



**Stimulus Cuti Malaysia - 500 Bonus Enrich Miles Campaign**

**Terms and Conditions**

**A. Duration**

1. The Offer of **Stimulus Cuti Malaysia 500 Bonus Enrich Miles Campaign** (“Campaign”) is organised by Malaysia Airlines Berhad (“MAB”) and will run from 23 November – 31 December 2020 (“Campaign Period”).

**B. Eligibility and Participation**

1. Any person who has fulfilled the criteria below is eligible to participate in this Campaign (“Participant”):
  - a. Be an Enrich Member.
  - b. Non-member can register for membership at <https://bit.ly/EnrichNewSignUp> with Promo Code **ENRNEW20** and must register before booking a flight.
  - c. New members will receive the following:-
    - a. 500 Activation Bonus Miles upon 1<sup>st</sup> flight activity with Malaysia Airlines within 60 days from the date of enrolment.
    - b. RM20 off Promo Code for online shopping at Temptations with minimum spend of RM100. The Temptations promo code will be given via Enrich Welcome Email. Apply the promo code upon check out at Temptations payment page.
2. The mechanics of the Campaign are as follows:
  - a. Enrich member must book and purchase a one-way or return qualifying full revenue fare ticket(s) within Malaysia and fly on Malaysia Airlines operated flights (ticketed on MH 232 document only) from 23 November to 31 December 2020 and complete the journey to be eligible for the 500 Bonus Miles.

Booking Period : 23 November– 31 December 2020  
 Travel Period : 23 November 2020 – 30 June 2021

- b. ‘Qualifying Fare’ is referred to ticket(s) purchased with cash or credit card as outlined in the Malaysia Airlines Mileage Accrual Table.
- c. ‘Qualifying Fare’ does not apply to redemption ticket(s) issued with full miles, redemption tickets issued as part Miles and part Cash, Redemption Upgrade with miles, MHUpgrade, Instant Upgrade or complimentary upgrade.
- d. **All flights must be booked on <http://www.malaysiaairlines.com/cuticutimalaysia> Any bookings made via Call Centre, travel agent, mobile app or website are not eligible for this incentive programme.**

Campaign/ Booking Period	23 November 2020 (12:00AM, Malaysian time) to 31 December 2020 (11:59PM, Malaysian time)	
Travel Period	23 November 2020 (12:00AM, Malaysian time) to 30 June 2021 (11:59PM, Malaysian time)	
Flight Requirements		
<b>From / To</b>	<b>To / From</b>	<b>Eligible Booking Class</b>

Kuala Lumpur	Kota Bharu	Economy Class Y / B / H / K / M / L / V / S / N / Q / O / G  Business Class J / C / D / Z
	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	

- e. The original date of travel must be booked/issued within the Campaign/Booking Period (23 November to 31 December 2020) and Travel completed within the Travel period (23 November 2020 to 30 June 2021)
- f. Enrich member is **NOT** eligible for the 500 Bonus Miles if
- i. Travel is on MASwings (MH3000), Firefly (FY) operated flights including MH5000 codeshare flights, code share flights (MH4000, MH5000, MH9000), charter flights (MH 8000), flights jointly operated by other airlines or oneworld / Enrich partner flight(s).
  - ii. Flight(s) that is booked/ issued before/after the Campaign/Booking Period and rebooked/ reissued during the Campaign Booking Period prior to commencement of journey (1st leg of journey not started).
  - iii. Flight(s) that is booked/issued within the Campaign Booking Period but travel date changed from original date (1<sup>st</sup> leg of journey not started) to an earlier date after the Campaign Booking and Travel Period.
  - iv. Travel date is before/after the Campaign/Booking Period.
  - v. Award tickets (s) redeemed with full miles or Miles + Cash.
  - vi. Travel is on Redemption ticket issued with Enrich miles, Redemption upgrade with miles, MHUpgrade, Last-Minute Upgrade, Instant Upgrade or complimentary Upgrade.
  - vii. Flights on booking classes (U/I/W/E/X/T) and any other booking classes that are not listed in or are excluded in the Malaysia Airlines Mileage Accrual Table.
  - viii. 500 Bonus Miles are also not earned for travel on:
    - Infant fares
    - Free tickets
    - Travel industry rebated tickets



- Airline Staff Tickets
  - Competition prize tickets
  - Tickets acquired at an Auction; or
  - Tickets which are restricted from earning Enrich Miles or are subject to any specific provisions excluding the accumulation of Enrich Miles
  - Tickets issued on MH marketed flights on 232 document but operated by other airline.
- g. Enrich members are allowed to make multiple flight booking(s) within the Campaign Booking Period and must complete the journey(s) within the Campaign Travel Period in order to be deemed as qualified participants.
- h. In the event the Participant is identified as Non-Enrich member, MAB has the right to disqualify the Participant.

