

APPENDIX 1

TERMS AND CONDITIONS OF ETS, KTM INTERCITY AND SHUTTLE TEBRAU TICKETS

1. Introduction

- 1.1. Please read these Terms and Conditions carefully before purchase of ticket.
- 1.2. Purchase of any tickets constitutes your acceptance of these Terms and Conditions or your acceptance on behalf of any person for whom you are purchasing tickets.
- 1.3. Channel for purchase of ticket;
 - i. KTMB official website, www.ktmb.com.my or link https://online.ktmb.com.my/
 - ii. KTMB Mobile apps
 - iii. KTMB ticket kiosk (ticket vending machine TVM)
 - iv. KTMB ticket counter
- 1.4. Customer must sign-up KITS at www.ktmb.com.my or KTMB Mobile apps for online purchase.
- 1.5. Please contact Customer Service Unit at 03-97791200
- 1.6. or email to callcenter@ktmb.com.my or proceed to ticket counter for further information on KITS registration.

2. Ticket

- 2.1 Minimum time limit for purchase of ticket:
 - i. Website, www.ktmb.com.my or link https://online.ktmb.com.my
 - 15 minutes before departure time
 - ii. KTMB Mobile apps
 - 15 minutes before departure time
 - iii. KTMB ticket kiosk (ticket vending machine TVM)
 - 15 minutes before departure time
 - iv. KTMB ticket counter (subject to counter operating hours)
 - 7 minutes before departure time
- 2.2 Customers are advised to purchase ticket in advance. Minimum time limit subject to change without prior notice.
- 2.3 KTMB accepts no liability if customer unable to purchase ticket before train depart due to system and technical disruptions, closure of counter operation or any other reason.
- 2.4 Advance purchase for selected trains and coaches are subject to minimum distance, refer Attachment 1: Minimum Journey.
- 2.5 Dynamic pricing for ETS services subject to:
 - i. Origin and destination
 - ii. Travel period
 - iii. Travel day
 - iv. Train departure time
 - v. Service type
 - vi. Service sector
 - vii. Purchase period
 - viii. Purchase medium
 - ix. Other criteria to be inform
- 2.6 Customer must ensure passenger's name, IC/passport, telephone number and travel itinerary are correct during purchase for ticket.
- 2.7 Customers who had purchased ticket via KTMB website or KTMB mobile apps, must save their ticket in their mobile phone or print their ticket for inspection purpose.
- 2.8 Customers who had purchased ticket via KTMB ticket kiosk or KTMB ticket counter, must keep-safe their printed ticket for inspection purpose.
- 2.9 Ticket that is torn or damaged or does not have complete information or details is not valid to be used to travel or to apply for a fare refund.
- 2.10 Shuttle Tebrau passengers must kept their payment receipt for ticket inspection or cancellation.
- 2.11 Customer must immediately contact Customer Service Unit at 03-97791200 or email to callcenter@ktmb.com.my if purchase of ticket via KTMB website or KTMB mobile apps or KTMB ticket kiosk was unsuccessful and payment has been done
- 2.12 Customer may check ticket fare via KTMB website, KTMB mobile apps, KTMB ticket counter, KTMB ticket kiosk or Customer Service Unit via email <u>callcenter@ktmb.com.my</u> or telephone 03-97791200.
- 2.13 KTMB shall not responsible for any ticket purchased by passenger from any individual, agencies, portal, website or application which are selling ticket without KTMB authorization.

3. Ticket Type

- 3.1 Adult
 - Age 13 years and above, on travel date.
- 3.2 Child
 - Age 4 years and above, and below 13 years, on travel date.
 - Child below 4 years old is allowed travel without ticket.

