

TERMS AND CONDITIONS OF KERETAPI TANAH MELAYU BERHAD ONLINE TICKETING SERVICE AND MOBILE APPLICATION

This document set out the terms and conditions applicable for reservation of tickets through Keretapi Tanah Melayu Berhad ('KTMB')s online ticketing service ('e-Ticket') and mobile application ('Mobile App') which is governed by Malaysian law. These terms and conditions are subject to change at any time. You will be deemed to have accepted all terms and conditions if you make reservation through the service. If you do not agree to these terms and conditions, you should discontinue your transaction.

1. Availability of tickets

- 1.1 Tickets are subject to availability and KTMB's general terms and conditions, and to particular terms and conditions that apply to each ETS and Intercity service.

2. Accuracy of information

- 2.1 We do our best to ensure that information and fares displayed on the services are correct.

3. In using e-Ticket/Mobile Apps, you agree that:

- 3.1 You will use this service only for your personal use and not for any unlawful or illegal purpose.
3.2 You will not modify, transmit, copy, sell or transfer any information or service you may obtain from this service.
3.3 You will be responsible for any charge, cost and/or liability that arise, out of your use of this service.

4. Copyright

- 4.1 No part of this service may be copied, published, broadcasted or adapted without KTMB's prior written consent.

5. Ticket

- 5.1 Purchase of ticket must be done at least four (4) hours before train departure.
5.2 Tickets for trains departing from Woodlands, Singapore will be charged and payable in Singapore Dollar denomination.
5.3 A maximum of 6 tickets can be purchased for each transaction via e-Ticket and a maximum of 2 tickets can be purchased for each transaction via the Mobile Apps.
5.4 Purchase of tickets for selected ETS/Intercity trains is subject to terms relating to minimum distance.
5.5 The passenger's name and MyCard or passport number must be registered during purchase of ticket.
5.6 Passenger must save the ticket in PDF format via smartphone or tablet or print the ticket for inspection and verification purposes.
5.7 Passengers may print the ticket;
i. At their own printer, or ii. At ETS/Intercity ticket counter at least one (1) hour before train departure and passengers must produce valid ticket ID or ticket reference.

6. Type of Ticket

- 6.1 Adult
a. For passengers aged 13 years and above
6.2 Child
a. For passengers aged 4 to 12 years
b. Passenger below 4 years may travel free of charge (without seat reservation)
6.3 VIP
a. For Members of Parliament and wife/escort.
6.3 Concession

6.3.1 Type of concession

- i. Senior Citizen
- ii. Government Pensioner
- iii. Disabled
- iv. 1MPC (Army/Police/Firemen)
- v. KTMB i-Card Student

6.3.2 Terms and conditions

- i. Senior Citizen
 - a. Malaysian citizen
 - b. 60 years and above
 - c. Not valid for shuttle service JB Sentral – Woodlands – JB Sentral
- ii. Government pensioner
 - a. Malaysian citizen
 - b. Pensioner card issued by *Jabatan Perkhidmatan Awam* or *Jabatan Hal Ehwal Veteran ATM*
 - c. Eligible for pensioners' wife (Malaysian citizen only)
 - d. Not valid for shuttle service JB Sentral – Woodlands – JB Sentral
- iii. Disabled
 - a. Malaysian citizen
 - b. Registered with *Jabatan Kebajikan Masyarakat*
 - c. Not valid for shuttle service JB Sentral – Woodlands – JB Sentral
- iv. 1MPC (Army / Police / Firemen)
 - a. Malaysian citizen
 - b. Not valid for auxiliary or volunteer army/police/firemen,
 - c. Not valid for shuttle service JB Sentral – Woodlands – JB Sentral
- v. KTMB i-Card Student
 - a. Malaysian citizen
 - b. KTMB i-Card holder only
 - c. Not valid for shuttle service JB Sentral – Woodlands – JB Sentral

6.3.3 Concession tickets are **not valid** for :-

- a. Foreigners and permanent resident
- b. Shuttle service JB Sentral – Woodlands – JB Sentral

6.3.4 Passenger's name and MyCard number must be registered during purchase of ticket.

6.3.5 Tickets are not transferable.

6.3.6 The terms and conditions are subject to change without prior notice.

7. Payment of Ticket

- 7.1 Visa
- 7.2 Master
- 7.3 Maybank2u
- 7.4 MyBSN
- 7.5 iPay88 (internet banking for selected Malaysian banks)

8. Unsuccessful Transaction

8.1 If a customer has been charged for ticket fare and ticket reservation was unsuccessful, KTMB shall refund the ticket fares.

8.2 Process of refund:-

i. Payment of ticket fare via Visa, Master, Maybank2u or BSN

a. Refund of ticket fare to customers' account is within 14 working days.

ii. Payment of ticket fare via iPay88

a. Customer must contact Customer Service and submit their payment details (email: callcenter@ktmb.com.my or telephone: 603-22671200).

b. Refund of ticket fare to customers' accounts is within 14 working days from the date of submission the payment details.

