



GENERAL TERMS & CONDITIONS OF COMPLIMENTARY TICKETS ISSUED BY MALAYSIA AIRLINES

1. The ticket/s you have been awarded is non transferable & non re-routeable in any way. This means that your ticket cannot be transferred into another person's name and it cannot be exchanged or sold for cash and cannot be changed to any origin or destination. All flights are to depart and arrive from London Heathrow Airport (LHR/T4).
2. The validity of the ticket is as per your prize letter, i.e. one year avoiding Easter, Summer Peak season, Christmas & New Year and half term school holidays. All seats are subject to availability at the time of booking.
3. Entries open to UK & Ireland residents aged 18 or over.
4. The prize must be used by the winner and companion travelling together on the same flights/dates. Flight booking must be made at least 1 month before departure and are subject to availability at the time of booking.
5. Malaysia Airlines shall pay any applicable transportation taxes and government imposed fees related to the prize.
6. Prize does not include travel on oneworld carriers or designated codeshare flights where Malaysia Airlines is not the operating carrier. All travel must be completed before the expiry date and no extension of validity will be made.
7. Except as otherwise provided, the prizewinner and their travelling companion (the "winners") are responsible for: any and all costs, expenses and taxes not expressly described herein including, without limitation, ground transportation, accommodation, gratuities, merchandise, telephone calls, personal expenses of any nature for overnight layover, meals and beverages, service charges and entertainment. The winners will be responsible for their own travel insurance. It is the responsibility of the winners to ensure they have a valid passport each and obtain any necessary vaccination or visas for their trip.
8. Prize tickets are not entitled to any Upgrades, Access to Golden Lounges and Excess Baggage. Mileage accrual is not available for this complimentary ticket.
9. Once tickets are issued they are non-changeable, non-refundable, or upgradeable. Once booked, the origin and destination, flight time and date of travel cannot be changed. Stopovers are not permitted. Flights are subject to Malaysia Airlines' terms and conditions of carriage, which can be found at www.malaysiaairlines.com/uk
10. The prize winner is solely responsible for declaring details of any award provided under the promotion to HMRC and for paying any tax liability which may arise.