March 2024 – 2.0 Page 1 of 13



3.3 Concession

- 3.3.1 Terms and conditions
 - i. Concession ticket for Malaysian citizen only.
 - ii. Concession ticket is valid for selected class or coach, refer Attachment 2: Concession Ticket.
 - iii. Valid document(s) must be attached for concession registration.
 - Registration is valid for three years for senior citizen, disable person or government pensioner and one year for other concessions.
 - v. Renewal of concession registration must be submitted after the expiry date.
 - vi. Registration of student concession available via KTMB website only:
 - Registration fee is MYR33.00 and subject to change without prior notice. (not refundable for whatsoever reason).
 - b) Registration is not allowed if study period less than 6 months.
 - c) Concession is valid for one year from the registration approval date or until end of study if study period less than one year, which ever earlier.
 - d) Purchase of concession ticket is allowed within 90 days from travel date.
- 3.3.2 Concession type and required document(s) for concession registration:
 - i. Senior Citizen (60 years and above)
 - Mykad
 - ii. Government pensioner and wife
 - Pensioner card from Public Service Department or ATM Department of Veterans Affairs
 - Mykad
 - iii. KTMB Pensioner and wife
 - KTMB pensioner card
 - Mykad
 - iv. Disabled Person
 - Registration card from Social Welfare Department
 - Mykad
 - v. Army / Police and spouse / children 18 years and below
 - Army / police identity card
 - Mykad / Mykid (spouse and kids)
 - vi. Fire-fighters
 - Authority card
 - Mykad
 - vii. Ex-Serviceman
 - Ex-army membership card
 - Mykad
 - viii. Student
 - Verification letter (18 years and above), refer Attachment 3: Student Verification Form
 - Mykad
- 3.3.3 Immediate pre-approval for senior citizen, disabled person or government pensioner registration.
- 3.3.4 Document verification and approval for other concession is within three working days.
- 3.3.5 Concession registration will be rejected or terminated without prior notice;
 - i. Not comply to concession terms and conditions.
 - ii. No attachment or incorrect applicant information.
 - iii. Concession ticket have been used by another passenger for travelling and customer will be blacklisted from concession registration if misuse concession ticket.
- 3.3.6 Registration for senior citizen or disable person is available at ticket counter (please present original mykad).
- 3.3.7 Please contact Customer Service Unit at 03-97791200 or email to callcenter@ktmb.com.my or proceed to ticket counter for further information on concession registration.

4. Ticket Inspection

- 4.1 Tickets are not transferable.
- 4.2 Passenger must present their ticket and mykad/passport during ticket inspection.
- 4.3 Ticket is not valid for use by anyone except the passenger whose name and mykad/passport number are stated on the ticket.
- 4.4 Under Section 117 (9) Land Public Transport Act 2010, a penalty of MYR100.00 and ticket fare will be imposed, if passengers:
 - Travel without ticket; or
 - ii. Travel with invalid ticket.

March 2024 – 2.0 Page 2 of 13



4.5 Invalid ticket:

- i. Passenger's name and IC/passport number not stated on the ticket or in passenger manifest.
- ii. Adult passenger travel with child ticket.
- iii. Passenger travel beyond destination station stated on ticket.
- iv. Unauthorized amendment/editing on ticket details.
- v. Ticket have been cancelled.

4.6 Refer 4.4,

- i. Penalty and ticket fare must be paid immediately in cash to Ticket Checker, or
- ii. Passenger must disembark from the train at next stopping station if fails to pay the amount.

5. Amendment of Ticket

- 5.1 Amendment of departure date, departure time, coach label, seat number, ticket type or origin and destination station is not allowed.
- 5.2 Amendment for correction of passenger's name or mykad/passport number can be done at ticket counter at least 24 hours before train depart (subject to ticket counter operating hours). Required documents;
 - i. Printed ticket
 - ii. Copy of passenger's mykad/passport

6. Cancellation of Ticket and Refund of Fares

- 6.1 Terms and conditions for cancellation of ticket and refund of ticket fare:
 - iii. Cancellation of ticket less than 2 hours before train departure; no refund of ticket fares.
 - iv. Cancellation of ticket within 2 hours to 72 hours before train departure: refund 50% of ticket fares.
 - v. Cancellation of ticket more than 72 hours before train departure; refund 75% of ticket fares
 - vi. Service charge or administrative charge or takaful plan fee are not refundable.

