
**TERMS AND CONDITIONS
ETS AND KTM INTERCITY TICKET**

1. Introduction

- 1.1. Please read these Terms and Conditions carefully before purchase of ticket. 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.
- 1.2. Channel or medium for purchase of ticket
 - i. KTMB official website, www.ktmb.com.my or link <https://online.ktmb.com.my/>
 - ii. KTMB mobile apps, KTMB Mobile
 - iii. KTMB ticket vending machine
 - iv. KTMB ticket counter
- 1.3. KTMB accepts no liability for any purchase of ticket through an unauthorize individual or agencies.
- 1.4. Please contact Customer Service Unit at 03-22671200 or email to callcenter@ktmb.com.my for further information on channel or medium for purchase of ticket.

2. Ticket

- 2.1 Purchase timelines:
 - i. Website, www.ktmb.com.my or link <https://online.ktmb.com.my>
 - At least fifteen (15) minutes prior departure time
 - ii. Mobile apps, KTMB Mobile
 - At least fifteen (15) minutes prior departure time
 - iii. KTMB ticket kiosk (ticket vending machine - TVM)
 - At least fifteen (15) minutes prior departure time
 - iv. KTMB ticket counter
 - At least seven (7) minutes prior departure time (subject to counter operation hours)
- 2.2 Date of ticket sales will be published at KTMB's website and social media or at stations.
- 2.3 Customers are advices to purchase ticket in advance and KTMB accepts no liability if customer unable to purchase ticket before train depart due to system failure or technical disruptions or any other reason.
- 2.4 Purchase of ticket at KTMB ticket counter is subject to counter operating hours.
- 2.5 Tickets for starting from Woodlands, either one way or two-way journey will be charged and payable in Singapore Dollar denomination or converted to Ringgit Malaysia (subject to KTMB exchange rate).
- 2.6 Purchase of ticket for selected trains or coaches are subject to minimum distance restrictions or specified departure and arrival station or any criteria(s) are set by KTMB.
- 2.7 Ticket fare for ETS services subject to
 - i. Travel period
 - super peak, peak or off peak
 - ii. Travel day
 - weekend or weekday
 - iii. Train departure time
 - peak or non-peak hours

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- iv. Service type
 - Business Class, Platinum, Gold or Silver
 - v. Service sector
 - KL Sentral – Ipoh, Gemas/KL Sentral – Butterworth or Gemas/KL Sentral – Padang Besar
 - vi. Seat selection
 - hot seat, facing forward or window seat
 - vii. Purchase period
 - early, intermediate or last minute
 - viii. Purchase medium
 - counter, ticket kiosk or online
 - ix. Any criteria(s) are set by KTMB.
- 2.8 Customer must ensure passenger's name and Mykad or passport number and travel itinerary are correct before proceed for payment. KTMB accepts no liability for any error(s) in passenger's details and/or travel itinerary.
- 2.9 Customers who had purchased ticket via KTMB website or KTMB mobile apps, they must save their ticket in their mobile phone or print their ticket for inspection purpose.
- 2.10 Customers who had purchased ticket via KTMB ticket kiosk or KTMB ticket counter, they must keep-safe their printed ticket for inspection purpose.

3. Ticket Type

- 3.1 Adult
 - 3.1.1 Thirteen (13) years and above
- 3.2 Child
 - 3.2.1 Four (4) years and above and below thirteen (13) years
- 3.3 Member of Parliament or Assemblyman
 - 3.3.1 Have been registered in KTMB Integrated Ticketing System (KITS) by KTMB.
- 3.4 Concession
 - 3.4.1 Terms and conditions of concession:
 - i. Concession ticket is valid for Malaysian citizen only (not valid for foreigners and permanent residents).
 - ii. Passengers must sign up for KTMB Integrated Ticketing System (KITS) and register their concession type.
 - iii. Required document(s) must be attached during concession registration.
 - iv. Document(s) verification and registration approval is within five (5) working days from registration date.
 - v. Concession ticket is valid for selected coach or class type specified by KTMB.
 - 3.4.2 Concession type and required document(s) for registration:
 - i. Senior Citizen, sixty (60) years and above on the date of registration
 - MyKad
 - ii. Government pensioner and wife
 - Pensioner card from Public Service Department or Department of Veterans Affairs

- MyKad
- Wife name must register in pensioner card
- iii. Disabled Person
 - Disable registration card from Department of Social Welfare
 - Mykad/Mykid
- iv. Army / Police and spouse / children 18 years and below
 - Authority card
 - Mykad/Mykid
 - Marriage certificate
- v. Fire-fighters
 - Authority card
 - Mykad
- vi. Ex-Serviceman
 - Ex-army or ex-police membership card
 - Mykad
- vii. Student
 - Student verification letter
 - MyKad

3.4.3 A penalty of Ringgit Malaysia One Hundred (MYR100.00) and adult ticket fare will be imposed if passengers unable to present MyKad/MyKid during inspection of ticket.

3.4.4 KTMB shall terminate concession registration of passengers who had misused their concession ticket.

3.4.5 Please contact Customer Service at 03-22671200 or email to callcenter@ktmb.com.my for further information on concession registration.

4. Ticket Inspection

- 4.1 Tickets are not transferable.
- 4.2 Passengers must present their ticket dan Mykad/passport during inspection of ticket.
- 4.3 Ticket is valid if passenger's name and Mykad/passport number stated on ticket and in passengers list.
- 4.4 Subject to Land Public Transport Act 2010, a penalty of Ringgit Malaysia One Hundred (MYR100.00) and adult full fare will be imposed if passenger;
 - i. Travel without ticket; or
 - ii. Travel with invalid ticket; or
 - iii. Travel beyond destination station stated on ticket; or
 - iv. Fail to present ticket and/or Mykad/passport during inspection.
- 4.5 Invalid ticket:
 - i. Adult passengers travel using child ticket, or
 - ii. Non-concession passengers travel with concession tickets
 - iii. