

KELUARGA MALAYSIA PASS

TERMS & CONDITIONS:

1. Customer(s) must be a Malaysian citizen with a valid MyKad or MyTentera, to be eligible to purchase Keluarga Malaysia Pass.
2. Keluarga Malaysia Pass is a group travel pass that offers one-day unlimited rides on the LRT, MRT, Monorail, BRT, Rapid KL's bus and MRT feeder bus services in Klang Valley only.
3. Beginning 1 May 2022, the Keluarga Malaysia Pass issuance will be on Touch 'N Go platform. Keluarga Malaysia Pass shall be activated on each Touch 'N Go cards.
4. Keluarga Malaysia Pass is based on a day-cycle count and can be purchased on weekends (Saturday/Sunday) and Public Holidays only. Keluarga Malaysia Pass can be purchased and used on the same travel day only.
5. Keluarga Malaysia Pass is priced at RM15.00, catering maximum of four (4) persons per pass (excluding the RM5.00 card price and minimum RM5.00 purse value). No refund will be given for any unused passes.
6. Customers must ensure a minimum RM5.00 purse value is available in each of the Touch 'N Go cards. Additional charges may apply. (please refer our FAQ for more details).
7. Customer(s) must purchase the Keluarga Malaysia Pass at Customer Service Offices and/ or selected Bus Hubs as below:
 - i. **Rapid KL Customer Service Offices** – *LRT, MRT, Monorail and BRT*
 - ii. **Rapid KL Bus Hubs** - *Chow Kit, KLCC, Pasar Seni, Sri Nilam, Puchong Utama, Pearl Point, Sunway Pyramid, Greenwood and Seksyen 2 Shah Alam on Saturdays only*
8. Keluarga Malaysia Pass is not valid for Rapid Penang and Rapid Kuantan services.
9. All pax are required to bring their MyKad or MyTentera to any of Rapid KL Customer Service Offices (LRT/MRT/Monorail/BRT) or selected bus hubs for verification purposes and must be verified by Rapid KL Customer Service Assistant (CSA) prior to purchase.
10. Prasarana reserves the right to reject or disqualify eligible Customers if the Customers are not able to provide the compulsory documents during the verification and validation process.
11. Upon verification, all pax then need to present their Touch 'N Go card (if they have their own card) for CSA to encode the Keluarga Malaysia Pass product in it. Customer(s) must ensure a minimum of RM5.00 purse value is available in all the Touch N' Go cards.
12. Upon successful purchase of the Keluarga Malaysia Pass, Customer(s) will need to scan a QR Code and are required to fill in their personal information for registration purposes.
13. If the pass is lost, the Customer(s) will need to repurchase the Keluarga Malaysia Pass and/or any other pass for the continuation of your journey as no replacement will be given.
14. Any Customer(s) found to have committed or is suspected of committing any misconduct, fraudulent or wrongful acts will not be able to continue their journey to the next station.

15. By purchasing the Keluarga Malaysia Pass, Customer(s) agree and consent to allow his/her personal data being collected, processed, and used by Prasarana in accordance with the Company's Personal Data Protection Act (PDPA) Notice, which may be viewed on www.myrapid.com.my (the "Company's Privacy Notice").
16. The Keluarga Malaysia Pass is not transferable or exchangeable for cash, credit or any kind and shall be subjected to such terms and conditions which Prasarana may impose.
17. If your Keluarga Malaysia Pass is lost, no refund, reimbursements or appeals will be entertained.
18. In the event of a service disruption, no refund will be given as alternate services will be available.
19. By purchasing this product, customers are deemed to have read, understood, and agreed to be bound by the terms and conditions stated herein.
20. Prasarana reserves the right at its absolute discretion to vary, delete or add to any of these information, Terms and Conditions without any prior notice.
21. This Terms and Conditions shall be governed by the laws of Malaysia and any dispute arising out of or in connection with the campaign shall be referred to the exclusive jurisdiction of Malaysian Courts.

For more information and enquiries, please **Email** us at suggest@rapidkl.com.my or **Contact Us** at 03 – 7885 2585 on Mondays to Fridays, from 7.00am to 8.30pm, Saturdays to Sundays and Public Holidays from 7.00am to 5:30pm.