

TERMS AND CONDITIONS – MYCITY PASS

These Terms and Conditions governs the use and purchase of MyCity Pass offered by **Prasarana Malaysia Berhad [Registration No.: 199801011092 (467220-U)] (“Prasarana”)** for unlimited daily travel on Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus, and MRT feeder bus services in Klang Valley. By purchasing and/or using the MyCity Pass, you agree to be bound by the following terms:

1. Definitions

- a) **“MyCity Pass”** refers to the unlimited daily travel pass offered by Prasarana Malaysia Berhad.
- b) **“Passenger/User/Customer”** refers to the individual purchasing and/or using the MyCity Pass.
- c) **“Touch ‘n Go card”** refers to the contactless smart card used for payment and access to services.

2. Pass Description

MyCity Pass is an unlimited daily travel pass offering unlimited rides on Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus, and MRT feeder bus services in Klang Valley for either 1 day or 3 days, as per the selected pass type.

3. Eligibility

MyCity Pass is available to both Malaysians and non-Malaysians.

4. Pass Types and Prices

Type	Malaysian Price (RM)	Non-Malaysian Price (RM)
MyCity 1-Day Pass (MCP1)	6.00	10.00
MyCity 3-Day Pass (MCP3)	15.00	25.00

Price indicated are exclusive of Touch ‘n Go card price and minimum purse value requirement.

5. Price for Customers Without Touch ‘n Go Card

Type	Malaysian Price (RM)	Non-Malaysian Price (RM)
MyCity 1-Day Pass (MCP1)	25.00	30.00
MyCity 3-Day Pass (MCP3)	35.00	45.00

Prices include a RM10.00 card price and Touch ‘n Go purse value.

Example for MCP1 purchase (for a new Touch ‘n Go card):

Customers need to pay RM25, equivalent to RM10 for the Touch ‘n Go NFC card price + RM15 for the minimum Touch ‘n Go first top-up value. Subsequently, RM6 will be deducted from the card as the pass price for the activation of MCP1. Hence, remaining purse value will be RM9.00.

6. Purchase of MyCity Pass

a) Where to Purchase

MyCity Pass can be purchased from Rapid KL Customer Service Office (CSO) located at any LRT, MRT, Monorail, BRT stations and selected bus hubs, or online via the MyRapid PULSE App or MyRapid Shop.

TERMS AND CONDITIONS – MYCITY PASS

b) Purchase Process (Over the Counter)

For Malaysians:

- Present your MyKad to any Rapid KL LRT, MRT, Monorail, BRT Customer Service Offices, or selected bus hubs for verification and eligibility for Malaysian pricing and encoding with the MyCity Pass.
- Ensure a minimum RM5.00 balance in your Touch 'n Go card.

For non-Malaysians:

- Bring your own Touch 'n Go card to Rapid KL LRT, MRT, Monorail, BRT Customer Service Offices, or selected bus hubs for encoding with the MyCity Pass.
- Ensure a minimum RM5.00 balance in your Touch 'n Go card.

Touch 'n Go Cards

- Touch 'n Go cards can be purchased at any of Rapid KL Customer Services Offices for RM10.00 except for BRT stations and Rapid KL bus hubs, subject to availability of Touch 'n Go card stocks.
- It also can be purchased at designated locations i.e., Touch 'n Go Customer Experience Centre, Touch 'n Go Hubs and Spots, petrol kiosks, convenience stores, and pharmacies.

c) Purchase Process (Online via PULSE app / MyRapid Shop – starting 11 March 2024)

For Malaysians:

- For purchases of the MyCity Pass, the maximum quantity allowed is up to 10 purchases per transaction.

For non-Malaysians:

- For purchases of the MyCity Pass, the maximum quantity allowed is up to 4 purchases per transaction.

d) Activation

- MyCity Pass is activated upon successful encoding with a Touch 'n Go card.
- MyCity Pass cannot be activated on MyRapid Concession Cards or MyKad without a Touch 'n Go embedded chip.
- MyCity Pass can only be activated on the same Touch 'n Go card after any existing products (such as My50/Smart 7/Smart 30, etc) have expired.

e) Payment Option

- Over The Counter
 - Cash or QR Code
- Online via MyRapid PULSE app / MyRapid Shop.
 - Visa/Mastercard credit and debit cards are accepted.

f) Sales and Service Tax

- Sales and Service Tax (SST) is not applicable for MyCity Pass purchases.

