

## FREQUENTLY ASKED QUESTIONS – SCHOOL HOLIDAY IS BACK!

**Purchase & Redemption Period:** 18 January 2025 – 16 February 2025

No.	Question	Answer		
1	What is the “School Holiday is Back!” campaign?	<p>The “School Holiday is Back!” is a campaign for our Rapid KL customers who <b>purchase MyTourist 3-Day Pass (“MTP3”) during the Purchase Period</b>. Upon purchase, customers will be eligible to <b>redeem one (1) free Limited Edition MyTourist Pass Pouch (for the first 500 redemptions only)</b></p> <p>To redeem, customers must retain and present the original receipt of the MTP3 purchase and visit the KL Sentral LRT (East Wing) Customer Service Office during the designated redemption dates.</p>		
2	When is the Purchase Period, and when can I redeem the free Limited Edition MyTourist Pass Pouch?	<table border="1" data-bbox="724 835 1386 909"> <thead> <tr> <th data-bbox="724 835 1386 875">Purchase &amp; Redemption Period</th> </tr> </thead> <tbody> <tr> <td data-bbox="724 875 1386 909">18 January 2025 - 16 February 2025</td> </tr> </tbody> </table> <p><i>* To redeem, customers must retain and present the original receipt of the MTP3 purchase.</i></p> <p><i>* Limited to the first 500 redemptions.</i></p>	Purchase & Redemption Period	18 January 2025 - 16 February 2025
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3	How do I be eligible to win the free Limited Edition MyTourist Pass Pouch?	<p>You must follow the following steps:</p> <ol style="list-style-type: none"> <li data-bbox="772 1205 1391 1480"> <p><b>1. Purchase MyTourist 3-Day Pass.</b> Buy MyTourist 3-Day Pass at any Rapid KL Customer Service Offices (LRT, MRT, Monorail, BRT stations), selected Rapid KL Bus Hubs (Chow Kit, Pasar Seni, Section 2 Shah Alam, Greenwood, Sri Nilam, Pearl Point and Puchong Utama) or online via MyRapid PULSE between 18 January - 16 February 2025.</p> </li> <li data-bbox="772 1525 1391 1693"> <p><b>2. Content creation.</b> Upload a creative post with the MyTourist Pass sleeves on your social media, tag @myrapidKL and #mytouristpass #rapidkl (ensure your social media account is public).</p> </li> <li data-bbox="772 1738 1391 2009"> <p><b>3. Redeem the free Limited Edition MyTourist Pass Pouch</b></p> <ol style="list-style-type: none"> <li data-bbox="820 1839 1391 1906">(a) Present the original receipt of the MTP3 purchase.</li> <li data-bbox="820 1906 1391 2009">(b) Visit the KL Sentral LRT (East Wing) Customer Service Office during the designated redemption period as stated.</li> </ol> </li> </ol>		

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		<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>(a) Only one (1) redemption per customer (while stocks last).</li> <li>(b) The Campaign ends when 500 units of Limited Edition MyTourist Pass Pouch have been redeemed, or when the purchase period ends, whichever comes first.</li> </ul>
4	Am I entitled to redeem the free Limited Edition MyTourist Pass Pouch more than once?	No, each customer is only entitled to one (1) redemption for any purchase made throughout the purchase period, while stocks last.
5	I purchase MTP3 before the campaign started. Can I enjoy this offer?	No, any users who made purchases <u>before and after</u> the purchase period are not eligible for this offer. The purchase and redemption period are from 18 January - 16 February 2025 only.
6	Can I redeem the free Limited Edition MyTourist Pass Pouch after the redemption period?	Any late redemption of the free Limited Edition MyTourist Pass Pouch will not be entertained and will be forfeited.
7	Am I able to redeem the free Limited Edition MyTourist Pass Pouch if I do not present the original receipt of the MTP 3-Day pass purchase?	No, you must present the original receipt of the MTP3 purchase for verification purposes to redeem the free Limited Edition MyTourist Pass Pouch.
8	Will I be able to get a replacement of the pouch if the Free Limited Edition MyTourist Pass Pouch is lost or damaged?	No replacement, reimbursements or appeals will be entertained if the free Limited Edition MyTourist Pass Pouch is lost, spoiled, damaged, broken, faulty, or unreadable.

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 Monday to Sunday from 6:00 am to 12:00 am.