

MY30 PLUS30 CAMPAIGN

21 December 2020 – 31 March 2021

TERMS & CONDITIONS

Organiser and Eligibility:

1. The “**My30 Plus30, Buy 1 Free 1**” Campaign is organised by **Prasarana Malaysia Berhad [Company No. 467220-U]** (“**Organiser**”) is **open to Malaysian Citizens who purchase a My30 Unlimited Pass (“My30 Pass”)** from 21 December 2020 until 31 March 2021 and will be automatically eligible to redeem a One Month Unlimited My30 Pass for Free (“**Free My30 Pass**”). The Free My30 Pass is **limited to 8,333 redemptions and on first come, first served basis**. One redemption is valid for one time – per user only.

Campaign and Redemption Period:

1. The **campaign period** runs from **21 December 2020 “00:01”** until **31 March 2021 “23:59”** (“**Campaign Period**”).
2. The **redemption period** to get the Free My30 Pass is from **15 January 2020” 00:01”** until **31 March 2021 “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, the Organiser’s customers must comply with each of the following:
 - (a) The Campaign is open to ALL of the Organiser’s customers who are Malaysian citizens currently resided in Malaysia with a valid MyKad or MyTentera which hereinafter referred to as “**Eligible Customers**”.
 - (b) Eligible Customers **are required to purchase My30 Pass** at any Rapid KL Customer Service Counters and Selected Bus Hubs within Campaign Period to be entitled to redeem the Free My30 Pass.
 - (c) Upon successful purchase of My30 Pass, Eligible Customers will need to scan a QR Code available on all My30 Plus30 campaign posters and are required to fill in their personal information. Upon completion, customers will receive a unique code voucher for the Free My30 Pass via registered email.
2. Eligible Customers then proceed to the selected station to redeem the Free My30 Pass by presenting a printed copy of the email that includes the unique code voucher for the Free My30 Pass, receipt and MyKad for Rapid KL verification. **The Free My30 Pass is limited to 8,333 redemptions on first come, first served basis**. One redemption is valid for one time – per user only.
 - (a) **Free My30 Pass** can be redeemed within redemption period at selected locations as below:
 - i. **LRT KL Sentral (East Wing) Customer Service Counter**
**Operation hours: 6.30am-2.30pm, 3.30pm-10.30pm*
 - ii. **Pasar Seni Bus Hub**
**Operation hours: 7.00am-7.00pm*

(b) The validity period of the Free My30 pass is 30 consecutive days (including weekends). You can choose to set the first date of your pass during redemption, or you can leave it open, and the first tap at the rail fare gate or bus reader will be the first date of your pass.

(c) The Free MY30 Pass voucher must be activated within 30 days of issuance and within the redemption period. Failure to activate your My30 pass within the period of 30 days, your pass will automatically expire and no refund will be given.

Terms & Conditions:

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:
 - i. 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
 - ii. 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** will commence from **21 December 2020 until 31 March 2021**. And the **Redemption period** will be from **15 January 2021 until 31 March 2021**.
4. Eligible Customers must purchase a **My30 Pass** within **Campaign Period** at Rapid KL Customer Service Counters and/ or selected Bus Hubs as below:
 - i. **Rapid KL Customer Service Counters – LRT, MRT, Monorail and BRT**
**Operation hours: 6.30am-2.30pm, 3.30pm-10.30pm*
 - ii. **Rapid KL Bus Hubs - Pasar Seni, Seksyen 2 Shah Alam, Greenwood, Sri Nilam, KLCC, Pearl Point, Puchong Utama and Sunway Pyramid**
**Operation hours: 7.00am-7.00pm*
5. The **Free My30 Pass** is limited to **8,333 redemptions**. One redemption is valid for one time – per user only.
6. **Redemptions are based on first come first served basis (while stocks last).**
7. This campaign is not valid to existing My30 Pass users on Standing Instruction for Automatic Renewal unless the automatic renewal function is de-activated at any Rapid KL Customer Service Counter or Bus Hubs first.
8. This campaign will cease once the total redemption has been exhausted, or at expiration of Campaign Period, whichever comes first.
9. The My30 Pass allows unlimited rides on the LRT, MRT, Monorail, BRT, Rapid KL's bus and MRT feeder bus services within Selangor and Kuala Lumpur Territories for 30 consecutive days.
10. Eligible Customers will be required to scan a QR Code and fill in their personal information for registration purposes to receive the unique code voucher for the Free My30 Pass via registered email. Eligible Customers can redeem the Free My30 Pass within the redemption period at selected Rapid KL LRT Customer Service Counter and selected Rapid KL Bus Hub:
 - i. **LRT KL Sentral (East Wing) Customer Service Counter**
**Operation hours: 6.30am-2.30pm, 3.30pm-10.30pm*
 - ii. **Pasar Seni Bus Hub**
**Operation hours: 7.00am-7.00pm*

11. For the purposes of redemption, Eligible Customers are required to present the **printed email that includes the unique code voucher for the Free My30 Pass, receipt and MyKad** for verification at selected Rapid KL Customer Service Counter for LRT and Rapid KL Bus Hub as listed.
12. The Organiser reserves the right to reject or disqualify an Eligible Customer from participating in the Campaign and/ or from receiving the Free My30 Pass Voucher, due to the followings:
 - a. where the purchase of the My30 Pass was not made within the campaign period
 - b. where the redemption was not made during the redemption period and/or within 30 days of date issuance of My30 Pass
 - c. the Free My30 Voucher has been fully redeemed
 - d. the Eligible Customer has lost his/her email that includes the unique code for the Free My30 Pass
 - e. the Eligible Customer did not provide the compulsory documents during redemption for verification and validation purposes
 - f. where the information in the email and/or receipt does not match the details in the MyKad
 - g. the Eligible Customer has committed or is suspected of committing any misconduct, fraudulent or wrongful acts
 - h. the campaign has ended
 - i. the Eligible Customer falls under the definition of Item (2)
13. The Free My30 Pass is not transferable or exchangeable for cash, credit or any kind and shall subject to such terms and conditions which the Organiser may impose.
14. If the Eligible Customer has redeemed the Free My30 Pass Voucher and MyKad is lost, spoilt, damaged, broken, faulty and unreadable, no refund, reimbursements or appeals will be entertained.
15. All right 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.
16. The Organiser is entitled to, at its discretion, disqualify/reject any Applicants 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.
17. 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.
18. These Terms and Conditions will prevail over any inconsistent terms, conditions, provisions or representations contained in any other promotional materials advertising the Campaign.
19. 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.
20. 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.
21. 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.

22. 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.
23. 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.
24. 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.
25. 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.