

# AMERICAN EXPRESS PLATINUM CHARGE CARD TRAVEL PROGRAM TERMS & CONDITIONS

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## General Terms & Conditions

1. Offers are valid for Maybank American Express Platinum Charge card holders to purchase;
  - a. A full fare Business Class ticket from Kuala Lumpur to selected Malaysia Airlines international destinations and fly in First Class;
  - b. A full fare Business Class ticket from Kuala Lumpur to selected Malaysia Airlines international destinations and obtain a complimentary Business Class ticket for a companion;
  - c. A full fare First Class ticket from Kuala Lumpur to selected Malaysia Airlines international destinations and obtain a complimentary First Class ticket for a companion.
  - d. Item (a) cannot be used to upgrade Business Class ticket in Item (b).
2. Offer Validity
  - a. This Offer is valid for travel commencing from 1<sup>st</sup> Feb. 2017 to 31<sup>st</sup> Jan 2019
  - b. The sales & ticketing period is effective immediately and the travel 1<sup>st</sup> Feb. 2017 to 31<sup>st</sup> Jan 2019
  - c. The last departure date (Outbound) is 31<sup>st</sup> Jan 2019 and return must be undertaken within ticket validity.
3. Restrictions
  - a. Flight restrictions for travel associated with this promotion apply.
4. Fare Rules
  - a. This Offer is valid for purchase by Maybank American Express Platinum Charge cardholders.
  - b. Offer-specific Fare Rules conditions apply and defined separately.
5. Reservations and Ticketing
  - a. Reservations must be made through Malaysia Airlines appointed travel agents in Malaysia as described in Table 1.
  - b. Payments must be made through Malaysia Airlines appointed travel agents in Malaysia. Ticketing and payment must be made within Malaysian Airlines Auto Ticketing Time Limit.
  - c. Tickets must be paid for on the card member's Maybank American Express Platinum Charge card.
  - d. Tickets must be issued in Malaysia by Malaysia Airlines appointed travel agent(s) in Malaysia appointed by MAS and Maybank.
  - e. Tickets are not allowed to be issued with "open-dated" segments.
6. Taxes and Other Charges
  - a. Local departure taxes, service charges, fuel surcharges and other miscellaneous charges will be borne by the cardholder.
7. Stopovers
  - a. Stopover is not permitted.
8. Departure From Other Points In Malaysia
  - a. To add 100% of the applicable domestic Published Fare.

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9. Open Jaw

- a. The eligible cardholder may purchase open-jaw tickets on condition that both sectors are within the same region and covered under this Offer.
- b. Higher fare of the two destinations applies.

10. Routing

- a. Valid on MH operated services only.
- b. Valid for round trip journeys and open jaw journeys.

11. Date Change

- a. Date change is permitted at any time with a fee charged at MYR350.

12. No-Show Fee

- a. No show or change of travel made at any time, a fee of MYR 350 will be charged and where fare differential is applicable on the new route, additional fare difference is to be collected.
- b. No show and cancellation is made, a fee of MYR350 will be charged and cancellation fee of MYR 350 will be applicable.
- c. No-Show fee does not apply to inbound sector.

13. Refund

- a. Ticket is non-refundable for cancellation after departure.
- b. The flight ticket once issued remains non-transferable at all times.
- c. There will be no refund for out-of-sequence travel.
- d. There will be no refund for partially utilized sector.
- e. Offer-specific Refund conditions apply and defined separately.

14. Other Conditions

- a. The fares in this Offer shall not be used for ticketing in conjunction with travel on other airlines and destinations. All travel on other airlines and destinations must be ticketed separately and shall not be used as part of this Offer.
  
- b. All travel on tickets procured hereunder shall be subject to prevailing policies, regulations and conditions of carriage as may be set out in the respective ticket or such other document evidencing the same unless expressly notified by Malaysia Airlines otherwise.
  
- c. Malaysia Airlines reserves the right to change the terms & conditions without prior notice to card member.

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Offer Specific Terms & Conditions

A. Buy J Fly First Class Ticket Offer

i. Fares

- a. Approved MH Published Fares (RBD J) as per offer description except destinations specified in Item 3 of General Terms & Conditions.
- b. No Child discounts. The child will pay same fare as adult.

ii. Fare Rules

- a. Cardholder will purchase an approved MH Published Fare (RBD J) ticket to a destination within this Offer.
- b. Cardholder is entitled to fly in First Class subject to seats availability.

iii. Reservation Booking Designator (RBD)

- a. First Class – RBD A (bearing the card holder's name).
- b. A-class: Subject to seats availability.

iv. Ticket Validity

- a. Minimum stay: 3 days not including day of departure
- b. Maximum stay: 3 months not including day of departure
- c. For extension of ticket validity, the ticket issued under this promotion should be converted to full IATA normal published ticket with RBD of F class and the new ticket validity shall be for one (1) year period. Passenger must pay the fare difference. There is no re-issuance fee to be paid for the conversion of ticket.

v. Changes in Routing

- a. Permitted with a reissuance fee charged at MYR 350 on every change in routing.
- b. Where fare difference is applicable on the new route, additional fare difference is to be collected.
- c. Tickets can be re-issued either by Malaysia Airlines ticket offices in or outside Malaysia or by Maybank appointed travel agents in Malaysia only.

vi. Enrich Miles

- a. Card member is eligible for accrual of Enrich Miles based on the booking class.

vii. Refund

- a. Refund for totally unutilized tickets before departure, a refund administration fee of MYR 200 will be charged.

