

MyTourist Pass (MTP) Terms and Conditions (T&C)

These Terms and Conditions governs the use and purchase of MyTourist Pass offered by **Prasarana Malaysia Berhad** [Registration No.: 199801011092 (467220-U0)] ("Prasarana") for unlimited daily travel pass on Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus, and MRT feeder bus services in Klang Valley.

By purchasing and/or using the MyTourist Pass, you agree to be bound by the following terms:

1. Definitions

- "MyTourist Pass"** refers to the unlimited daily travel pass with extra benefits offered by Prasarana Malaysia Berhad.
- "Passenger/User/Customer"** refers to the individual purchasing and/or using the MyTourist Pass.
- "Touch 'n Go card"** refers to the contactless smart card used for payment and access to services.

2. Pass Description

MyTourist Pass offers unlimited rides on Rapid KL LRT, MRT, Monorail, BRT, Rapid KL bus, and MRT feeder bus services in the Klang Valley for one (1), two (2), or three (3) days. Customers can enjoy discounts and benefits from our partners for seven (7) days from the first day usage of the MyTourist Pass by presenting the Validity Card alongside MyTourist Pass receipt at their outlets. Customer can purchase MyTourist Pass at any time of the month, and it is valid on a day-cycle basis.

3. Eligibility

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

4. Pass Types and Prices

Type of Pass	Malaysian Price (RM)	Non-Malaysian Price (RM)
MyTourist 1-Day Pass (MTP1)	15.00	35.00
MyTourist 2-Day Pass (MTP2)	20.00	50.00
MyTourist 3-Day Pass (MTP3)	25.00	65.00

- The price indicated excludes the Touch 'n Go card price and minimum purse value requirement.

5. Pass Types and Prices that INCLUDES Touch 'n Go Card and purse value

Type of Pass	Malaysian Price (RM)	Non-Malaysian Price (RM)
MyTourist 1-Day Pass (MTP1)	30.00	50.00
MyTourist 2-Day Pass (MTP2)	35.00	65.00
MyTourist 3-Day Pass (MTP3)	40.00	80.00

- 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 RM35.00, which entails of RM20.00 of pass price, RM10.00 for the Touch 'n Go NFC card price and RM5.00 for the minimum Touch 'n Go first purse value.
- Subsequently, RM20.00 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. Purchase of MyTourist Pass

a) Where to Purchase

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

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

Note

- Operation hours for all 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 pm
- 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 'Lifestyle', and select MyTourist Pass from the store.

b) Purchase Process (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.

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 MyRapid PULSE app or MyRapid Shop)

- 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.
- If the customer does not have a Touch 'n Go card, they may purchase the card 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
- The maximum quantity allowed is up to ten (10) purchases per transaction (per type of pass) that allows a combination of Malaysians and non-Malaysians passes.

d) Activation

- 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.
- For any **online multiple purchase** of MyTourist Pass, the redemption and activation must be made at the same location as Rapid KL Customer Service Office, on the same date and at the same time.
- **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.



- MyTourist Pass cannot be activated on MyRapid Concession Cards or MyKad/MyTentera without a Touch 'n Go embedded chip.
- MyTourist Pass can only be activated on the same Touch 'n Go card after the existing products (such as My50/MyCity Pass/Smart 7/Smart 30 etc) have expired.
- Do note that the MyTourist Pass validity is on a day count cycle ie. It will expire at 11.59 pm.

e) Payment Options

Over The Counter

Cash, QR Code or Credit and Debit Card

Online via MyRapid PULSE app

Visa/Mastercard credit and debit cards are accepted

f) Sales and Service Tax

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

7. Usage and Restrictions

a) Validity

- The MyTourist 1-Day Pass provides unlimited rides on Rapid KL services for one (1) day and offers discounts and benefits at participating partner establishments for seven (7) days from the activation date. Terms and conditions apply.
- The MyTourist 2-Day Pass provides unlimited rides on Rapid KL services for two (2) days and offers discounts and benefits at participating partner establishments for seven (7) days from the activation date. Terms and conditions apply.
- The MyTourist 3-Day Pass provides unlimited rides on Rapid KL services for three (3) days and offers discounts and benefits at participating partner establishments for seven (7) days from the activation date. Terms and conditions apply.

Please ensure that the original receipt and validity card must be presented for verification purposes.

b) Services Covered

- MyTourist Pass allows unlimited rides on Rapid KL LRT, MRT, Monorail, BRT, Rapid KL buses, and MRT feeder bus services.
- MyTourist Pass offers discounts and benefits from our participating partners for seven (7) days from the first day usage of the MyTourist Pass by presenting the Validity Card alongside MyTourist Pass receipt at their outlets.



c) Exclusions

- MyTourist Pass is not valid to be used on KTM, ERL, Rapid Penang, Rapid Kuantan, and Nadiputra bus services in Putrajaya or any other services not provided by Rapid KL.

d) Park 'n Ride

- MyTourist Pass users can still enjoy flat rates at LRT or MRT Park 'n Ride facilities by tapping the same Touch 'n Go card.

8. Lost or Unreadable Cards

a) Lost of Touch 'n Go Cards

In the event the encoded MyTourist Pass Touch 'n Go card is lost; a new MyTourist Pass must be purchased. No replacements or refunds are available for lost cards. Any appeal will not be entertained.

b) Lost of Validity Cards

In the event that the Validity Card is lost; customers need to present the receipt to the participating partners outlets to enjoy the discounts and benefits.

c) Unreadable Cards

If the MyTourist Pass encoded on the Touch 'n Go card is unreadable, customers are advised to proceed to the nearest Rapid KL Customer Service Office for verification and assistance. Please be informed that cash refunds will not be provided under these circumstances.

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 MyTourist 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) Data Protection

By purchasing and/or using the MyTourist 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 MyTourist 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.

f) 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.

g) 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.

h) 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.

i) Support

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).

By purchasing and using the MyTourist Pass, the Customer acknowledges and agrees to these Terms and Conditions. Prasarana Malaysia Berhad reserves the right to revoke the MyTourist Pass.



