

'BUY 1 FREE 1' MYCITY 3-DAY PASS UNLIMITED RIDES INCLUSIVE LUCKY DRAW FOR 'THANK YOU' CAMPAIGN, 15 JANUARY – 28 FEBRUARY 2023

TERMS & CONDITIONS

Organiser:

1. The **'Buy 1 Free 1' MyCity 3-Day Pass Unlimited Rides** promotion inclusive **Lucky Draw** for 'Thank You' Campaign organised by **Prasarana Malaysia Berhad [Company No. 467220-U] ('Organiser')** is open to all of the Organiser's customers who purchase a **MyCity 3-Day Pass Unlimited Rides ("MCP3")** from **15 January – 28 February 2023**; and will be eligible to redeem **one (1) MyCity 3-Day Pass Unlimited Rides for free ("Free MCP3")** and participate in a Lucky Draw upon scanning a QR code on the 'Thank You' Campaign poster and submitting their personal details.
2. The Free MCP3 is limited to **2023 passes on first-come, first-served basis** and subject to **one (1) redemption** per user only.

Campaign and Redemption Period:

1. The campaign period runs from **15 January 2023 "00:01"** until **28 February 2023 "23:59"** ("**Campaign Period**").
2. The redemption period to get the Free MCP3 is from **4 March 2023 "00:01"** until **31 March 2023 "23:59"** ("**Redemption Period**").
3. The Organiser shall reserve its absolute right to amend the campaign period and the redemption period at any given time without prior notice.

Campaign Mechanics:

1. To participate in the 'Buy 1 Free 1' MyCity 3-Day Pass Unlimited Rides promotion, customers **MUST** comply the followings:
 - a) This campaign is open to all of the Organiser's customers who are **Malaysian Citizens** currently residing in Malaysia with a valid MyKad or MyTentera which hereinafter referred to as "**Eligible Customers**".
 - b) Eligible Customers are required to purchase a MCP3 at any Rapid KL (LRT/MRT/Monorail/BRT) Customer Service Offices and/or selected Rapid KL Bus Hubs (Chow Kit, Pasar Seni, Section 2 Shah Alam, Greenwood, Sri Nilam, KLCC, Pearl Point, Puchong Utama & Sunway Pyramid) from **15 January to 28 February 2023**.
 - c) Upon successful purchase of the MCP3, customers will need to scan a QR Code available on the 'Thank You' campaign posters at any Rapid KL (LRT/MRT/Monorail/BRT) Customer Service Offices and/or selected Rapid KL Bus Hubs and will be required to fill in their personal details.
 - d) Upon completion, customers will receive a letter voucher for the Free MCP3 via their registered email after the campaign period is over.
2. Eligible Customers will then have to proceed to **LRT KL Sentral (East Wing) Customer Service Office** (Operation hours: 6.30am-2.30pm, 3.30pm-10.30pm) to redeem the Free MCP3 by presenting a **printed copy of the letter voucher for the Free MCP3, original receipt of initial MCP3 purchase and MyKad/MyTentera** for verification purpose within the Redemption Period.

3. The Free MCP3 is **limited to 2023 passes on first-come, first-served basis** and subject to **one (1) redemption** per user only (while stocks lasts);
 - a. The Free MCP3 allows unlimited rides on the LRT, MRT, Monorail, BRT, Rapid KL bus and MRT feeder bus services within Klang Valley only for three (3) consecutive days (including weekends), excluding Nadiputra bus service in Putrajaya.
 - b. The validity period of the Free MCP3 is three (3) consecutive days (including weekends). The activation date of the Free MCP3 is based on day-cycle count and must be activated within thirty (30) days from issuance/redemption date.
 - c. Eligible Customers can choose to set the first date of the pass during redemption, or it can be left open. The first tap at the rail fare gate or bus reader will be the first date of the pass.
 - d. Failure to activate the Free MCP3 within the period of thirty (30) days after the issuance date, the pass will automatically expire, and no refund will be given.

4. To participate in the lucky draw, customers **MUST** comply the followings:
 - e) This campaign is open to all of the Organiser's customers who are **Malaysian Citizens** currently residing in Malaysia with a valid MyKad or MyTentera which hereinafter referred to as "**Eligible Customers**".
 - f) Eligible Customers are required to purchase a MCP3 at any Rapid KL (LRT/MRT/Monorail/BRT) Customer Service Offices and/or selected Rapid KL Bus Hubs (Chow Kit, Pasar Seni, Section 2 Shah Alam, Greenwood, Sri Nilam, KLCC, Pearl Point, Puchong Utama & Sunway Pyramid) from **15 January to 28 February 2023**.
 - g) Upon successful purchase of the MCP3, customers will need to **scan a QR Code** available on the 'Thank You' campaign posters at any Rapid KL (LRT/MRT/Monorail/BRT) Customer Service Offices and/or selected Rapid KL Bus Hubs and will be required to fill in their personal details.
 - h) Customers will receive an **official letter** via their registered email after the campaign period is over.

5. Winners will then have to proceed to **Prasarana Malaysia Berhad, Group Customer Experience & Marketing Department, Level 20, Tower B, Menara UOA Bangsar, No. 5, Jalan Bangsar Utama, 59000 Kuala Lumpur** to redeem the lucky draw prize by presenting a **printed copy of official letter** sent to their registered email and **MyKad/MyTentera** for verification purpose from **7 to 31 March 2023**.