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**B. One for One First Class Ticket Offer**

**i. Fares**

- a. Primary Ticket: Approved MH Published Fares (RBD F) for Primary Ticket as per offer description except destinations specified in Item 3 of General Terms & Conditions.
- b. Companion Ticket: Complimentary. Only to charge airport taxes and other applicable surcharges.
- c. No Child discounts. The child will pay same fare as adult.

**ii. Fare Rules**

- a. Cardholder will purchase an approved MH Published Fare (RBD F) ticket to a destination within this Offer.
  
- b. Cardholder is entitled to receive one (1) complimentary ticket for a companion traveling to the same destination on the same date and class of travel.

**iii. Check-in**

- a. Passengers may check-in separately.

**iv. Reservation Booking Designator (RBD)**

- a. Primary ticket: First Class – RBD A (bearing the card holder's name)
- b. Companion ticket: First Class – RBD A
- c. A-class: Subject to seats availability

**v. Ticket Validity**

- a. Minimum stay: 3 days not including day of departure.
- b. Maximum stay: 3 months not including day of departure
- c. For extension of ticket validity, the ticket issued under this promotion should be converted to full IATA normal published ticket with RBD of F class and the new ticket validity shall be for one (1) year period. Passenger must pay the fare difference. There is no re-issuance fee to be paid for the conversion of ticket.

**vi. Changes in Routing**

- a. Cardholder and companion may return separately.
- b. Permitted with a reissuance fee charged at MYR350 on every change in routing.
- c. Where fare difference is applicable on the new route, additional fare difference is to be collected.
- d. Both cardholder and companion must travel same routes. Inbound journey can be on separate dates.
- e. Tickets can be re-issued either by Malaysia Airlines ticket offices in or outside Malaysia or by Maybank appointed travel agents in Malaysia only.

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vii. Enrich Miles

- a. Card member and companion are eligible for accrual of Enrich Miles based on the booking class, however upgrading using Enrich Miles for card member and companion is not permitted.

viii. Refund

- a. Refund for totally unutilized both tickets before departure, a refund administration fee of MYR 200 will be charged.
- b. Both cardholder's ticket and companion's ticket must be submitted together for refund.

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C. One for One Business Class Ticket Offer

i. Fares

- a. Primary Ticket: Approved MH Published Fares (RBD J) for Primary Ticket as per offer description except destinations specified in Item 3 of General Terms & Conditions.
- b. Companion Ticket: Complimentary. Only to charge airport taxes and other applicable surcharges.
- c. No Child discounts. The child will pay same fare as adult.

ii. Fare Rules

- a. Cardholder will purchase an approved MH Published Fare (RBD J) ticket to a destination within this Offer.
- b. Cardholder is entitled to receive one (1) complimentary ticket for a companion traveling to the same destination on the same date and class of travel.

iii. Check-in

- a. Passengers may check-in separately.

iv. Reservation Booking Designator (RBD)

- a. Primary ticket: Business Class – RBD Z (bearing the card holder's name)
- b. Companion ticket: Business Class – RBD Z
- c. Z-class: Subject to seats availability

v. Ticket Validity

- a. Minimum stay: 3 days not including day of departure.
- b. Maximum stay: 3 months not including day of departure.
- c. For extension of ticket validity, the ticket issued under this promotion should be converted to full IATA normal published ticket with RBD of C class and the new ticket validity shall be for one (1) year period. Passenger must pay the fare difference. There is no re-issuance fee to be paid for the conversion of ticket.

vi. Changes in Routing

- a. Cardholder and companion may return separately.
- b. Permitted with a reissuance fee charged at MYR350 on every change in routing.
- c. Where fare difference is applicable on the new route, additional fare difference is to be collected.
- d. Both cardholder and companion must travel same routes. Inbound journey can be on separate dates.
- e. Tickets can be re-issued either by Malaysia Airlines ticket offices in Malaysia or by Maybank appointed travel agents in Malaysia only.

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vii. Enrich Miles

- a. Card member and companion are eligible for accrual of Enrich Miles based on the booking class, however upgrading using Enrich Miles for card member and companion is not permitted.

viii. Refund

- a. Refund for totally unutilized both tickets before departure, a fee of MYR200 will be charged.
- b. Both cardholder's ticket and companion's ticket must be submitted together for refund.

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**Table 1**

Appointed Travel Agents:

| No. | Name of Travel Agent & Address   | Sales Outlet Code | PCC                                | GDS   |
|-----|--|-------------------|------------------------------------|-------|
| 1   | Mayflower Corporate Travel Services Sdn Bhd.<br>13th Floor, Wisma UOA II Jalan Pinang<br>50450 Kuala Lumpur.   | 20308816          | <b>U768</b><br><b>(Uganda 768)</b> | Sabre |
| 2   | *The Platinum Card Travel Service<br><br>*Operated by:<br>Mayflower Corporate Travel Services Sdn Bhd.<br>13th Floor, Wisma UOA II Jalan Pinang<br>50450 Kuala Lumpur. | 20308816          | <b>O3B8</b><br><b>(Osaka 3B8)</b>  |       |

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