14. Is Fly Pass available for journeys commencing from outside of Malaysia?

Fly Pass is available for purchase of flights commencing from Malaysia only.

15. What are the booking types for Fly Pass?

Fly Pass is available for one-way or return (point to point) journeys and for one-way or return connecting flights where stopovers are strictly not allowed. Fly Pass is not available for multi-city bookings.

16. Is Fly Pass available on business class?

Fly Pass is only available on economy and on a restricted booking class 'V' .

17. Can I upgrade after redeeming a Fly Pass?

No, upgrading of cabin class is not allowed once Fly Pass is purchased.

18. Can I change my origin or destination (re-route) after redeeming a Fly Pass?

Fly Pass ticket is non-reroutable.

19. Can I change my flight date?

Yes, changes of flight date are permitted on the same route and within the Fly Pass validity.

20. How do I change my flight date?

Booking changes can be performed via Manage Booking only.

21. How many flight coupons are there in a Fly Pass?

A Fly Pass contains 6 flight coupons with 1 flight coupon for each flight sector. An immediate connecting flight will be considered as 1 flight coupon.

Example:

Direct Flights (no connecting):	Immediate connecting flights only (no stopover allowed):
PEN-KUL (1 flight coupon)	PEN-KUL-JHB (1 flight coupon)
KUL-PEN (1 flight coupon)	JHB-KUL-PEN (1 flight coupon)
PEN-LGK (1 flight coupon)	PEN-KUL-TGG (1 flight coupon)
LGK-PEN (1 flight coupon)	TGG-KUL-PEN (1 flight coupon)
KUL-JHB (1 flight coupon)	PEN-KUL-BKI (1 flight coupon)
JHB-KUL (1 flight coupon)	BKI-KUL-PEN (1 flight coupon)

Total: 06 flight coupons for each example provided above

22. Can Fly Pass be utilised on any flight?

Fly Pass is valid only on pure MH operating flights and pure MASwings flights (bearing flight numbers MH0001-3999).

23. Fly Pass is non-transferable, non-refundable, and non-upgradeable. Are these conditions included in the terms and conditions for member to view before making a purchase?

Yes, members can view the terms and conditions of Fly Pass before making a purchase. Once purchased, it is deemed that members have agreed to the Fly Pass Terms & Conditions. Members are advised to clearly understand the terms and conditions before making any purchase.

24. If passenger is travelling with an infant, is it possible to add infant passenger name through Call Center or ticket office?

Yes, infant can be added to the adult passenger booking (PNR). Normal infant fare will apply.

25. If passenger is travelling with a child, is it possible to add child passenger name through Call Center or ticket office?

A separate booking needs to be created for the child passenger through Call Center or ticket office. Normal child fare will apply.