

## **‘BUY 1 FREE 1’ MYCITY 2-DAY OR 3-DAY PASS UNLIMITED RIDES MYRAPID PULSE CAMPAIGN, 12 – 20 JULY 2024**

### **TERMS & CONDITIONS**

#### **Organiser:**

1. The ‘Buy 1 Free 1’ MyCity 2- Day or 3-Day Pass Unlimited Rides promotion organised by Prasarana Malaysia Berhad [Company No. 467220-U] (‘Organiser’) is open to all who purchase a MyCity 2-Day or 3-Day Pass Unlimited Rides (“MCP2/MCP3”) online through MyRapid PULSE within the Campaign Period and will be eligible to redeem one (1) MyCity 2-Day or 3-Day Pass Unlimited Rides for free (“Free MCP2/MCP3”) upon scanning a QR Code on the ‘Buy 1 Free 1’ Campaign poster and submitting their personal details.

#### **Campaign and Redemption Period:**

1. The campaign period runs from 12 July 2024 “00:01” until 20 July 2024 “23:59” (“Campaign Period”).
2. The redemption period to get the Free MCP2/MCP3 is from 21 July 2024 “00:01” until 31 July 2024 “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 with the following:
  - a) This campaign is open to all of the Organiser’s customers who are hereinafter referred to as “Eligible Customers”.
  - b) Eligible Customers are required to purchase a MCP2 or MCP3 online through MyRapid PULSE from 12 – 20 July 2024.
  - c) Upon successful purchase of the MCP2 or MCP3, customers will need to scan a QR Code available on the ‘B1F1’ campaign posters at Rapid KL social media posts (Website/Facebook/Instagram/X) and fill in their personal details.
  - d) Upon completion, customers will receive a letter voucher for the Free MCP2/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 MCP2/MCP3 by presenting a printed copy of the letter voucher for the Free MCP2/MCP3, digital receipt of the initial MCP2/MCP3 purchases.

3. The Free MCP2/MCP3 is limited to 200 passes on a first-come, first-served basis and subject to one (1) redemption per user only (while stocks last).
  - a) The Free MCP2/MCP3 allows unlimited rides on the LRT, MRT, Monorail, BRT, Rapid KL bus, and MRT feeder bus services within Klang Valley only for two (2) or three (3) consecutive days (including weekends), excluding Nadiputra bus service in Putrajaya.
  - b) The validity period of the Free MCP2/MCP3 is two (2) or three (3) consecutive days (including weekends).
  - c) The activation date of the Free MCP2/MCP3 is based on the day-cycle count and must be activated within thirty (30) days from the issuance/redemption date.

### **Redemption of Free MCP2/MCP3:**

1. The redemption of the Free MCP2/MCP3 will be in the form of a physical pass which is non-reloadable and non-replaceable. No replacement will be made for lost, stolen, or damaged cards.
2. The Free MCP2/MCP3 must be redeemed within the Redemption Period. Any unredeemed MCP2/MCP3 after the Redemption Period will be forfeited.
3. The Free MCP2/MCP3 is non-transferable, non-replaceable, and not redeemable for cash, credit, or any other goods and services in kind.
4. The Free MCP2/MCP3 is limited to 200 passes on a first-come, first-served basis and subject to one (1) redemption per user only.

### **General:**

1. By participating in this campaign, all participants agree and acknowledge that all personal data provided are subject to the Privacy Notice of the Organiser at Prasarana Privacy Policy.
2. The Organiser shall not be held liable or responsible for any losses or damages suffered by any Eligible Customer due to their participation in the campaign or their redemption of the Free MCP2/MCP3.
3. The Organiser reserves the right to change, amend, or delete any of the Terms & Conditions and/or Mechanics of this campaign at any time without prior notice.
4. Redemption Period for the Free MCP2/MCP3 will be from 21 – 31 July 2024.
5. Eligible Customers must purchase a MCP2/MCP3 within the Campaign Period online through MyRapid PULSE.
6. The Organiser reserves the right to reject or disqualify an Eligible Customer from participating in the Campaign and/or from receiving the Free MCP2/MCP3 due to the following:
  - a) Where the purchase of the MCP2/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 MCP2/MCP3 at LRT KL Sentral (East Wing) Customer Service Office,
  - c) The Free MCP2/MCP3 vouchers 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) The Eligible Customer has committed or is suspected of committing any misconduct, fraudulent or wrongful acts,
  - g) The campaign has ended, or
  - h) The Eligible Customer falls under the definition of Item (2) under Eligibility section.
7. The Free MCP2/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.
  8. If the Eligible Customer has redeemed the Free MCP2/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.
  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 Prasarana Privacy Policy. 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 remaining 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.
21. For more information and enquiries, please email us at [suggest@rapidkl.com.my](mailto:suggest@rapidkl.com.my) or contact us at 03 – 7885 2585 on Mondays to Sundays, from 6.00am to 12.00 am
22. For more information, visit [myrapid.com.my](http://myrapid.com.my) or contact us at 03-7885 2585.