6.2 Cancellation procedures:

- i. Online
 - a) Login to KITS via KTMB website or KTMB Mobile apps.
 - b) Select ticket to cancel.
- ii. Ticket counter (required documents)
 - a) Printed ticket for ETS, KTM Intercity and Shuttle Timuran.
 - b) Printed receipt or ticket for Shuttle Tebrau
 - c) Mykad or passport
 - d) PNR number (refer to counter staff)
- 6.3 Refund procedures
 - i. Malaysian and Singaporean
 - a) Refund will be credited to KTM Wallet, and
 - b) No cash refunds.
 - ii. Foreigners (except Singaporean)
 - a) Refund will be credited to KTM Wallet or will be paid in cash for cancellation of ticket at ticket counter.
 - b) Refund will be credited to KTM Wallet for cancellation of ticket via online.
 - c) Customer may contact Customer Service Unit to request cash refund from KTM Wallet via bank transfer (subject to administration charge).

7. Train Service Disruption

- 7.1 Full refund:
 - i. Train service was cancelled and no alternative transport provided by KTMB;
 - Cancellation of ticket must be done within seven days from the travel date.
 - ii. Departure time delay more than two hours:
 - Cancellation of ticket must be done before train depart. If ticket have been scanned at departure gate, cancellation of ticket must be done at ticket counter.
- 7.2 Refer 7.1,
 - Passengers may request full refund for their return ticket or connecting ticket (if not use) and cancellation of ticket must be done before the departure time.
 - ii. No compensation due to train cancellation or delay of departure and arrival time.
- 7.3 Refund procedures, refer 6.3

8. Ticket Details

- 8.1 Customer must ensure travel details and passenger information are correct before they leave the ticket counter or during purchasing via online services or KTMB ticket kiosk.
- 8.2 After customer left the ticket counter, they must cancel the ticket if any error in travel details (subject to the terms and conditions of ticket cancellation).

March 2024 – 2.0 Page 3 of 13



9. Reprint of Ticket at Ticket Counter

- 9.1 Reprint of ticket at least one hour before departure time (subject to counter operating hours).
- 9.2 Reason for reprint;
 - i. Online purchase.
 - ii. Ticket loss
- 9.3 KTMB have right to reject application for reprint of ticket;
 - i. Customer unable to present passenger's mykad/passport
 - ii. Application for reprint less than one hour before the train depart
 - iii. System failure or technical disruption.
 - iv. Ticket counter have been closed.

10. Others

- 10.1 Due to technical difficulties, operational disruption or disasters, KTMB have right to relocate passenger's seat and coach, to reschedule train timetable or to cancel train service without any compensation to passengers.
- 10.2 Passengers boarding Shuttle Timuran from halt or station which does not provide ticketing service are allowed to purchase tickets on board the train;
 - a) If seat number are not printed on ticket, passenger is allowed to sit in any empty seat, and
 - b) Immediately vacate the seat for passenger who had ticket with those seat number.
- 10.3 Departure gates for ETS and KTM Intercity train will be closed five minutes before the departure time:
 - a) If departure gate has been closed, passengers are not allowed to enter the departure area and
 - b) No refund of ticket fares.
- 10.4 Shuttle Tebrau passengers must scan their original passport at departure gate to enter the departure area;
 - a) Departure gate JB Sentral will be closed 10 minutes before departure time.
 - b) Departure gate Woodlands will be closed 20 minutes before departure time.
- 10.5 Shuttle Tebrau passengers are not allowed to enter the departure area and no refund of ticket fares if departure gate have been closed or their passport was expired.
- 10.6 Shuttle Tebrau passengers must ensure their passport expiry date is not less than 30 days from the departure date during purchase of ticket and if passport has been expired or the expiry is less than 30 days from the departure date, ticket must be cancelled (subject to cancellation procedures).
- 10.7 Shuttle Tebrau passengers below 4 years is allowed to board the train without ticket and must be registered at JB Sentral or Woodlands counter at least 2 hours before departure (subject to counter operation hours)
- 10.8 Malaysian citizen fare for Shuttle Tebrau services subject to terms and conditions, please refer KTMB ticket counter or Customer Services Unit for further details.
- 10.9 Top-up for KTM Wallet is available via KTMB official website or KTMB Mobile apps. Amount in KTM Wallet cannot be exchanged for cash or transfer to any bank account or other KTMB Wallet account.
- 10.10 Request to change email address or terminate KITS account please email to Customer Service Unit, refer Attachment 4: Application for Changes of Email Address and Attachment 5: Application for Termination of KITS Account.
- 10.11 Prohibited onboard the train:
 - i. Smelly food or fruits.
 - ii. Animals either alive or dead
 - iii. Bicycles i.e. scooters, normal bicycles, folding bicycles or any part of bicycle, included in bag or box.
 - iv. Flammable liquid or material.
 - v. Prohibited goods or substances under Malaysian law.
- 10.12 Refer 10.11, passenger will be not allowed to board the train or to continue their journey with prohibited items and no refund on ticket fare.
- 10.13 KTMB offer Takaful Plan for additional coverage. Please refer to *Frequently Asked Questions* on KTMB website or KTMB Mobile apps.
- 10.14 Parcels (excluded prohibited items) which is allowed to be carried onboard the train and charge will be imposed, refer *Attachment 6: Parcel Charges*.
- 10.15 Special booking (group booking) is available subject to terms and conditions, refer **Attachment 7: Special Booking (Group Booking).**
- 10.16 Malaysian citizen verification for customer who had registered KITS online is available at ticket counter or KTMB ticket kiosk.
- 10.17 Business Class passengers are allowed to use Ruby Lounge facilities 1 hour before train depart.
- 10.18 Special seat for disabled person in ETS and KTM Intercity coaches is for registered disabled passengers with wheelchair only.
- 10.19 No seat allocation or seat reservation for free pass holders (Myraillife).
- 10.20 Train service coverage for ETS and KTM Intercity refer Attachment 8.
- 10.21 These terms and conditions are subject to change without prior notice.
- 10.22 Please contact Customer Service Unit at 03-97791200 or email to callcenter@ktmb.com.my or proceed to KTMB ticket counter for further information.

