

## TERMS AND CONDITIONS – BUY 1 FREE 1 MYCITY 3-DAY PASS

**Purchase Period:** 26 July – 25 Aug 2024

### Organiser

The “Buy 1 Free 1” MyCity 3-Day Pass promotion organised by **Prasarana Malaysia Berhad [Company No.: 199801011092 (467220-U)] (“Organiser”)** is open to both **Malaysian and non-Malaysian who purchase a MyCity 3-Day Pass (“MCP3”) between 26 July 2024 to 25 August 2024 (“Purchase Period”)** will be eligible to redeem **one (1) free MyCity 3-Day Pass (“Free MCP3”)** by **registering and submitting their personal details and Touch ‘n Go MFG serial number upon purchase (“Eligible Customers”)** via the Promotion QR code available on promotion posters at any Rapid KL Customer Service Offices or Rapid KL social media, or by visiting MyRapid website (<https://myrapid.com.my/b1f1mcp24>) to access the registration form.

### Promotion Purchase Period and Redemption Period

1. The purchase period and redemption period are as follows:

Purchase Period	Redemption Period
26 July - 25 Aug 2024	*As stated in the Redemption Letter

2. To redeem, Eligible Customers must register and submit their personal details and Touch ‘n Go MFG serial number upon purchase.
3. Limited to the first 400 redemptions for both Malaysians and non-Malaysians.
4. The Organiser shall reserve its absolute right to amend the Promotion period and the redemption period at any given time without prior notice.

### Promotion Eligibility and Mechanics\*

1. To participate in the “Buy 1 Free 1” MyCity 3-Day Pass promotion, customers **MUST** comply the followings:
  - a) This Promotion is open to all of the Organiser’s customers who are **Malaysian** with a valid MyKad or MyTentera, or **Non-Malaysian** with a valid Passport/MyPR.
  - b) Customers are required to **purchase an MyCity 3-Day Pass (“MCP3”) from any Rapid KL Customer Service Offices** at LRT, MRT, Monorail, BRT stations or selected Rapid KL Bus Hubs (Chow Kit, Pasar Seni, Section 2 Shah Alam, Greenwood, Sri Nilam, KLCC, Pearl Point, Puchong Utama & Sunway Pyramid) during the Purchase Period from 26 July to 25 August 2024 herein after referred as “Eligible Customer”. **Purchases via MyRapid PULSE is NOT applicable for this Promotion.**
  - c) Upon successful purchase of the MCP3, Eligible Customers **must register and submit their personal details and Touch ‘n Go MFG serial number** via the Promotion QR code available on promotion posters at any Rapid KL Customer Service Offices or Rapid KL social media, or by visiting MyRapid website to access the registration form.
  - d) Upon completion, Eligible Customers **will receive a redemption letter** for the Free MCP3 via their registered email after the Purchase Period ends, no later than Monday, 2 September 2024. *This is subject to the first 400 redemptions for both Malaysians and non-Malaysians.*
  - e) Eligible Customers will then have to visit the **LRT KL Sentral (East Wing) Customer Service Office during the designated redemption dates as stated in their redemption letter** to redeem the Free MCP3 by presenting a **printed copy of the redemption letter for the Free MCP3, the original receipt of the initial MCP3 purchase, and MyKad/MyTentera (for Malaysian) or Passport/MyPR (for Non-Malaysian)** for verification purpose.

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**Purchase Period:** 26 July – 25 Aug 2024

*Note: LRT KL Sentral (East Wing) Customer Service Office is operating from 6:30 am to 2:30 pm and 3:30 pm to 10:30 pm.*

