

Rapid KL 30-Day Free Ride (RKLFR)

TERMS & CONDITIONS:

1. Rapid KL 30-day Free Ride (“RKLFR”) is open to all Rapid KL customers.
2. RKLFR shall commence from 16 June 2022, 6.00am to 15 July 2022, 11.30pm for all Rapid KL services (LRT/MRT Kajang Line/Monorail/BRT/Rapid KL Bus/MRT Feeder Bus) and **16 June 2022, 3.00pm to 15 July 2022, 11.30pm (RKLFR Period), for MRT Putrajaya Line.**
3. Customers are advised to download MyRapid PULSE mobile application in Apple Store and Google Play, create an account, click on the RKLFR banner and fill up the form in MyRapid PULSE app (available at all Rapid KL Customer Service Offices, selected bus hubs, inside Rapid KL Bus and MRT Feeder Bus, Rapid KL’s official website and social media accounts) to claim the RKLFR. Alternatively, customers may also fill up the hardcopy survey form prior to their travel/journey.
4. Hardcopy survey form or registration on MyRapid PULSE need only be done once throughout the RKLFR Period. Please keep a screenshot or the top portion of the completed form to enjoy the RKLFR.
5. Customers who are using tokens are required to redeem the token at any of Rapid KL Customer Service Offices (LRT/MRT/Monorail/BRT/ Selected Bus Hubs) and fill up the form in MyRapid PULSE or fill up the hardcopy survey form before entering the gates.
6. Customers who are using cashless (My50 pass, Touch ‘n Go card and Concession card) need to fill up the form in MyRapid PULSE or fill up the hardcopy survey form before entering the gates.
7. During the RKLFR Period, customers will not be charged on any of their journeys, however, customers are required to tap upon entry and exit at the gate.
8. For existing My50 subscribers:
 - a. For subscribers who had already purchased My50 **on 16 June 2022**, you must claim your **30-day free ride between 23 to 25 July 2022 ONLY** after your current pass has fully expired, to enjoy the free ride during the RKLFR Period. Customers are required to retain their receipt as proof of renewal. No payment imposed for My50 activation.
 - b. For existing My50 subscribers whose pass expires between **17 June to 14 July 2022**, you may enjoy your 30-day free ride on your next My50 purchase by claiming the free ride on the **following day** after your pass has expired. No payment imposed for My50 activation.
9. Only existing My50 subscribers whose pass is still active can purchase My50 for the 30-day free ride throughout the RKLFR Period.
10. RM0.50 service charge is still applied for each Touch ‘n Go transaction, however no additional payment for My50 activation.
11. Customers must ensure a minimum RM5.00 stored value is being maintained in their My50 pass, Touch ‘n Go card and Concession card to enter and ride any Rapid KL rail or bus services.
12. RKLFR is not valid for Rapid Penang and Rapid Kuantan services.
13. There will be no sales of Keluarga Malaysia Pass (KMP), MyCity Pass 1-day and MyCity Pass 3-day from 16 June to 15 July 2022.
14. Customers can continue to enjoy the Park ‘N Ride flat rate, provided they are using the same pass/card for entry/exit and for Rapid KL services.

15. By enjoying this RKLFR, customers 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. By enjoying this RKLFR, customers are deemed to have read, understood, and agreed to be bound by the terms and conditions stated herein.
17. 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.
18. 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.