March 2024 – 2.0 Page 4 of 13



Attachment 1:

Minimum Journey

| Train Sector | Train Service / Coach | From | То |
|--|--------------------------------------|---------------|---------------|
| KL Sentral – Butterworth – KL Sentral | Platinum / Business Class | KL Sentral | Kuala Kangsar |
| RE Sential – Butterworth – RE Sential | Platinum / Dusiness Class | Kuala Kangsar | KL Sentral |
| | | KL Sentral | Kuala Kangsar |
| VI Central Dadona Dagar VI Central | Platinum / Business Class | Kuala Kangsar | KL Sentral |
| KL Sentral – Padang Besar – KL Sentral | Platinum / Business Class | Padang Besar | Tasek Gelugor |
| | | Tasek Gelugor | Padang Besar |
| Gemas – Butterworth – Gemas | Gold | KL Sentral | Kuala Kangsar |
| Gernas – Butterworth – Gernas | Gold | Kuala Kangsar | KL Sentral |
| | | KL Sentral | Kuala Kangsar |
| Compa Dadana Basar, Compa | Gold | Kuala Kangsar | KL Sentral |
| Gemas – Padang Besar - Gemas | Gold | Padang Besar | Tasek Gelugor |
| | | Tasek Gelugor | Padang Besar |
| JB Sentral – Tumpat – JB Sentral | 2 nd Class Sleeping Berth | JB Sentral | Kuala Krau |
| 35 Sentral – Turripat – 35 Sentral | 2 nd Class Sleeping Berth | Tumpat | Kuala Krau |

Note:

- Purchase of ticket less than minimum journey is allowed within 24 hours only.
- Subject to change without prior notice.

March 2024 – 2.0 Page 5 of 13



Attachment 2:

Concession Ticket

| Concession Type | Class / Coach Type | Concession Rate |
|----------------------------|--|-----------------|
| Senior Citizen | All classes/coach except Business Class | 50% |
| Senior Citizen | Business Class | 20% |
| Dischle Desser | All classes/coach except Business Class | 50% |
| Disable Person | Business Class | 20% |
| O | All classes/coach except Business Class | 50% |
| Government Pensioner | Business Class | 20% |
| Student | All classes/coach except Business Class | 40% |
| (i-Card) | Business Class | No Concession |
| Army, Police & Firefighter | All classes/coach except Business Class | 25% |
| Army, Folice & Filelighter | Business Class | No Concession |
| Ex-Servicemen | All classes/coach except Business Class | 25% |
| (ex-army / ex-police) | Business Class | No Concession |
| Children | All classes/coach except Business Class | 50% |
| Criticien | Business Class | 20% |

Note:

- Concession not inclusive seat and berth charges or meal service or any other charges or administration fee.
- Subject to change without prior notice.

