

## MHflypass ASEAN (ASEAN)

### Terms and conditions

1. MHflypass ASEAN is associated with and valid exclusively for Enrich members only.
2. Customers must enrol as Enrich members at [malaysiaairlines.com](http://malaysiaairlines.com) to purchase MHflypass ASEAN.
3. MHflypass ASEAN is only redeemable on [malaysiaairlines.com](http://malaysiaairlines.com).
4. MHflypass ASEAN cannot be booked via Call Center, ticket offices, travel agents or any other channels.
5. MHflypass ASEAN can only be utilised by logging into your Enrich account at <https://enrich.malaysiaairlines.com> or <https://journifyshop.malaysiaairlines.com>
6. MHflypass ASEAN is available for one-way or return travel and connecting flights with no stopover.
7. Not available for multicity booking.
8. Origins and destinations of each market and zone are pre-determined based on the MHflypass ASEAN type.
9. The number of passengers for each MHflypass ASEAN is limited to one (1) adult per MHflypass ASEAN.
10. MHflypass ASEAN is not applicable to children and infants.
11. Enrich members are not allowed to purchase MHflypass ASEAN for their family and friends. MHflypass ASEAN pass is only valid for travels on Economy Class only. The fare booking class 'V' is subject to seat availability.
12. Customers can make payments via credit card and / or any other alternative form of payment in the system.
13. Each MHflypass ASEAN will be limited to 6 quotas, with 1 quota for each flight. Example: –
  - *Singapore – Kuala Lumpur* (1 quota - if customer purchase zone 1), *Singapore – Kuala Lumpur – Bangkok* (1 quota – if customer purchase zone 3) or
  - 1 quota per leg. Two (2) quotas will be utilised if the customer makes a return trip.

14. MHflypass ASEAN is valid only for 365 days from the date of purchase and all quotas must be utilised within the validity period. Any unused MHflypass ASEAN after expiry will not be eligible for extension and is not refundable and automatically forfeited.
15. If MHflypass ASEAN is not used after a successful ticket is purchased, it is deemed used. It will not be refunded. MHflypass ASEAN is valid only on Malaysia Airlines operating flights.
16. MHflypass ASEAN product is strictly non-transferable, non-refundable and non-upgradable once purchased.
17. Upon the successful purchase of MHflypass ASEAN, Enrich points awarded are calculated based on the purchase price of MHflypass ASEAN. The base of Enrich Points earned from purchasing MHflypass ASEAN is that every Malaysian Ringgit MYR 1 will equal 1 Enrich Point.
18. MHflypass ASEAN is not eligible for MHUpgrade with cash / Redemption Upgrade with points / Instant Upgrade and Last-Minute Upgrade (LMU).
19. Flight date change is permitted for the same route (non-reroutable).
20. Booking modification can only be performed through Manage Booking, not via Call Centre or ticket office.
21. Taxes (except for Sales and Services Tax – tax code D8 are refundable subjected to Refund Admin Fee (RAF) as indicated in the fare Terms & Conditions.
22. 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.
23. 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 gives their consent to the transmission of such personal or proprietary information over international borders to process for the relevant transactions. The individual hereby gives their further consent to the use of such personal data on an anonymized basis for statistical objectives.
24. Malaysia Airlines shall not be liable in any way whatsoever for any disruption during the MHflypass ASEAN 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 fairly and equitably to Enrich members.

25. Malaysia Airlines reserves the absolute right to cancel, terminate or suspend the purchase of MHflypass ASEAN 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.
26. The Terms and Conditions herein shall be construed, governed and interpreted in accordance with the laws of Malaysia. The individual making the purchase agrees to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this MHflypass ASEAN transaction.
27. Malaysia Airlines reserves the absolute right to reserve or remove any of this MHflypass ASEAN credited into an Enrich member's account incorrectly or not in accordance with these Terms and Conditions at any time without prior notice.
28. 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 the points purchased.
29. In the event of any issues regarding to MHflypass ASEAN transaction and payment, please contact:
  - Malaysia Airlines Global Contact Centre 1300883000 or +603 78433000 (Outside Malaysia – long distance call charges apply)

## **MHflypass ASEAN (ASEAN)**

### **Frequently Asked Questions (FAQ)**

#### **1. What is MHflypass ASEAN?**

MHflypass ASEAN is a pass that allows three (3) return trips (a quota of 6 one-way trips) via Economy Class to ASEAN destinations. There are three (3) types of passes in which each pass covers different routing base on the respective zones. The utilisation and travel date of the pass must be within the validity period (12 months upon purchase).

#### **2. Can anyone purchase this MHflypass ASEAN?**

Only Enrich members can purchase this MHflypass ASEAN.

For non-Enrich members, they may enroll as a member by logging in to [malaysiaairlines.com](https://malaysiaairlines.com) and following the simple steps as follows:

- 1) Go to Enrich
- 2) Sign Up as Enrich members
- 3) Purchase the MHflypass ASEAN at <https://journifyshop.malaysiaairlines.com/>

#### **3. Where can I buy the MHflypass ASEAN?**

Visit <https://journifyshop.malaysiaairlines.com/> to purchase the MHflypass ASEAN.

#### **4. Can I contact your Call Centre or walk-in to your ticket offices to purchase this MHflypass ASEAN?**

This MHflypass ASEAN can only be purchased at <https://enrich.malaysiaairlines.com> or <https://journifyshop.malaysiaairlines.com/>

#### **5. How far does MHflypass ASEAN take me?**

MHflypass ASEAN is only available for Malaysia Airlines flights in Malaysia and ASEAN destinations.

**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 may select flights based on the zone any time up to 12 months upon purchase.