2. The Free MCP3 is **limited to the first 400 units of Free MCP3 for both Malaysian and Non-Malaysian**, for **purchases made within the purchase period and is first comes, first-served based on the redemption registration timestamp and completeness of details**, and subject to **one (1) redemption per Customer only** throughout the Promotion (while stocks last). The promotion when allocated Free MCP3 have been redeemed, or when the Purchase Period ends, whichever comes first.
  - 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 and public holidays), excluding Nadiputra bus service in Putrajaya, and Rapid Bus services in Pulau Pinang and Kuantan.
  - b) The validity period of the Free MCP3 is three (3) consecutive days (including weekends and public holidays). 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 mark the beginning of the pass usage.
  - d) Failure to activate the Free MCP3 within the period of thirty (30) days after the issuance/redemption date, the pass will automatically expire, and no refund will be given.
3. The following groups of **persons shall not be eligible** to participate in this Promotion:
  - 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 Promotion 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).
4. The Organiser reserves the right to **reject or disqualify an Eligible Customer from participating in the Promotion and/or from receiving the Free MCP3**, due to the followings:
  - a) where the purchase of the MCP3 was not made within the Promotion purchase period,
  - b) where the redemption was not made during the designated redemption period as stated in the redemption letter,
  - c) where the Free MCP3 did not been use or activated within 30 days of issuance date of MCP3 at LRT KL Sentral (East Wing) Customer Service Office,
  - d) the Free MCP3 have been fully redeemed,
  - e) the Eligible Customer has lost his/her email that includes the redemption letter for the Free MCP3,
  - f) the Eligible Customer did not provide the compulsory documents such as a printed copy of redemption letter, the original receipt of the initial MCP3

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**Purchase Period:** 26 July – 25 Aug 2024

- purchase, and MyKad/MyTentera (for Malaysian) & Passport/MyPR (for non-Malaysian) during redemption for verification and validation purposes,
  - g) where the information in the redemption letter and/or receipt does not match the details in the MyKad/MyTentera/Passport/MyPR,
  - h) the Eligible Customer has committed or is suspected of committing any misconduct, fraudulent or wrongful acts, or
  - i) the Promotion has ended, or
  - j) the Eligible Customer does not fall under the definition of Item (1) under Promotion Eligibility and Mechanics section.
5. The Free MCP3 are not transferable or exchangeable for cash, credit or any kind and shall subject to such terms and conditions which the Organiser may impose.
6. If the Eligible Customer has redeemed the Free MCP3 pass and it is lost, spoilt, damaged, broken, faulty and unreadable; No refund, reimbursements or appeals will be entertained.

### General

1. By participating in this Promotion, Customers are deemed:
  - a) to have read, understood, and agreed to be bound by the terms and conditions stated herein (“Terms and Conditions”).
  - b) to have consented to Organiser to collect, record, hold, store, use and disclose their personal information for advertising, publicity, marketing, and communications purposes which are necessary or related to the participation in this Promotion.
  - c) to have released Organiser from any liability, losses, damages, and any kind of claims and actions in relation to this Promotion, including but not limited to those resulting from the acceptance, possession, use or misuse of the Pass.
  - d) to have agreed that their photos or video clips may be used for current or future advertising and/or publicity in relation to this Promotion without any claim for payment nor compensation.
2. 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 Promotion Period. The Organiser reserves the right to not disclose the method on determination of the Eligible Customers.
3. 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 Promotion, the production, distribution, exhibition and/or exploitation of the Promotion and/or any product based on and/or derived from the Promotion.
4. 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 Promotion and/or its process or the operations of this Promotion. Tampering shall include fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Promotion.
5. 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.

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6. These Terms and Conditions will prevail over any inconsistent terms, conditions, provisions or representations contained in any other promotional materials advertising the Promotion.
7. The Organiser's decision on all matters relating to the Promotion shall be final, conclusive and binding. No further correspondence, appeals, protests or attempts to dispute the same shall be entertained in any event.
8. By participating in the Promotion, 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 Promotion.
9. 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 Promotion.
10. By participating in this Promotion, 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](http://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.
11. The Organiser reserves the right to cancel, terminate or suspend the Promotion without prior notice. For the avoidance of doubt, any cancellation, termination, or suspension by the Organiser of the Promotion 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.
12. Any terms and condition applicable to this Promotion 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.
13. This Terms and Conditions shall be governed by the laws of Malaysia and any dispute arising out of or in connection with the Promotion shall be referred to the exclusive jurisdiction of Malaysian Courts.

For more information and inquiries, please email us at [suggest@rapidkl.com.my](mailto:suggest@rapidkl.com.my) or contact us at +603 - 7885 2585 on Mondays to Sundays, from 6:00 am to 12:00 am.

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