March 2024 – 2.0 Page 6 of 13



Attachment 3

STUDENT VERIFICATION FORM

| (NAME & ADDRESS SCHOOL / INSTITUTE / COLLEGE / UNIVERSITY) | | | | | | | |
|--|---|--------------------------------|--|--|--|--|--|
| | | | | | | | |
| | | | | | | | |
| (STUDENT INFORMA | TION) | | | | | | |
| Name | : | | | | | | |
| IC / Mykad No. | : | | | | | | |
| This is to certify that the university. | e above named is currently a student at this scho | ol / institute / college / | | | | | |
| Duration of Stu | dy :(year) | | | | | | |
| • Admission | Admission : (month / year) | | | | | | |
| Expected Com | pletion : (month / year) | | | | | | |
| Thank you | | | | | | | |
| Signature | : | | | | | | |
| Name of Officer | : | Stamping | | | | | |
| Occupation | : | School / Institute / College / | | | | | |
| Telephone No. | : | University | | | | | |
| Date | : | | | | | | |

March 2024 – 2.0 Page 7 of 13



Attachment 4:

Application for Changes of Email Address

| PERMOHONAN PENUKARAN ALAMAT EMEL APPLICATION FOR CHANGE OF EMAIL ADDRESS | | | | | | | | | |
|---|-------------------------------------|--------------------------|------------------------------------|--|--|--|--|--|--|
| Sila tanda 'X' Please tick 'X' | Walk-In (Guest Service Center KL | Sentral) | Email* (callcenter@ktmb.com.my) | | | | | | |
| Name Name | | | | | | | | | |
| No. IC / Passport IC / Passport No. | | | | | | | | | |
| Sebab Penukaran Reason for Change | | | | | | | | | |
| Alamat Emel Baharu New Email Address | | | | | | | | | |
| Saya dengan ini mengakui dan bersetuju menukar alamat emel untuk akaun KITS | | | | | | | | | |
| I hereby acknowledge and agre | ee to change email address fo | r KITS acco | unt | | | | | | |
| | | Disahkan d | oleh / Verified by: | | | | | | |
| | | | | | | | | | |
| Name / Name | | | | | | | | | |
| Nama / Name: | | Nama / Na | | | | | | | |
| No. IC/ IC No. | | ID Kakitangan/ Staff ID: | | | | | | | |
| Tarikh / <i>Date:</i> | | Tarikh / Da | te: | | | | | | |

Note:

Attach copy of mykad/passport

March 2024 – 2.0 Page 8 of 13



Attachment 5: Application for Termination of KITS Account

| PERMOHONAN UNTUK PENAMATAN AKAUN KITS APPLICATION FOR TERMINATION OF KITS ACCOUNT | | | | | | | | |
|---|---|---|---------------|---------------|---------------------------------|--|--|--|
| Sila tanda 'X' Please tick 'X' | | Walk-In (Guest Service Center KL S | Sentral) |) | Email* (callcenter@ktmb.com.my) | | | |
| Name Name | | | | | | | | |
| No. IC / Passport IC / Passport No. | | | | | | | | |
| PNR | | | | | | | | |
| KTM Wallet (RM) | | | | | | | | |
| Sebab Penamatan Reason for termination | n | | | | | | | |
| | | bersetuju menamatkan akaur ee to terminate my KITS accou | | | | | | |
| ay | | | | ıkan oleh / V | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| Nama/ Name: | | | Nama | a/ Name: | | | | |
| No. IC/ IC No. | | | ID Ka | kitangan/ St | aff ID: | | | |
| Tarikh/ Date: | | | Tarikl | n/ Date: | | | | |
| | | | ELULU PPRO | | | | | |
| No. PNR | | | | | | | | |
| KTM Wallet (RM) | | | | | | | | |
| Catatan | | | | | | | | |
| Disemak oleh: | | Diluluskan oleh: | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| Nama: | | | (K | etua Jabatai | n/ Ketua Unit) | | | |
| Tarikh: | | | Na | ama: | | | | |
| | | | Та | arikh: | | | | |

Note:

