

## ONLINE SALES IN MYRAPID PULSE (From 1 November 2023 onwards)

### TERMS & CONDITIONS

#### Organiser and Eligibility

The initiative is organized by **Prasarana Malaysia Berhad**, a company registered under Registration No. **199801011092 (467220-U)**, hereinafter referred to as the '**Organizer**,' and is open to all Malaysian citizens. These terms and conditions govern the utilization of our online purchase platform referred to as '**MyRapid PULSE**'. By accessing and utilizing '**MyRapid PULSE**' platform and making any purchases, you hereby consent and agree to be legally bound by these terms and conditions.

#### Product Purchase

1. Platform will be open for purchases starting on **1 November 2023 onwards**
2. You must be a Malaysian Citizen with a valid MyKad or MyTentera, to be eligible to purchase Rapid KL pass such as **My50 Unlimited Travel Pass or MyCity Pass 1-Day or 3-Days Pass**
3. Upon successful purchase of the pass, customers will need to validate and redeem the pass within **thirty (30) days** after the online purchase at Rapid KL (**LRT/MRT/Monorail**) Customer Service Offices. The pass will also have to be activated within 30 days from the redemption date. Any pass not redeemed or validated within the stipulated time will be considered invalid/expired and nullified in the system.

#### Passes available

LIST OF PRODUCTS			
Product	Details	Ticket Medium	Price
<b>My50 Unlimited Travel Pass</b>	RM50 for 30 days of Unlimited Travel on all rail & bus services	MyKad	RM50
<b>MyCity Pass</b>	1-Day & 3-Day Unlimited Rides on Rapid KL LRT, MRT, Monorail and BRT, Rapid KL Bus network and MRT Feeder Bus; open to Malaysians	MyKad / Touch 'n Go	RM5/RM 15

#### Terms and Conditions

1. This platform is open to a Malaysian citizen with a valid MyKad or MyTentera.
2. Customers are required to present their MyKad or MyTentera to any of Rapid KL Customer Service Offices (LRT/MRT/Monorail) for verification purposes.
3. Upon redemptions, a reload charge of RM0.50 per transaction will be charged based on Touch n' Go fees and charges policy.

4. Prasarana reserves the right to reject Customers if the Customers are not able to provide the compulsory documents during the verification and validation process.
5. Any customer(s) found to have committed or is suspected of committing any misconduct, fraudulent or wrongful acts will not be able to continue their journey to the next station.
6. The pass/passes are not transferable or exchangeable for cash, credit or any kind and shall be subjected to such terms and conditions which Prasarana may impose.
7. If your pass is lost, no refund, reimbursements or appeals will be entertained.
8. In the event of a service disruption, no refund will be given as alternate services will be available.
9. By purchasing this product, customers are deemed to have read, understood, and agreed to be bound by the terms and conditions stated herein.
10. Prasarana reserves the right at its absolute discretion to vary, delete or add to any of these information, Terms and Conditions without any prior notice.

## **General**

### **11. Data Protection**

- (a) By participating in this Promotion, Eligible Customers agree to be bound by the Terms and Conditions herein and agree and consent to allow his/her personal data being collected, processed and used by Organiser (including but not limited to its subsidiaries, associated and affiliated companies, and related corporations) in accordance with the Personal Data Protection Act 2010 ("PDPA Notice") which can be accessed at <https://myrapid.com.my/pdpa/>. In addition, and without prejudice to the terms in the PDPA Form, Eligible Customers agree and consent to his/her personal data or information being collected, processed and used by Organiser for: i) the purposes of the Promotion; and ii) marketing and promotional activities conducted by Organiser, including but not limited to any form of advertising or publicity media and materials such as audio and/or visual recordings published through newspapers, television networks, radio stations or online and digital media and on the Internet. Marketing and promotion activities include without limitation the use and/or publication of any details provided in and/or in connection to the entries, interviews material as well responses and related photographs. In this regard, Eligible Customers agree to co-operate and participate in all advertising and publicity activities of Organiser in relation to the Promotion.
  - (b) The Organiser shall take reasonable precautions to keep the Eligible Customers personal data secure. Please note, however, that the Organiser may release the Eligible Customer's personal data if required to do so by law, or by search warrant, subpoena or court order.
12. Participation in the Promotion shall be deemed an unconditional acceptance by the Eligible Customers of the Terms and Conditions of the Promotion and the PDPA Notice.

13. The Terms and Conditions of the Promotion shall be governed, construed and interpreted in accordance with the laws of Malaysia.
14. All rights 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 Promotion, the production, distribution, exhibition and/or exploitation of the Promotion and/or any product based on and/or derived from the Promotion.
15. The invalidity, illegality or unenforceability of any terms hereunder shall not affect or impair the continuation in force of the remainder of the Terms and Conditions of the Promotion.
16. The main language of the Terms and Conditions shall be the English language. Any translation to any language other than English shall be for convenience only. In the event of any inconsistency between this English language and any other languages, the English language version shall prevail and govern in all respects.

**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 on Mondays to Fridays, from 7.00am to 8.30pm, Saturdays to Sundays and Public Holidays from 7.00am to 5:30pm**