

MyTourist Pass (MTP) Frequently Asked Questions (FAQ)

1. What is MyTourist Pass?

MyTourist Pass is the unlimited daily travel pass with extra benefits offered by Prasarana Malaysia Berhad.

2. Who can purchase MyTourist Pass?

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

3. What benefits will I get with the purchase of a MyTourist Pass?

You are entitled to get unlimited rides on Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus, and MRT feeder bus services for one (1), two (2), or three (3) days. Additionally, you can also enjoy discounts and benefits from our participating partners for seven (7) consecutive days from the first day usage (activation) of the pass by presenting the Validity Card alongside its receipt at their outlets.

4. What type of MyTourist Passes are available, and what are the price tiers?

Type of Pass	Malaysian Price (RM)	Non-Malaysian Price (RM)
MyTourist 1-Day Pass (MTP1)	20.00	40.00
MyTourist 2-Day Pass (MTP2)	30.00	60.00
MyTourist 3-Day Pass (MTP3)	40.00	80.00

- The price indicated above excludes the Touch 'n Go card price and minimum purse value requirement.
- These passes are encoded and activated using a Touch 'n Go card and are valid on a day-cycle basis i.e. up to 11:59 pm only.

5. What is the price of MyTourist Pass when bundled with a Touch 'n Go card?

Type of Pass	Malaysian Price (RM)	Non-Malaysian Price (RM)
MyTourist 1-Day Pass (MTP1)	35.00	55.00
MyTourist 2-Day Pass (MTP2)	45.00	75.00
MyTourist 3-Day Pass (MTP3)	55.00	95.00

- The price includes RM10.00 Touch 'n Go card price and purse value of RM 5.00.

Example – MyTourist 2-Day Pass (MTP2) purchase WITH a new Touch 'n Go card:

- Customers (Malaysian) need to pay RM45.00, which entails of RM30.00 of pass price, RM10.00 for the Touch 'n Go NFC card price and RM5.00 for the minimum Touch 'n Go purse value.
- Subsequently, RM30.00 will be deducted as the pass price for the activation of MTP2.
- Hence, the remaining purse value will be RM5.00. Customer must ensure a minimum RM5.00 balance is available in the Touch 'n Go card to enjoy unlimited rides on Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus and MRT feeder bus services.

6. Where can I purchase MyTourist Pass?

You can purchase MyTourist Pass at Rapid KL Customer Service Offices located at:

- All LRT, MRT, Monorail and BRT stations
- Selected bus hubs as below:
 - a. Chow Kit
 - b. Pasar Seni
 - c. Seksyen 2, Shah Alam
 - d. Greenwood
 - e. Sri Nilam
 - f. Pearl Point
 - g. Puchong Utama
- Online via MyRapid PULSE App or MyRapid Shop (<https://shop.myrapid.com.my/>)

Note

- Operation hours for LRT, MRT and Monorail stations: Monday – Sunday, 6.00 am – 11.30 pm
- Operation hours for BRT stations: Monday – Sunday, 6.00 am – 12.00 am
- Operation hours for bus hubs: Monday – Saturday, 6.00 am – 5.45 pm, closed on Sunday and Public Holidays
- MyRapid PULSE can be downloaded from the App Store, Play Store, or Huawei App Gallery. Alternatively, you can visit MyRapid Shop, navigate to 'Lifestyle', and select MyTourist Pass from the store.

7. How do I purchase a MyTourist Pass?

Offline - Over the Counter

- For Malaysian, you need to present your MyKad/MyTentera to Rapid KL Customer Service Offices for verification and eligibility for Malaysian rate.
- For non-Malaysian, you do not need to present any document for verification.
- Bring your own Touch 'n Go card to encode the MyTourist Pass.
- Choose a date to activate your pass. You may choose to start your MyTourist Pass immediately or defer it up to seven (7) days from the purchase date.
- Ensure a minimum RM5.00 balance in your Touch 'n Go card.