6. Lucky draw prizes as below:
 - **Grand Prize: Two (2) Aurum Theatre Movie Vouchers for One (1) winner**
 - **Consolations: Two (2) 2D Movie Vouchers for Fifty (50) winners**

Eligibility:

1. You must be a **Malaysian Citizen** with a valid MyKad or MyTentera, to be eligible to purchase and redeem the product.
2. The following groups of persons shall not be eligible to participate in this Campaign:
 - a) Permanent and/or contract Employees of the Organiser (including its associated and related companies) and its related corporations (Ministry of Finance and Ministry of Transport) and their immediate family members (children, parents, brothers, and sisters, including spouses); and/or

- b) Representatives, employees, servants and/or agents and/or partners and/or sponsors for the Campaign and/or service providers of the Organiser (including its affiliated and related companies, if applicable), and their immediate family members (children, parents, brothers, and sisters, including spouses).
3. This Campaign Period will commence **from 15 January until 28 February 2023**
4. Redemption Period for the Free MCP3 will be **from 4 until 31 March 2023**; and the lucky draw will be from **7 until 31 March 2023**.
5. Eligible Customers must purchase a MCP3 within the Campaign Period at any Rapid KL Customer Service Offices and/or selected Bus Hubs as below:
 - a) **Rapid KL Customer Service Offices:** LRT, MRT, Monorail & BRT Stations
**Operation hours: 6.30am-2.30pm, 3.30pm-10.30pm*
 - b) **Rapid KL Bus Hubs:** Chow Kit, Pasar Seni, Section 2 Shah Alam, Greenwood, Sri Nilam, KLCC, Pearl Point, Puchong Utama & Sunway Pyramid
**Operation hours:*
 - *Pasar Seni - Monday to Saturday @ 7am – 6.45pm*
 - *Other Locations - Monday to Saturday @ 6am – 6.45pm***Sunday & Public Holidays - Closed*
6. The Organiser reserves the right to reject or disqualify an Eligible Customer from participating in the Campaign and/or from receiving the Free MCP3 and lucky draw, due to the followings:
 - a) where the purchase of the MCP3 was not made within the campaign period,
 - b) where the redemption was not made during the redemption period and/or within 30 days of issuance date of MCP3 at LRT KL Sentral (East Wing) Customer Service Office,
 - c) the Free MCP3 vouchers and lucky draw has been fully redeemed,
 - d) the Eligible Customer has lost his/her email that includes the voucher for the Free MCP3,
 - e) the Eligible Customer did not provide the compulsory documents during redemption for verification and validation purposes,
 - f) where the information in the letter voucher and/or receipt does not match the details in the MyKad/MyTentera,
 - g) the Eligible Customer has committed or is suspected of committing any misconduct, fraudulent or wrongful acts,
 - h) the campaign has ended, or
 - i) the Eligible Customer falls under the definition of Item (2) under Eligibility section.
7. The Free MCP3 and lucky draw prizes are not transferable or exchangeable for cash, credit or any kind and shall subject to such terms and conditions which the Organiser may impose.
8. If the Eligible Customer has redeemed the Free MCP3 voucher or pass and it is lost, spoilt, damaged, broken, faulty and unreadable; No refund, reimbursements or appeals will be entertained.
9. The Organiser's customers shall not dispute nor make any oral or written complaints, public announcements, or statements on the same whether during or after the Campaign Period. The Organiser reserves the right to not disclose the method on determination of the Eligible Customers and the lucky draw winners selection.
10. All rights and privileges herein granted to the Organiser are irrevocable and not subjected to rescission, restraint, or injunction under any and all circumstances. Under no circumstances shall the Eligible Customers have the right to injunctive relief or to restrain or otherwise interfere with the organisation of the Campaign, the production, distribution, exhibition and/or exploitation of the Campaign and/or any product based on and/or derived from the Campaign.

11. The Organiser is entitled to, at its discretion, disqualify/reject any participants who do not comply with the terms and conditions stated herein and/or are found or suspected to be tampering with the Campaign and/or its process or the operations of this Campaign. Tampering shall include fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Campaign.
12. The Organiser reserves the right at its absolute discretion to vary, delete or add to any of these Terms and Conditions without any prior notice.
13. These Terms and Conditions will prevail over any inconsistent terms, conditions, provisions or representations contained in any other promotional materials advertising the Campaign.
14. The Organiser's decision on all matters relating to the Campaign shall be final, conclusive and binding. No further correspondence, appeals, protests or attempts to dispute the same shall be entertained in any event.
15. By participating in the Campaign, the Eligible Customers are deemed to have read, understood and agreed to be bound by the terms and conditions stated herein, to have consented and authorized the Organiser to disclose their particulars to the third party service providers engaged by the Organiser, if any for purposes of the Campaign.
16. The Organiser warrants that the disclosure of such particulars to any third party service providers shall be limited to the Eligible Customers' names, addresses, emails and telephone numbers and shall be used only in relation to and for purposes of the Campaign.
17. By participating in this Campaign, Eligible Customers agree and consent to allow his/her personal data being collected, processed, and used by Prasarana in accordance with the Organiser's Privacy Notice, which may be viewed on www.myrapid.com.my (the "Organiser Privacy Notice"). Eligible Customers are welcome to seek clarification from the Organiser should any of the Terms and Conditions be not fully understood.
18. The Organiser reserves the right to cancel, terminate or suspend the Campaign without prior notice. For the avoidance of doubt, any cancellation, termination, or suspension by the Organiser of the Campaign shall not entitle the customers to any claim or compensation against the Organiser and employees for any and all losses or damages suffered or incurred by the Eligible Customers as a direct or an indirect result of the act of cancellation, termination or suspension thereof.
19. Any terms and condition applicable to this Campaign which is illegal, prohibited, or unenforceable under any law or regulation shall be ineffective to the extent of such illegality, voidness, prohibition, or unenforceability without invalidating or vitiating the remain provisions.
20. 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.

-END-