**C. Bonus Enrich Miles**

1. The 500 Bonus Miles will be added to the Enrich Base Miles earned for a travel for the respective tier status.
2. Example : **KUL- PEN : 189 (Base Miles)**

Enrich Base Miles	Accrual	500 Bonus Miles will be earned from the Enrich Base Miles
KUL-PEN = 189 RBD = C CLASS (Business Class)	C Class = 175% 189 + 142 = 331	Total Enrich Miles earned: <b>KUL-PEN: 331 + 500 = 831</b>
KUL-PEN = 189 RBD = Y CLASS (Economy Class)	Y class = 150% 189 + 95 = 284	Total Enrich Miles Earned: <b>KUL-PEN: 284 + 500 = 784</b>

Note : Calculations above does not include Tier Bonus Miles for Silver, Gold and Platinum tiers.

- The 500 Bonus Miles under this campaign will only apply to the Enrich Base Miles earned.
  - The 500 Bonus Miles under this campaign will not be accorded over and above the total Enrich Base Miles + Tier Bonus Miles earned for a travel for the respective tier status.
3. The 500 Bonus Miles will be credited to the Enrich member’s Account only after the member completes the journey, subject to fare class eligibility.
  4. The 500 Bonus Miles will be credited to the Enrich Member’s account within fourteen (14) days after the end of this Campaign Period (30 June 2021)
  5. If the 500 Bonus Miles do not appear in the members’ account after the Bonus Enrich Miles Credit Period, the member must submit their claim within 6 months (180 days) from date of qualifying travel. Any claim submitted after 6 months (180 days) will be not be eligible.
  6. Any date change of travel to an earlier flight date, route change or upsell to higher booking fare class or change in destination after booking and ticketing during the campaign period, must be done within the booking campaign period.



7. Any date change of travel to earlier flight date, upsell to higher booking fare class or change in destination done after the booking campaign period although original booking was within the booking period, will not be eligible for this Double Enrich Miles.
8. Any travel date change after booking and ticketing within the booking period to a later flight date is allowed within the campaign travel period.
9. Flights that are not eligible for Enrich miles will not earn the 500 Bonus Miles.
10. Flights that are not eligible for Enrich miles will not earn Elite Miles or Elite Sectors.
11. Any ticket issued during this Campaign/ Booking and Travel period is affected by downgrade from a higher to a lower fare class due to operational requirements and where, refund for the fare difference is processed, Enrich Miles on the actual class flown will be credited. The 500 Bonus Miles will be added to the Enrich Base miles of the actual fare class flown.
12. This Campaign is not valid in conjunction with any other promotional offer by Enrich or Malaysia Airlines Berhad ("Malaysia Airlines").
13. This 500 Bonus Miles campaign does not apply to Elite miles or Elite sectors.
14. This 500 Bonus Miles campaign does not apply to Elite Tier Bonus miles accorded to respective top tier status.
15. The Elite tier miles will be accorded based on the Enrich base miles earned for a travel for the respective tier status.
16. The decision of MAB in respect to the 500 Bonus Miles are final, conclusive and binding and no further appeal, enquiry and/or correspondence will be entertained.
17. Should any dispute arise, the decision by Enrich, Malaysia Airlines, will be final. MAB reserves the right to forfeit the Incentives based on MAB's sole and absolute discretion.
18. The Incentives shall be given in accordance with the manner to be specified by MAB, at its sole and absolute discretion and within a stipulated time period.
19. MAB shall not liable for any additional or incidental costs, taxes, expenses, charges, fees, losses or damage incurred. 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 the Incentives.
20. MAB shall have no obligation to substitute any alternative Incentives, cash equivalent or other compensation where the Winners and/or their travelling companion fails to utilise the Incentives for any reason.
21. Notwithstanding the above, MAB is entitled to replace the Incentives with other Incentives of similar value at any time without any prior notice.
22. The Incentives shall be subject to MAB's prevailing policies, rules and regulations which shall include the General Conditions of Carriage, a copy of which can be found on [www.malaysiaairlines.com](http://www.malaysiaairlines.com)
23. Should a Participant's contact details change during or after the Campaign/Booking Period, it is the Participant's responsibility to notify MAB directly and update their contact details in Enrich Account.
24. MAB, at its sole and absolute discretion, reserves the right to update the Participants' personal details in Enrich system based on the information submitted in this Campaign/Booking Period.