8.3 If a customer does not receive any refund after 14 working days, please contact Customer Service (email: callcenter@ktmb.com.my or telephone: 603-22671200)

9. Ticket Inspection

9.1 Tickets are not transferable.

9.2 A ticket is valid for the passenger whose name and MyCard number (or passport number) was printed on the ticket and in the passengers list.

9.3 Passengers traveling with concession ticket must produce an original copy of the following document(s) during ticket inspection:-

i. Senior citizen

a. MyCard. ii.

Disabled

a. MyCard

b. Registration card *Jabatan Kebajikan Masyarakat* iii.

Government Pensioner (and wife)

a. MyCard

b. Pensioner card iv. Police, army and

firemen

a. MyCard

b. Authority Card

v. Student

a. MyCard

b. KTMB i-Card

c. Student card

vi. VIP

a. MyCard

b. VIP Pass (issued by KTMB)

9.4 Passenger must pay the full fare and a surcharge MYR100.00 (Malaysia Ringgit One Hundred);

i. Unable to produce a valid ticket.

ii. Unable to produce original copy of the above document(s) (refer 9.3).

iii. Foreigners or permanent resident travelling with concession tickets.

iv. Passengers travelling with concession ticket on shuttle service JB Sentral – Woodlands – JB Sentral.

10. Reschedule or Amendment of Ticket

- 10.1 Reschedule or amendment of ticket must be submitted at ETS/Intercity ticket counter at least 24 hours before the departure time printed on the ticket.
- 10.2 Reschedule or amendment of ticket for shuttle service JB Sentral – Woodlands – JB Sentral is not permitted.
- 10.3 Passengers must produce a valid printed ticket or ticket ID or ticket reference to ETS/Intercity ticket counter.
- 10.4 Terms and conditions:-
 - i. Only amendment of travelling date and/or time of departure and/or coach type are allowed.
 - ii. Amendment of origin or destination station is not allowed.
 - iii. Reschedule or amendment of ticket will be allowed once only.
 - iv. KTMB may charge administrative fee for each amendment ticket.
- 10.5 No refund will be given for the difference in ticket fare if the passenger downgrades ticket to a lower class.
- 10.6 The terms and conditions are subject to change without prior notice.

11. Cancellation of Ticket and Refund of Fares

- 11.1 Terms and conditions for cancellation and refund of ticket fare :-
 - i. No refund of ticket fares will be given if the cancellation of ticket is submitted less than four (4) hours before departure time.
 - ii. For any cancellation submitted less than 72 hours prior to train departure; a refund of 50% of the ticket fare will be given.
 - iii. For any cancellation submitted more than 72 hours prior to train departure; a refund of 75% of the ticket fare will be given.
 - iv. No refund of administrative fee or any other charges.
- 11.2 Refund procedure:-
 - i. Cancellation of ticket must be submitted at ETS/Intercity ticket counter at least four (4) hours before departure time.
 - ii. Customer must produce a valid printed ticket or ticket ID or ticket reference and together with their MyCard or Passport.
- 11.3 Term of refund:-
 - i. Payment of ticket via Master or Visa;
 - Refund of ticket fare will be credit to customers account within 30 days.
 - ii. Payment of ticket via Maybank2u or MyBSN or iPay88;
 - Refund of ticket fare will be pay to customer in cash.
 - iii. For ticket purchase via KTMB ticket agent;
 - Customer must cancel their ticket at ETS/Intercity counter, and
 - Submit refund application to ticket agent.
- 11.4 The terms and conditions are subject to change without prior notice.

12. Changes or Cancellation by KTM BERHAD

- 12.1 If any changes or cancellation is made by KTMB to any coaches or train services, KTMB's maximum liability is to refund the ticket fares only.

13. Incorrect Travel Details

- 13.1 KTMB accepts no liability for any error in travel details due to:-
 - i. Incorrect information keyed in by the customer during purchasing of ticket.
 - ii. Force majeure or any matter beyond KTMB's reasonable control.

14. Others**14.1 KTMB's Conditions of Carriage:-**

- i. Animals are not allowed to be carried into ETS or Intercity train.
- ii. Bicycles or folding bike or any bicycle components are not allowed to be carried into ETS or Intercity train.
- iii. Passengers are allowed to bring only one luggage for free of charge.
- iv. Service charge will be imposed for every excess luggage or parcel carried on board the train
- v. For safety and comfort of passengers, KTMB have right to refuse any excess luggage or parcel to be carried on board the train.
- vi. For further details please read KTMB's Conditions of Carriage or contact Customer Service.

14.2 These terms and conditions are subject to change without prior notice.**14.3 For inquiry please contact Customer Service:-**

- i. Email : callcenter@ktmb.com.my ii. Telephone: 603-22671200 (operation hour 0700 – 2200)
