

## Malaysia MHflypass

### Terms and conditions

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

15. MHflypass Malaysia is valid only for 365 days (12 months) from the date of purchase and all quotas must be utilised within the validity period. Any unused MHflypass Malaysia after expiry will not be refundable and automatically forfeited.
16. Malaysia is valid only on Malaysia Airlines operating flights, specific Malaysia Airlines marketing Firefly operating flights.
17. MHflypass Malaysia product is strictly non-transferable, non-refundable and non-upgradable, once purchased. MHflypass Malaysia. Once purchased, MHflypass Malaysia product for customers traveling on Firefly operating flights must display their ticket information to enjoy the travel benefits of MHflypass Malaysia.
18. Pax travelling on MH marketing Firefly operating flights will not be able to enjoy the priority services at Kuala Terengganu (TGG), Kota Bharu (KBR), Alor Setar (AOR) and Langkawi (LGK) stations.
19. Upon successful purchase of MHflypass Malaysia, Enrich points awarded is calculated based on MHflypass Malaysia purchase price excluding Malaysia Sales & Service Tax (SST). The base of Enrich Points earned from purchasing MHflypass Malaysia is that every Malaysian Ringgit MYR 1 will equal 1 Enrich Point.
20. MHflypass Malaysia is not eligible for MHUpgrade with cash / Redemption Upgrade with points / Instant Upgrade and Last Minute Upgrade (LMU).
21. Flight date change is permitted for the same route (non -reroutable).
22. Booking modification can be performed through Manage Booking only, not via Call Center or ticket office.
23. 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.
24. 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.
25. 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.

26. Malaysia Airlines shall not be liable in any way whatsoever for any disruption during the MHflypass Malaysia 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.
27. Malaysia Airlines reserves the absolute right to cancel, terminate or suspend the purchase of MHflypass Malaysia 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.
28. 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 Malaysia transaction.
29. Malaysia Airlines reserves the absolute right to reserve or remove any of this MHflypass Malaysia credited into an Enrich member's account incorrectly or not in accordance with these Terms and Conditions at any time without prior notice.
30. By participating in MHflypass Malaysia 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.
31. In the event of any issues regarding to MHflypass Malaysia transaction and payment, please contact:
  - Malaysia Airlines Global Contact Centre 1300883000 or +603 78433000 (Outside Malaysia – long distance call charges apply)

- Firefly Contact Centre General Hotline +603 78454543 (Operating Hours 8.00 am – 8.00 pm)

## Malaysia MHflypass

### Frequently Asked Questions

#### 1. What is MHflypass Malaysia?

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

#### 2. Can anyone purchase this MHflypass Malaysia?

Only Enrich members can purchase this MHflypass Malaysia.

For non-Enrich members, they may enroll as a member by logging in to

[malaysiaairlines.com](http://malaysiaairlines.com) -> Enrich -> Sign Up and purchase the MHflypass Malaysia at

<https://journifyshop.malaysiaairlines.com>

#### 3. Where can I buy the MHflypass Malaysia?

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

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

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

<https://journifyshop.malaysiaairlines.com>

#### 5. How far does MHflypass Malaysia take me?

MHflypass Malaysia is only available for Malaysia Airlines and selected Malaysia Airlines marketing Firefly operating 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 MHflypass Malaysia?

- Priority check-in.

- Priority boarding (Priority boarding is available for travel on Malaysia Airlines-operated flights and Malaysia Airlines-Firefly jet operations. For travel on flights via ATR aircraft, please check with the respective operations team.)
- 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 Malaysia 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 Malaysia?**

Yes. MHflypass Malaysia is made available to Enrich members only.

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

- 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 Malaysia is non-transferable and non-refundable.

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

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

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

MHflypass Malaysia is available for purchase of flights from Malaysia only.

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

MHflypass Malaysia 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 Malaysia is not available for multi-city bookings.

**16. Is Fly Pass available on business class?**

MHflypass Malaysia is only available for travels on Economy Class subject to availability.

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

Upon successful purchase of MHflypass Malaysia, Enrich points awarded is calculated based on MHflypass Malaysia purchase price excluding Malaysia Sales & Service Tax (SST). The base of Enrich Points earned from purchasing MHflypass Malaysia is that every Malaysian Ringgit MYR 1 will equal 1 Enrich Point.

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

No, upgrading of cabin class is not allowed.

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

MHflypass Malaysia 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 Malaysia 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 Malaysia?**

Each MHflypass Malaysia 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):

*Kuala Lumpur – Penang (1 flight coupon) (Zone 1)*

*Johor Bahru – Kuala Lumpur – Penang (1 flight coupon) (Zone 2)*

*Tawau – Kuala Lumpur – Kota Bharu (1 flight coupon) (Zone 3)*

**23. Can MHflypass Malaysia be utilized on any flight?**

MHflypass Malaysia is valid only on Malaysia Airlines operating flights and selected Malaysia Airlines marketing Firefly operating flights.

**24. MHflypass Malaysia 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 Malaysia before making a purchase. Once purchased, it is deemed that members have agreed to the MHflypass Malaysia Terms & Conditions. Customers are advised 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 Center 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 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.

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

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



## Malaysia MHflypass

MH operating flights and MH marketing FY operating flights.

DOMESTIC ZONE 1		
Fly To/From		
Kuala Lumpur Subang	Alor Setar, Johor Bahru, Kuala Terengganu, Kuantan, Kota Bharu, Langkawi, Penang	Direct Flight
Kota Kinabalu	Kuching, Sandakan, Tawau	
Kuching	Miri	

DOMESTIC ZONE 2		
Fly To/From		
Kuala Lumpur Subang	Alor Setar, Johor Bahru, Kuala Terengganu, Kuantan, Kota Bharu, Langkawi, Penang, Bintulu, Kota Kinabalu, Kuching, Labuan, Miri, Sandakan, Sibul, Tawau	Direct Flight
Kota Kinabalu	Kuching, Sandakan, Tawau	Direct Flight
Kuching	Miri	Direct Flight
Penang	Langkawi	Direct Flight
Alor Setar, Langkawi, Penang	Kuala Terengganu, Kuantan, Kota Bharu	Via Kuala Lumpur/Subang or Direct Flight
Johor Bahru	Alor Setar, Langkawi, Penang, Kuala Terengganu, Kuantan, Kota Bharu	Via Kuala Lumpur/Subang or Direct Flight

DOMESTIC ZONE 3		
Fly To/From		
Kuala Lumpur Subang	Alor Setar, Johor Bahru, Kuala Terengganu, Kuantan, Kota Bharu, Langkawi, Penang	Direct Flight

Kota Kinabalu	Kuching, Sandakan, Tawau	Direct Flight
Kuching	Miri	Direct Flight
Penang	Langkawi	Direct Flight
Kuala Lumpur, Alor Setar, Johor Bahru, Kuala Terengganu, Kuantan, Kota Bharu, Langkawi, Penang	Bintulu, Kota Kinabalu, Kuching, Labuan, Miri, Sandakan, Sibul, Tawau	Via Kuala Lumpur or Direct Flight
Alor Setar, Langkawi, Penang,	Kuala Terengganu, Kuantan, Kota Bharu	Via Kuala Lumpur/Subang or Direct Flight
Johor Bahru	Alor Setar, Langkawi, Penang, Kuala Terengganu, Kuantan, Kota Bharu	Via Kuala Lumpur/Subang or Direct Flight