Online - MyRapid PULSE app or MyRapid Shop

- You need to create a MyRapid Shop account prior to the online purchase.
- You need to fill in your details on the MyRapid Shop page.
- The price stated in the MyRapid PULSE app or MyRapid Shop is **only the price of the MyTourist Pass**. The total amount of Touch 'n Go card, and the purse value need to be paid over the counter.
- The minimum purse value of RM6.00 is required for any purchase made online.
- The **redemption and activation of MyTourist Pass must be made over the Rapid KL Customer Service Offices (LRT, MRT or Monorail only)** after the purchase was made online.
- You must choose a date to activate your pass. You may choose to start your MyTourist Pass immediately or defer it up to seven (7) days from the purchase date.
- The maximum quantity allowed is up to ten (10) purchases per transaction (per type of pass)

Note:

- Touch 'n Go cards can be purchased at any of Rapid KL Customer Service 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.

8. Who are the participating partners for MyTourist Pass?

You may visit our website at <https://myrapid.com.my/our-products/mytourist-pass/> for the list of participating partners and the benefits offered or you may simply scan the QR code available at our Customer Service Offices for more information.

9. What is the maximum number of MyTourist passes that can be purchased in one (1) transaction via MyRapid PULSE app or MyRapid Shop?

The maximum number of MyTourist pass that can be purchased in one (1) transaction is ten (10) purchases (per type of pass) that allows a combination of Malaysians and non-Malaysians passes.

10. When can I enjoy all the benefits of the MyTourist Pass?

Once your MyTourist Pass is activated, you will be able to enjoy all the offers and benefits for seven (7) consecutive days starting from the first day of usage (activation).

11. What will I get when I purchase MyTourist Pass?

Once you have redeemed your MyTourist pass at any Rapid KL Customer Service Offices or selected bus hubs, you will also receive a MyTourist Pass Sleeve, a MyTourist Validity Card alongside its receipt. Kindly bring the Validity Card and the receipt to any participating partner's outlets to enjoy the offers and benefits for seven (7) consecutive days starting from the first day of usage (activation). Kindly be informed, the MyTourist Pass Sleeve and Validity Card is subject to availability.



12. Can I activate MyTourist Pass on MyKad with a Touch 'n Go embedded chip?

Yes, MyTourist Pass can be purchased using your MyKad with a Touch 'n Go embedded chip. Kindly ensure there is no other active pass on your MyKad. Do ensure a minimum RM5.00 Touch 'n Go purse value is available in your MyKad for purchase made offline or RM6.00 for purchase made online for you to enter Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus, and MRT LRT feeder bus services.

13. I am a My50/MyCity Pass/Smart Package (Smart 7/Smart 30) user, can I purchase MyTourist Pass using the same Touch 'n Go card?

MyTourist Pass can only be activated on the same Touch 'n Go card after your My50/MyCity Pass/Smart Package has expired.

14. I am a MyRapid Concession card user, can I purchase MyTourist Pass on my MyRapid Concession Card?

No, MyTourist Pass cannot be activated on any MyRapid Concession Card.

15. Can I use MyTourist Pass at KTM Komuter or ERL?

No, MyTourist Pass is only valid for Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus, and MRT, LRT feeder bus services.

16. Can I still get the flat rate at Rapid KL Park 'n Ride facilities with my MyTourist Pass?

Yes, you can still enjoy the flat rate at LRT or MRT Park 'n Ride facilities by tapping the same Touch 'n Go card.

17. Will I be charged Sales & Service Tax (SST) when I purchase MyTourist Pass?

No, Sales and Service Tax (SST) are not applicable for MyTourist Pass purchases.

18. What if I lose my Touch 'n Go card with MyTourist Pass encoded before its expiry?

You are required to purchase a new MyTourist Pass. No replacements or refunds are available for lost cards.

19. What if I lose my Validity Card after I purchased MyTourist Pass?

You need to present the receipt to the participating partners outlets to enjoy the discounts and benefits.

20. What if my MyTourist Pass is unreadable?

If your MyTourist Pass is unreadable, you may request a temporary travel voucher at Rapid KL Customer Service Offices at LRT, MRT, and Monorail by showing your original purchase receipt of the MyTourist Pass. No cash refund or claim is applicable at Customer Service Offices.

For more information and enquiries, email us at suggest@rapidkl.com.my, or contact/WhatsApp us at 03-7885 2585 (available 7 days a week from 6.00 am to 12.00 am).