- Attach copy of mykad/passport
- Termination process is within 5 working days from the date of approval

March 2024 – 2.0 Page 9 of 13



Attachment 6:

Parcel Charges

| Distance | | | (KG) | | |
|----------|-------|-------|-------|-------|-------|
| (KM) | 10 | 20 | 30 | 40 | 60 |
| 15 | 2.60 | 3.50 | 4.70 | 6.50 | 9.20 |
| 30 | 2.60 | 3.50 | 4.70 | 6.50 | 9.20 |
| 45 | 3.50 | 5.30 | 6.80 | 9.40 | 13.00 |
| 60 | 3.50 | 5.30 | 6.80 | 9.40 | 13.00 |
| 75 | 3.50 | 5.30 | 6.80 | 9.40 | 13.00 |
| 90 | 4.60 | 6.80 | 8.90 | 12.50 | 15.50 |
| 120 | 4.60 | 6.80 | 8.90 | 12.50 | 15.50 |
| 150 | 5.70 | 8.40 | 11.10 | 14.00 | 16.40 |
| 180 | 5.70 | 8.40 | 11.10 | 14.10 | 16.60 |
| 210 | 6.90 | 10.10 | 13.40 | 15.50 | 17.10 |
| 240 | 6.90 | 10.10 | 13.40 | 15.80 | 17.60 |
| 270 | 6.90 | 10.10 | 13.40 | 15.80 | 17.70 |
| 300 | 6.90 | 10.10 | 13.40 | 16.10 | 18.30 |
| 350 | 8.00 | 11.80 | 14.70 | 16.60 | 18.60 |
| 400 | 8.00 | 11.80 | 14.80 | 17.10 | 19.20 |
| 450 | 8.00 | 11.80 | 14.90 | 17.60 | 19.80 |
| 500 | 8.90 | 13.20 | 15.90 | 17.90 | 20.40 |
| 550 | 8.90 | 13.20 | 16.10 | 18.30 | 20.80 |
| 600 | 8.90 | 13.20 | 16.20 | 18.50 | 21.50 |
| 650 | 10.60 | 14.70 | 17.00 | 19.10 | 22.10 |
| 700 | 11.10 | 15.20 | 17.20 | 19.50 | 22.70 |
| 800 | 12.20 | 16.10 | 17.80 | 20.40 | 23.80 |
| | | | | | |

Note:

• Subject to change without prior notice.

March 2024 – 2.0 Page 10 of 13



Attachment 7

Special Booking (Group Booking)

1.0 Terms and Conditions

- 1.1 Customer must register KITS at KTMB website to apply for special booking.
- 1.2 Application form must be submitted at least 30 days before travel date.
- 1.3 Train services for special booking:
 - i. ETS

Route: Gemas - KL Sentral - Ipoh - Butterworth - Padang Besar

ii. KTM Intercity

Route: JB Sentral - Gemas - Kuala Lipis - Gua Musang - Tumpat

- 1.4 Special booking is not allowed for special train services dan Shuttle Tebrau.
- 1.5 Minimum 9 tickets and maximum 80 tickets per train.
- 1.6 Administration charge
 - a) RM1.00 per ticket for successful booking.
 - b) Payment via KTM Wallet
 - c) Not refundable for whatsoever reason
 - d) Subject to change without prior notice.
- 1.7 Email notification will be sent to customer should their special booking was successful.
- 1.8 Payment of ticket is within seven days from the date of notification email.
 - a) Collection and payment of ticket through KTMB website between 12.15 am to 11.00 pm.
 - b) Payment of ticket fare via KTM Wallet.
 - c) Customer must ensure KTM Wallet is sufficient before proceed to payment.
 - d) Special booking will be automatically cancelled after seven days.
- 1.9 Due to email disruptions or system failure or any other reason, KTMB will not responsible should,
 - a) KTMB did not receive the application form, or
 - b) KTMB did not receive booking details, or
 - c) Successful special booking was automatically cancelled.
- 1.10 Special booking is not allowed for travelling date during festive season.
- 1.11 Amendment is not allowed for any successful booking, such as travelling date, number of tickets, origin and destination station, ticket type or other details.
- 1.12 Terms and conditions are subject to change without prior notice.

