



## CAPSULETRANSIT MAX LOUNGE E-VOUCHER REDEMPTION

(Malaysia only)

Terms and Conditions

### 1. Organiser

The CapsuleTransit MAX Lounge E-Voucher Redemption (“Promotion”) is organised by Enrich by Malaysia Airlines Berhad (“Organiser”).

- i. CapsuleTransit MAX Lounge e-voucher(s) Redemption is organised by Enrich by Malaysia Airlines Berhad (Company No. 201401040794 (1116944-X)), a company incorporated in Malaysia of having its registered office at Level 1, South Support Zone, 64000 Sepang, Selangor, Malaysia (hereinafter referred to “Organiser”).

### 2. Promotion Period

- **Redemption Period:** 1<sup>st</sup> Dec 2025 – 30<sup>th</sup> Nov 2027 (00:00 MYT)

### 3. Eligibility

- Open to all Enrich members with an active Enrich account.
- Enrich members must be logged in to Malaysia Airlines app and Enrich Online (<https://enrich.malaysiaairlines.com/login>).
- Only redemption made via Malaysia Airlines app and Enrich Online are eligible.
- Enrich Member must have sufficient Enrich Points in their Enrich account to redeem the CapsuleTransit MAX Lounge e-voucher(s). In the event, Enrich Member do not have sufficient Enrich Points, redemption request will not be processed and top up with cash/credit card is strictly not allowed.
- The Redemption is on full Enrich Points term only; no Enrich Points + Cash terms is allowed.
- Redemption for this CapsuleTransit MAX Lounge e-voucher(s) is subject to availability.

### 4. Offer Rewards

#### Offer: CapsuleTransit MAX Lounge e-Voucher(s) Redemption

- The CapsuleTransit MAX Lounge e-voucher is available for redemption during the Redemption Period stated on the Enrich website, in specified denominations with the required Enrich Points as outlined in these terms and conditions.
- The amount of Enrich Points for this Promotion is:

CAPSULETRANSIT MAX LOUNGE e-Voucher	Enrich Points
CapsuleTransit MAX Lounge	7,500

- The CapsuleTransit MAX Lounge e-voucher is valid for use during the Usage Period stated on the e-voucher and is available in specified denominations with the required amount of Enrich Points as outlined in these terms and conditions.

### 5. Offer Fulfilment



- Once redemption is successful, a Redemption Confirmation Order Email will be sent to the member's registered email address in the Enrich Profile.
- The e-voucher can only be downloaded by the member who redeems the e-voucher. Transfer of the e-voucher to other Enrich member (s) is not allowed.

## 6. Usage of CapsuleTransit MAX Lounge e-voucher

1. The usage of this e-Voucher for purchase of CapsuleTransit MAX Lounge Access in Malaysia.
2. The value of this e-Voucher is in Malaysia Ringgit (MYR).
3. The e-Voucher format: Alphanumeric
4. The e-Voucher validity once redeemed: 30<sup>th</sup> November 2027
5. The CapsuleTransit MAX Lounge e-Voucher can only be used at KLIA 2
6. Members are to contact Enrich at [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com) immediately from the date of redemption to report any issues pertaining to the redemption of this e-voucher. Request after **three (03) days** from the date of redemption will not be entertained and will be deemed as redeemed and utilized. No Points refund or replacement of e-voucher will be accommodated.

## 7. General

- The Organiser, 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 either participation in this Promotion. Any dispute concerning goods or services received under this promotion shall be settled between the Member and CapsuleTransit MAX Lounge, save for where the dispute is in relation to the Organizer's redemption portal, in which the Organizer shall be responsible to settle it with the said member. The Organizer shall bear no responsibility for resolving such disputes or for the dispute itself, save for where the dispute is in relation to the Organizer's redemption portal.
- The Organiser is not liable for CapsuleTransit MAX Lounge failure or delay in providing the goods or services to Enrich Member.
- The Organiser shall not be liable for any disruption to the Promotion, whether due to technical problems or otherwise, which is beyond its reasonable control. In the event of disruption to the Promotion, reasonable efforts shall be used to rectify the disruption and resume the Promotion on a fair and equitable basis to the Enrich Members.
- The Organiser and CapsuleTransit MAX Lounge reserve the right at any time to change, modify or cancel the Promotion rules prior without notice including regulations, benefits and conditions of participation. All other
- The Terms and Conditions of the Promotion shall be construed, governed, and interpreted in accordance with the laws of Malaysia. Enrich Member agrees to submit to the exclusive jurisdiction of the Courts of Malaysia over all matters arising from this Promotion.
- 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 and Conditions shall prevail.

- By participating in this Promotion, it is deemed that the Enrich Member have read and agreed to be bound by these Terms and Conditions. Any breach of these Terms and Conditions may, at the Organiser's absolute discretion, result in forfeiture of any of the goods or services rendered. The Organiser shall not be liable for any claim whatsoever resulting from the Member's participation in this Promotion.

#### 8. Other Applicable Terms

- The [Enrich Programme Terms and Conditions](#) apply.
- The [General Terms and Conditions for Enrich Promotions](#) shall also apply.

#### 9. Contact Information

For any questions or issues related to this Promotion:

- Visit: <https://enrich.malaysiaairlines.com>
- Email: [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com)
- Call Malaysia Airlines Global Contact Centre:
  - Within Malaysia: 1 300 88 3000
  - Outside Malaysia: +603 7843 3000
  - Enrich Member may contact Enrich to report any issues pertaining to the redemption at: [enrich@malaysiaairlines.com](mailto:enrich@malaysiaairlines.com).