7. Usage and Restrictions

a) Validity

- MyCity 1-Day pass is valid for one (1) day from activation.
- MyCity 3-Days Pass is valid for three (3) consecutive days from activation.

TERMS AND CONDITIONS – MYCITY PASS

b) Services Covered

- MyCity Pass allows unlimited rides on Rapid KL LRT, MRT, Monorail, BRT, Rapid bus, and MRT feeder bus services in Klang Valley only.

c) Exclusions

- MyCity Pass is not valid for use on KTM Komuter, ERL, Rapid Penang, Rapid Kuantan, and Nadiputra bus services in Putrajaya.

d) Park n Ride

- MyCity Pass holders can still enjoy flat rates at LRT or MRT Park n Ride facilities by tapping the same Touch 'n Go card. For more information, kindly visit: <https://myrapid.com.my/bus-train/rapid-kl/park-ride/>

8. Lost or Unreadable Cards

a) Lost Cards

In the event of a lost Touch 'n Go card with MyCity Pass encoded, a new MyCity Pass must be purchased. No replacements or refunds are available for lost cards. Any appeals will not be entertained.

b) Unreadable Cards

If the MyCity Pass encoded on the Touch 'n Go card is unreadable, a temporary travel voucher may be requested at Rapid KL Customer Service Offices. No refunds will be given for unreadable cards.

9. General

a) Eligibility Verification

Prasarana reserves the right to reject or disqualify eligible Customers if the Customers are not able to provide the compulsory documents during the verification and validation process.

b) Misconduct

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.

c) Transferability

The MyCity Pass is not transferable or exchangeable for cash, credit, or any kind and shall be subjected to such terms and conditions which Prasarana may impose.

d) Service Disruptions

In the event of a service disruption, no refund will be given as alternate services will be available.

e) Incorrect Purchase

Should an incorrect MyCity pass be purchased, the MyCity pass will not be encoded into their Touch 'n Go card, and no immediate refund will be issued at the Rapid KL Customer Service Offices.

Customers are required to:

- i) Purchase a new MyCity pass at the Customer Service Offices

TERMS AND CONDITIONS – MYCITY PASS

- j) Write in to our Customer Support Unit at suggest@rapidkl.com.my to initiate the refund process. The refund process will take approximately 30 days.

f) Data Protection

By purchasing and/or using the MyCity Pass, Customer 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 Prasarana (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, Customers agree and consent to his/her personal data or information being collected, processed and used by Prasarana for: i) the purposes of the product; and ii) marketing and promotional activities conducted by Prasarana, 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, Customers agree to co-operate and participate in all advertising and publicity activities of Prasarana in relation to the MyCity Pass.

Prasarana shall take reasonable precautions to keep the Customer’s personal data secure. Please note, however, that Prasarana may release the Customer’s personal data if required to do so by law, or by search warrant, subpoena, or court order.

g) Agreement to Terms

By purchasing this product, Customers are deemed to have read, understood, and agreed to be bound by the terms and conditions stated herein.

h) Changes to Terms

Prasarana Malaysia Berhad reserves the right at its absolute discretion to vary, delete, or add to any of these information, Terms and Conditions without any prior notice.

i) Governing Law

This Terms and Conditions shall be governed, construed, and interpreted in accordance with the laws of Malaysia, and any dispute arising out of or in connection with the product shall be referred to the exclusive jurisdiction of Malaysian Courts.

j) Support

For more information and enquiries, contact Rapid KL at suggest@rapidkl.com.my or 03-7885 2585, available 7 days a week from 6:00 am to 12:00 am.

By purchasing and using the MyCity Pass, the Customer acknowledges and agrees to these Terms and Conditions. Prasarana Malaysia Berhad reserves the right to revoke the MyCity Pass in case of misuse or violation of these Terms and Conditions.