#### **D. General Terms**

1. All transportation, accommodation, personal costs and/or any other costs and/or related expenses that are incurred to participate in this Campaign are the sole responsibility of the Participants.
2. MAB reserves the right to use the Enrich Member's name, images, comments, materials relating to this Campaign and the results of this Campaign for the purpose of any announcement or promotional or marketing purposes in any media format and any media channels without any fee being paid. The Participant shall hold MAB free and harmless from any claims and/or liabilities whatsoever resulting from the usage or the reproduction of the submitted materials by MAB. This clause shall survive the expiration of this (Campaign Period).
3. MAB, at its sole and absolute discretion, reserves the right to disqualify any Participant and revoke or forfeit any Status Upgrade at any stage of the Campaign without prior notice if:
  - (a) The Participant is not an eligible Participant;
  - (b) The Participant fails to fully comply with the Terms and Conditions stipulated herein;
  - (c) The Participant breaches any of the Terms and Conditions or other rules and regulations of the Campaign or violates any applicable laws or regulations;
  - (d) MAB has, at its sole discretion, any reason whatsoever to believe that such Participant has attempted to undermine the operation of the Campaign in any way whatsoever, including but not limited to fraud, cheating or deception.
  - (e) Enrich Members who hold more than one Enrich membership account.
4. MAB shall not be liable for any disruption during the Travel 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 Campaign on a fair and equitable basis to the entrants.
5. MAB's decision on matters relating to the Campaign (including, but not limited to the selection of the Participants) shall be final and absolute. No discussion, correspondence, enquiry, appeal or challenge by any of the Participants in respect of any decision of MAB shall be entertained.
6. MAB, its affiliates, subsidiaries, agents, employees, representatives, retailers, distributors, dealers as well as its advertising, creative, media, digital, design and other creative agencies of MAB, shall not be liable for any loss or damage whatsoever suffered (including but not limited to loss of opportunities and any indirect or consequential losses) or personal injury suffered or sustained in connection with or arising from participation in this Campaign.
7. The Terms and Conditions of the Campaign shall be construed, governed and interpreted in accordance with the laws of Malaysia.
8. All rights and privileges herein granted to MAB are irrevocable and not subjected to rescission, restraint or injunction under any and all circumstances. Under no circumstances shall the Participant have the right to injunctive relief or to restrain or otherwise interfere with the organization of the Contest, the production, distribution, exhibition and/or exploitation of the Campaign and/or any product based on and/or derived from the Campaign.



9. MAB reserves the right at its absolute discretion to vary, delete or add to any of these Terms and Conditions without any prior notice.
10. These Terms and Conditions will prevail over any inconsistent terms, conditions, provisions or representations contained in any other promotional materials advertising the Campaign.
11. The main language of the Terms and Conditions shall be the English language. Any translation to any other language than English shall be for convenience only. Should there be any discrepancies between the English Terms & Conditions and the translated version, the English Terms & Conditions shall prevail.
12. By virtue of an entry to the Campaign, the Participants signify their absolute and unconditional acceptance and agreement to all the Terms and Conditions stipulated herein.
13. MAB reserves the right to cancel, terminate or suspend the Campaign without any prior notice. For the avoidance of doubt, any cancellation, termination or suspension by MAB of the Campaign shall not entitle the Participants to any claim or compensation against MAB, its agents and employees for any and all losses or damages suffered or incurred by the Participants as a direct or an indirect result of the act of cancellation, termination or suspension thereof.
14. MAB will not be held responsible for any typographical errors or misprint under these Terms and Conditions.