**8. What are the benefits of purchasing MHflypass ASEAN?**

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

**9. Are there extra fees?**

Airport taxes/surcharges and other applicable costs are not included in the MHflypass ASEAN and must be paid by the member at the time of purchase.

**10. Do I need to be an Enrich member to purchase the MHflypass ASEAN?**

Yes. MHflypass ASEAN is available to Enrich members only.

**11. How can I utilise my MHflypass ASEAN?**

- Visit [malaysiaairlines.com](http://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?**

MHflypass ASEAN is non-transferable and non-refundable.

**13. Can I purchase a MHflypass ASEAN for my family and friends?**

MHflypass ASEAN cannot be purchased for family and friends. The MHflypass ASEAN purchased is automatically associated with the Enrich member, and for one adult traveller only.

**14. Is MHflypass ASEAN available for journeys commencing from outside of Malaysia?**

MHflypass ASEAN is available for the purchase of flights from Malaysia and ASEAN destinations only.

**15. What are the booking types for MHflypass ASEAN?**

MHflypass ASEAN 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. MHflypass ASEAN is not available for multicity bookings.

**16. Is MHflypass ASEAN available on business class?**

MHflypass ASEAN is only available on Economy Class.

**17. How many enrich Points do I earn when I purchase the MHflypass ASEAN?**

Enrich points will be awarded after a successful purchase of MHflypass ASEAN, depending on the MHflypass ASEAN purchase price. Every Malaysian Ringgit MYR1 equal 1 Enrich Point.

**18. Can I upgrade after redeeming a MHflypass ASEAN?**

No, upgrading of cabin class is not allowed.

**19. Can I change my origin or destination (re-route) after redeeming a MHflypass ASEAN?**

MHflypass ASEAN ticket is non-reroutable.

## **20. Can I change my flight date?**

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

## **21. How do I change my flight date?**

Booking changes can be performed via Manage Booking only.

## **22. How many flight coupons are there in a MHflypass ASEAN?**

Each MHflypass ASEAN contains six (6) flight coupons with one (1) flight coupon for each flight sector. An immediate connecting flight will be considered as one (1) flight coupon.

### Example:

Direct Flights (no connecting): Immediate connecting flights only (no stopover allowed):

*Singapore – Kuala Lumpur (1 way flight coupon) (Zone 1)*

*Manila – Kuala Lumpur (1 way flight coupon) (Zone 2)*

*Singapore – Kuala Lumpur – Kuching (1 way flight coupon) (Zone 3) – Operated by Malaysia Airlines*

## **23. Can MHflypass ASEAN be utilised on any flight?**

MHflypass ASEAN is valid only on Malaysia Airlines operating flights only.

## **24. MHflypass ASEAN 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 MHflypass ASEAN before making a purchase. Once purchased, it is deemed that members have agreed to the MHflypass ASEAN Terms & Conditions. Customers are advised to read through and understand the Terms and Conditions before making any purchase.

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

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

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

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

**27. Why is there no seat available to book with MHflypass ASEAN but available for normal booking?**

Seat allocation for MHflypass ASEAN is applicable for selected Economy Class seats based on its fare category and types. On dates with no seats availability, the calendar is displayed as 'Not Available'. Normal booking without using MHflypass ASEAN for the same flight and date can still be available as seat allocation would be under a different booking class.

## MHflypass ASEAN (ASEAN)

### Zone Coverage (Operated by Malaysia Airlines)

ASEAN ZONE 1	
Fly To/From	
<u>ASEAN Point</u>  Jakarta, Medan, Surabaya, Singapore, Bangkok, Phuket, Ho Chi Minh City, Phnom Penh, Yangon	Kuala Lumpur

ASEAN ZONE 2	
Fly To/From	
<u>ASEAN Point</u>  Jakarta, Medan, Surabaya, Singapore, Bangkok, Phuket, Ho Chi Minh City, Phnom Penh, Yangon, Manila, Hanoi, Bali	Kuala Lumpur

ASEAN ZONE 3	
Fly To/From	
<u>ASEAN Point</u>  Jakarta, Medan, Surabaya, Singapore, Bangkok, Phuket, Ho Chi Minh City, Phnom Penh, Yangon, Manila, Hanoi, Bali	<u>Malaysia Point</u>  Kuala Lumpur, Kota Kinabalu, Tawau, Labuan, Sandakan, Kuching, Sibu, Miri, Bintulu, Alor Setar, Langkawi, Penang, Kuantan, Terengganu, Kota Bharu, Johor Bahru

Jakarta, Medan, Surabaya, Bali	Singapore, Bangkok, Phuket, Ho Chi Minh City, Phnom Penh, Yangon, Manila, Hanoi
Singapore	Jakarta, Medan, Surabaya, Bangkok, Phuket, Ho Chi Minh City, Phnom Penh, Yangon, Manila, Hanoi, Bali
Bangkok, Phuket	Jakarta, Medan, Surabaya, Singapore, Ho Chi Minh City, Phnom Penh, Yangon, Manila, Hanoi, Bali
Manila	Jakarta, Medan, Surabaya, Singapore, Bangkok, Phuket, Ho Chi Minh City, Phnom Penh, Yangon, Hanoi, Bali
Ho Chi Minh City, Hanoi	Jakarta, Medan, Surabaya, Singapore, Bangkok, Phuket, Phnom Penh, Yangon, Manila, Bali
Phnom Penh	Jakarta, Medan, Surabaya, Singapore, Bangkok, Phuket, Ho Chi Minh City, Yangon, Manila, Hanoi, Bali
Yangon	Jakarta, Medan, Surabaya, Singapore, Bangkok, Phuket, Ho Chi Minh City, Phnom Penh, Manila, Hanoi, Bali