

## **Frequently Asked Questions (FAQ)**

### **MYCITY PASS AND WORQ COWORKING SPACE PROMOTION**

#### **Q1. What is the MyCity Pass and WORQ Coworking Space Promotion?**

A1. This promotion between Rapid KL and WORQ offers MyCity Pass holders a complimentary Day Pass to any WORQ coworking outlet.

#### **Q2. What benefits do I get with the WORQ Day Pass?**

A2. The WORQ Day Pass includes:

- Access to the coworking space from 9 am - 6 pm, Monday to Friday (excluding public holidays)
- Open seating in the Hot Desk area
- Free-flow coffee, tea, and snacks. High-speed WiFi internet
- Access to common areas and amenities such as a games room, massage chair, mothers room, and more

#### **Q3. How do I redeem my WORQ Day Pass?**

A3. To redeem your WORQ Day Pass, follow these steps:

1. **Scan the QR code** on the campaign poster on selected Rapid KL stations' information board. The QR Code will lead you to the WORQ Day Pass landing page: <https://worq.space/event/day-pass/>.
2. **Select your desired WORQ outlet** and choose the date you would like to redeem your complimentary Day Pass.
3. **Enter the promo code** (provided before checking out).
4. **Receive an email** with your booking/purchase confirmation.
5. **Present the email confirmation and your MyCity Pass official receipt** at the Front Desk of the selected WORQ coworking outlet. Note that the MyCity Pass receipt is valid for 30 days from the date of purchase.

Once you present the required documents, you will receive the Day Pass, granting you access to the coworking space.

#### **Q4. Who is eligible for this offer?**

A4. This offer is available to all MyCity Pass 1- Day, 2-Day or 3-Day pass holders. It is open to both Malaysians and non-Malaysians.

#### **Q5. Can I redeem the WORQ Day Pass multiple times?**

A5. Each customer can only redeem the complimentary WORQ Day Pass once.

**Q6. Is there a discount for subsequent WORQ Day Passes?**

A6. No, holders of the MyCity Pass 2-Days or 3-Days are not entitled to any complimentary or discounted subsequent WORQ Day Passes.

**Q7. Where can I purchase the MyCity Pass to be eligible for this offer?**

A7. You can purchase the MyCity Pass at nearby station counters and/or through MyRapid PULSE which can be downloaded via Google Play Store or Apple App Store.

**Q8. Are there any conditions regarding the availability of the WORQ Day Pass?**

Q8. Yes, the WORQ Day Pass usage is subject to space availability at the WORQ coworking outlet. It is only redeemable at one outlet per day.

**Q9. Can I use the WORQ Day Pass on weekends?**

A9. The WORQ Day Pass can only be utilised from Monday to Friday, from 9 am - 6 pm, excluding the weekend and public holidays.

**Q10. Is there any additional fee for the WORQ Day Pass?**

A10. There is an RM20 deposit to be paid at the Front Desk when you receive your Day Pass access pass. It will be refunded on the day when you return your access pass at the Front Desk.

**Q11. Are there any additional fees for amenities like printing or parking?**

A11. The WORQ Day Pass includes access to basic amenities such as high-speed internet and comfortable workstations. However, additional services like printing may incur separate charges. Please inquire at the Front Desk for details regarding any additional services or facilities.

**Q12. Can I bring a guest with me while using the WORQ Day Pass?**

A12. The WORQ Day Pass is intended for individual use. However, WORQ does offer meeting rooms that can be rented separately for hosting guests or clients.

**Q13. What is the duration of this campaign?**

A13. The campaign will run for Six (6) months starting from 15<sup>th</sup> July 2024 to 14 January 2025

**Q14. Can the terms and conditions of this offer change?**

A14. Yes, Rapid KL and WORQ reserve the right to modify or cancel the offer without prior notice. Customers must agree to abide by the terms and conditions set forth by WORQ and Rapid KL.

**Q15. Where should I refer for any inquiry regarding this campaign?**

A15. 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 from 6.00 am – 12.00 pm, Monday to Sunday. For enquiries



related to the WORQ Day Pass and other office space services offered by WORQ, please email WORQ at [marcomm@worq.space](mailto:marcomm@worq.space) or WhatsApp WORQ's sales line at 010-979 6704 from 9.00 am - 6.00 pm, Monday to Friday.