

MHflypass

Terms & Conditions

1. MHflypass is associated to and valid exclusively for Enrich members only.
2. Non-Enrich members must enroll as an Enrich member at malaysiaairlines.com to purchase any MHflypass.
3. MHflypass tickets can only be redeemed on the malaysiaairlines.com platform.
4. MHflypass cannot be booked via Malaysia Airlines Contact Center, ticket offices, travel agents or any other ground channels.
5. MHflypass can only be utilised by logging into your Enrich account at <https://enrich.malaysiaairlines.com>
6. Available in Malaysia for Zone 1, Zone 2 and Zone 3 only.
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 multi-city booking.
10. The origin and destination of each market and zone are pre-determined for each MHflypass type.
11. Cabin Class is pre-determined depending on the type of MHflypass.
12. The number of passengers for each MHflypass is limited to one adult per MHflypass.
13. MHflypass is not applicable for children and infants.
14. Enrich members cannot purchase MHflypass for family and friends.
15. MHflypass is valid for economy class only and on fare booking class 'S' subject to seat availability.
16. MHflypass is a dedicated Fare Family.
17. Payments can be made via credit card and / or any other alternative form of payments that are made available and accepted in the system only.
18. 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; if customer is booking a return trip, 2 quotas will be used
19. MHflypass is valid for 365 days from the date of purchase and all quotas must be utilised within the validity period. Any unused MHflypass quotas after expiry will not be eligible for extensions and is non-refundable.
20. MHflypass is considered "used" even if the ticket is not utilised upon successful purchase. It is not refundable.
21. MHflypass is valid only on Malaysia Airlines operating flights and MASwings flights (flight numbers range from MH0001 to 3999).
22. Once purchased, MHflypass product is non-transferable.

23. Once purchased, MHflypass product is non-refundable.
24. Once purchased, MHflypass product is non-upgradeable.
25. Upon successful purchase of MHflypass, Enrich points are awarded as the Table below.

	ZONE 1	ZONE 2	ZONE 3
DOMESTIC	699 Enrich Points	1399 Enrich Points	1599 Enrich Points

26. MHflypass is not eligible for MH Upgrade with cash / Redemption Upgrade with points / Instant Upgrade, Last-Minute Upgrade (LMU) or any other form or upgrade.
27. Flight date changes are permitted for the same route (non-re-routable) only.
28. Booking modifications can be performed through Manage Booking only, not via Contact Center or ticket office.
29. Taxes (except for Sales and Services Tax – tax code D8) are refundable subject to Refund Admin Fee (RAF) as indicated in the fare Terms and Conditions.
30. Malaysia Airlines reserves the absolute right at its sole discretion to vary or amend any of the terms and conditions herein at any time, without any prior notice.
31. 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 for the purpose of processing the relevant transactions. The individual hereby gives their further consent to the use of such personal data on an anonymous basis for statistical objectives.
32. Malaysia Airlines shall not be liable in any way whatsoever for any disruptions during the MHflypass transaction, whether due to technical problems or otherwise, which is beyond its reasonable control. In the event of any disruptions, reasonable effort shall be used to remedy the disruptions and resume the purchased product transaction on a fair and equitable basis to Enrich members.
33. 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.

34. 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 transaction.
35. Malaysia Airlines reserves the absolute right to reverse or remove any Enrich Points credited into an Enrich member's account for this MHflypass purchase incorrectly or not in accordance with, or in breach of, these Terms and Conditions at any time without prior notice.
36. By participating in this product purchase transaction, it shall be deemed that the individual making the purchase has 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 points purchased.
37. In the event of any issues regarding MHflypass transaction and payment, please contact the Malaysia Airlines Global Contact Centre 1300883000 or +603 7843 3000 (Outside Malaysia – long distance call charges apply).

MHflypass

Frequently Asked Questions

1. What is MHflypass?

MHflypass is a pass that allows 3 return trips (or a quota of 6 one-way trips) via Economy Class to domestic destinations. There are three (3) types of passes, priced from MYR 699 (normal pricing). Each pass covers different zones. The utilisation and travel date of the pass must be within the validity period (12 months from the date of purchase).

2. Can anyone purchase the MHflypass?

Only Enrich members can purchase the MHflypass.

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 shop.myjournify.com

3. Where can I buy the MHflypass?

Visit shop.myjournify.com to purchase the MHflypass.

4. Can I contact your Call Center or walk-in to your ticket offices to purchase the MHflypass?

MHflypass can only be purchased via Enrich online at enrich.malaysiaairlines.com

or shop.myjournify.com

5. How far does the MHflypass take me?

MHflypass 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 flights.

7. When is the travel period?

You can select a flight any time up to 12 months from the date of purchase.

8. What are the benefits of purchasing the MHflypass?

- Priority check-in.
- Priority boarding.
- Priority baggage.
- No embargo periods.
- Unlimited 'Go Show' (the ability to board an earlier flight is only applicable to flights on the same day, subject to seat availability).
- Unlimited free date change (subject to seat availability).

9. Are there extra fees?

MHflypass does not include airport taxes/surcharges or other applicable fees. These additional fees will have to be borne and paid for by the member at the time of purchase.

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

Yes. MHflypass is made available to Enrich members only.

11. How can I utilise my MHflypass?

- Visit malaysiaairlines.com.
- Login 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 is non-transferable and non-refundable.

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

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

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

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

15. What are the booking types for MHflypass?

MHflypass 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 is not available for multi-city bookings.

16. Is MHflypass available for Business Class?

MHflypass is only available on Economy Class and on a restricted booking class 'S'.

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

Upon successful purchase of MHflypass, Enrich points are awarded as the Table below.

	ZONE 1	ZONE 2	ZONE 3
DOMESTIC	699 Enrich Points	1399 Enrich Points	1599 Enrich Points

18. Can I upgrade after redeeming a MHflypass?

No, upgrading of cabin class is not allowed once the MHflypass is purchased.

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

MHflypass tickets are non-reroutable.

20. Can I change my flight date?

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

21. How do I change my flight date?

Booking changes can be made via Manage Booking only.

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

MHflypass 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.

23. Can MHflypass be utilised on any flight?

MHflypass is valid only on pure MH operating flights and pure MASwings flights (bearing flight numbers MH0001 to MH3999).

24. MHflypass is non-transferable, non-refundable, and non-upgradeable. Are these conditions included in the terms and conditions for members to view before making a purchase?

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

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

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

26. If a 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 our Call Center or ticket office. Normal child fares will apply.

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

Seat allocation for MHflypass is with 'S' booking class. On dates where there is no seat availability in 'S' booking class, the calendar is displayed as 'Not Available'. Normal booking without using MHflypass for the same flight and date can still be available as seat allocation would be under a different booking class.