2.0 Procedures

- 2.1 Customer submit their application form:
 - a) By email to tempahankhas@ktmb.com.my, or
 - b) By hand to Intercity Services Department, KTM Berhad, KL Sentral.
- 2.2 KTMB activate customer's KITS account to allow for special booking.
- 2.3 Customer login KITS account at KTMB website and submit booking details.
- 2.4 Seat reservation by KTMB (subject to seat availability)
- 2.5 Customer receive email notification "KITS Special Booking Pending Payment".
- 2.6 Customer login KITS account at KTMB website for ticket payment.
- 2.7 Customer must ensure passengers details and PNR number for concession ticket is correct.

3.0 Others

- 3.1 Ticket purchased via special booking subject to Condition of Carriage for Passenger Services and Terms and Conditions of ETS, KTM Intercity and Shuttle Tebrau.
- 3.2 Please contact Customer Service Unit at 03-97791200 or email to callcenter@ktmb.com.my for further details:
 - a) KITS registration
 - b) KTM Wallet
 - c) Concession registration
 - d) Train timetable, ticket fare or seat availability

March 2024 – 2.0 Page 11 of 13



| | SPECIAL BOOKING (GROUP BOOKING) | | | | | | | | | | | |
|-----------------------|--|--|-----|---|--|--|------|--------|-------|---|------|------|
| 1. | Date | | | | | | | | | | | |
| 2. | Name* | | | | | | | | | | | |
| 3. | Email* | | | | | | | | | | | |
| 4. | Tel. No* | | | | | | | | | | | |
| 5. | No. PNR / IC* | | | | | | | | | | | |
| 6. | KTM Wallet (RM)* | | | | | | | | | | | |
| 7. | Travel Date | | | | | | | | | | | |
| 8. | Origin & Destination | | | | | | | | | | | |
| 9. | Total Ticket | | | | | | | | | | | |
| 10. | Train No.** | | | | | | | | | | | |
| 11. | Coach Type / Class** | | | | | | | | | | | |
| | Note: */** Refer KITS account or contact Customer Service at 03-97791200 for further info a) Application form must be submitted by email tempahankhas@ktmb.com.my or by hand to Intercity Services Department, KL Sentral at least 30 days before departure date. b) Please attach passengers list (if available) c) Please submit separate form for different travel date or origin and destination d) Minimum 9 ticket and maximum 80 ticket per train e) Special booking is not allowed for travel date during festive season. f) KTMB reserves the right to reject special bookings which do not comply to the terms and conditions or any other reason without prior notice. g) Customer is not allowed to resell train tickets individually in any market medium. (legal action will be taken subject to Act 715, Land Public Transport Act 2010) | | | | | | | | | | | |
| Kegunaan Pejabat KTMB | | | | | | | | | | | | |
| 1. | Nama Kakitangan | | | | | | | | | | | |
| 2. | Tarikh Borang Diterima | | | | | | | | | | | |
| 3. | Kaedah Permohonan | | Eme | I | | | Sera | ıhan T | angan | 1 | | |
| 4. | Tarikh PNR diaktifkan | | | | | | | | | | | |

March 2024 – 2.0 Page 12 of 13



Attachment 8:

Train Service coverage

1. ETS

| SECTOR | ROUTE |
|------------|---------------------------|
| Gemas | Gemas – Butterworth |
| Gemas | Gemas – Padang Besar |
| KL Sentral | KL Sentral – Butterworth |
| KL Sentral | KL Sentral – Padang Besar |
| lpoh | KL Sental – Ipoh |

2. KTM INTERCITY

| SECTOR | SERVICE TYPE | ROUTE | | |
|----------|-----------------------|------------------------|--|--|
| Selatan | Ekspres Selatan (ES) | JB Sentral – Gemas | | |
| Selatari | Shuttle Tebrau (ST) | JB Sentral – Woodlands | | |
| | Ekspres Timuran (ERT) | JB Sentral – Tumpat | | |
| | | Tumpat – Gua Musang | | |
| Timur | Shuttle Timuran (ST) | Tumpat - Dabong | | |
| | Shuttle Hilluran (31) | Tumpat – Kuala Lipis | | |
| | | Kuala Lipis - Gemas | | |

March 2024 – 2.0 Page 13 of 13