

TERMS AND CONDITIONS

FIREFLY FARE-BASED ACCRUAL (FBA)

1. Effective 06 December 2021, Enrich Member will earn Enrich Points on Firefly flights based on eligible fare paid and carrier related charges excluding government/airport-imposed taxes and fees for completed travel.
2. Carrier-imposed surcharges are categorised as Fuel Surcharge (YQ) + Administration Charge (YR) (where applicable). Enrich Points earn also includes other carrier-related charges.
3. Government/airport-imposed taxes and fees are charges imposed by the respective governments/airport and collected by the airline on behalf of them. Therefore, earning of Enrich Points does not include government/airport-imposed taxes and fees.
4. Base fare in the FBA does not include discount vouchers, or any online promo codes used as part payment for the ticket redeemed. Enrich Member will not be eligible for Enrich Points for the discounted amount.
5. Enrich Member will earn Enrich Points on FBA when travelling on pure Firefly flights, Firefly* marketed/Malaysia Airlines operated flights (FY4000/FY7000 flight series) and Malaysia Airlines marketed/ Firefly operated flights (MH4000/MH5000 flight series).
6. Effective **01 January 2022**, member will earn additional bonus Enrich Points based on Enrich Tier Status and the following multiplier:

Blue	Silver	Gold	Platinum
1.5	1.6	2.0	2.2

The Enrich Points earned will be based on Enrich Member's tier and amount spent on the ticket (base fare and carrier-related charges). For example, if you are a Blue member and you spend MYR100, you will earn 150 Enrich Points.

7. Base fare will be calculated in Malaysian Ringgit (MYR) only. For tickets purchased in a currency other than MYR, the amount will be converted to MYR using an internal exchange rate based on the date of ticket issued. The converted MYR will determine the number of Enrich Points earned for a travel.
8. Effective 01 November 2023, Enrich Member will earn Enrich Points on Firefly flights that are purchased under Fare Brand **Saver**, **Basic** and **Flex**.

Booking Class	Fare Brand	Enrich Points Earning Eligibility
Y, W, U, K, B, M, Q, H, S, T, L, V, A, E, I, O	Saver	Eligible
YFX, WFX, UFX, KFX, BFX, MFX, QFX, HFX, SFX, TFX, LFX, VFX, AFX, EFX, IFX, OFX	Basic	Eligible
YC, WC, UC, KC, BC, MC, QC, HC, SC, TC, LC, VC, AC, EC, IC, OC	Flex	Eligible

9. Booking classes listed below will not be eligible to earn Enrich Points:

Ineligible Booking Class	
GDS	YG1, WG1, UG1, KG1, BG1, MG1, QG1, HG1, SG1, TG1, LG1, VG1, AG1, EG1, IG1
TBF/SPECIAL	PEME, PVL, PVV, PATM, PLL, PFHI
GROUP	G, GV20

10. Flights that are not eligible to earn Enrich Points will not earn Elite Points.

11. Points is calculated based on Zone (flight sector distance in miles i.e. Ticketed Point Mileage (TPM) and the Cabin class of travel (Business Suite, Business or Economy) on eligible flights.

a. Elite Points Earning Table (For Malaysia Airlines, MASwings, and oneworld Member Airlines qualifying flights)

Zone* (in Miles)	Miles	Economy Class	Business Class	Business Suite
Zone 1 Alor Setar / Johor Bahru / Kota Bharu / Kuala Terengganu / Kuantan / Langkawi / Penang / Singapore / Medan / Pekanbaru / Phuket	<500	1	2	3
Zone 2 Bintulu / Kota Kinabalu / Kuching / Labuan / Miri / Sandakan / Sibu / Tawau / Bandar Seri Begawan / Jakarta / Kertajati / Surabaya / Solo / Yogyakarta / PhnomPenh / Yangon / HoChiMinh / Bangkok	501-1200	2	3	4
Zone 3 Dhaka / Guangzhou / Xiamen / Hong Kong / Taipei / Bengaluru / Chennai / Hyderabad / Kochi / Thiruvananthapuram / Denpasar / Kathmandu / Manila / Colombo / Hanoi	1201-2200	3	5	6
Zone 4 Perth / Beijing / Shanghai / Ahmedabad / Amritsar / Delhi / Mumbai / Tokyo / Osaka / Seoul	2201-3500	4	6	8
Zone 5 Adelaide / Melbourne / Sydney / Auckland / Doha / Jeddah / Madinah	3501-5500	6	8	10
Zone 6 London	5501-8000	8	10	12
Zone 7 Beyond London on oneworld Member and Partner Airlines	>8001	8	10	12

For example, if you are a Silver member and you travel from Kuala Lumpur to Singapore (Zone 1) on Malaysia Airlines Economy class, you will earn 1 Elite Point.

b. Elite Points Earning Table (For Firefly operated flights)

Zone		Miles	Economy Class
Zone 1			
Penang to	Langkawi (LGK) / Kota Bharu (KBR) / Medan Kuala Namu (KNO)	0 - 200	1
Subang to	Penang (PEN) / Johor Bahru (JHB)		
Kota Kinabalu to	Sandakan (SDK) / Tawau (TWU) / Miri (MYI)		
Zone 2			
Penang to	Phuket (HKT) / Johor Bahru (JHB) / Banda Aceh (BTJ) / Singapore Changi (SIN)	201 - 500	3
Subang to	Alor Setar (AOR) / Kota Bharu (KBR) / Langkawi (LGK) / Kuala Terengganu (TGG) / Singapore Seletar (XSP)		
Kuching to	Miri (MYI)		
Zone 3			
Penang to	Kuching (KCH) / Kota Kinabalu (BKI) / Bangkok Don Mueng (DMK)	501 - 1500	4
Kota Kinabalu to	Kuching (KCH)		

For example, if you are a Gold member and you travel from Penang to Kota Kinabalu (Zone 3) on Firefly, you will earn 4 Elite Points.

REDEMPTION ON FIREFLY

1. Enrich Points required to redeem and award ticket on Firefly flights is as per the Firefly Redemption table provided below.

Enrich Points Required for One-way						
RBD	Within Peninsular	Peninsular to East Malaysia	International	Within Sabah	Within Sarawak	Sabah to Sarawak
Y/W/U	17,900	24,400	17,700	20,800	22,600	22,600
K/B/M	12,100	15,500	12,500	15,300	16,300	16,300
Q/H/S	8,500	10,400	10,500	11,300	12,000	12,000
T/L/V	6,000	7,100	8,400	8,300	8,600	8,600

Enrich Points Required for Return						
RBD	Within Peninsular	Peninsular to East Malaysia	International	Within Sabah	Within Sarawak	Sabah to Sarawak
Y/W/U	35,800	48,800	35,400	41,600	45,200	45,200
K/B/M	24,200	31,000	25,000	30,600	32,600	32,600
Q/H/S	17,000	20,800	21,000	22,600	24,000	24,000
T/L/V	12,000	14,200	16,800	16,600	17,200	17,200

2. Redemption on Firefly must be booked and ticketed at least forty eight (48) hours before flight departure via the Enrich Online at <https://enrich.fireflyz.com.my>.

3. Redemption on Firefly is only valid for Full Enrich Points redemption only. Enrich Points + Cash redemption is strictly not allowed.
4. Redemption is applicable only on pure Firefly flights. Codeshare flights are not eligible for redemption of Travel Award tickets on Firefly.
5. Redemption on Firefly does not apply to connecting flights, e.g. Penang - Subang - Singapore return. Flight tickets for each connecting flight must be redeemed separately. Only point-to-point redemptions are allowed (e.g. Penang - Subang - Penang OR Subang - Singapore - Subang).
6. Stopover and open jaw (tickets for itineraries that enter and exit from different cities of the same country/region) are not permitted when redeeming a Travel Award ticket on Firefly.
7. The Enrich Points required for a mixed class travel for a Travel Award ticket on Firefly is priced according to the actual cabin classes taken. Enrich Members to contact Firefly Call Centre for the exact Enrich Points required.
8. Origin or turnaround point may not be used as an intermediate point in a one way or return trip journey.
9. Backtracking is not permitted except as required by route restrictions. Backtracking occurs when a journey does not continue in the same direction where it began. An itinerary continuing a backtracking sector not required by route restrictions may require separate tickets.
10. Travel Award ticket redeemed on Firefly is valid for six (6) months from the first flight sector travel date.
11. Extension of Travel Award ticket validity is strictly not allowed.
12. Change fee of USD20 or local equivalent will apply for change of date (fully/partly unutilised).
13. No rerouting is allowed for fully unutilised or partly utilised Travel Award ticket on Firefly.
14. Enrich Points will not be refunded for seat downgrade or any flight cancellations for Travel Award ticket issued on Firefly. Enrich Member to contact Firefly Call Centre for re-booking.
15. The Travel Award tickets once issued on Firefly cannot be changed to another oneworld Member Airline or Enrich Partner Airline flights.
16. A Travel Award ticket redeemed on Firefly is non-endorsable (i.e. not to be endorsed to another airline), non-reroutable, non-transferable and non-refundable. Firefly shall be entitled to cancel or invalidate any redeemed Travel Award ticket if found to be in breach of any of these Terms and Conditions, Enrich Terms and Conditions or any other applicable rules and regulations of Firefly.

17. Enrich Points redeemed and taxes paid for a Travel Award ticket are NOT refundable to the original account or used in exchange for a different Travel Award ticket. This applies regardless of whether the refund request is made before the Travel Award ticket has been issued or whether the Travel Award ticket is fully unused or partly used.
18. Travel Award tickets do not earn Enrich Points or Elite Points.
19. Travel Award ticket issued on Firefly shall be subject to Firefly's Conditions of Carriage, copies of which may be obtained directly from Firefly.
20. The utilisation of Enrich Points and the redemption of tickets are further subject to other standard reservations and ticketing rules and regulations including but not limited to, General Conditions of Carriage, Firefly rules and regulations, and Enrich Terms and Conditions. In the event of any discrepancy between these Terms and Conditions with other terms and conditions, the General Conditions of Carriage, Firefly rules and regulations, and Enrich Terms and Conditions shall prevail to the extent of such inconsistency.
21. Enrich and Malaysia Airlines reserve the right to make changes to the changes to the terms and conditions associated with an Airline Partner Award on Firefly from time to time, including the Enrich Points.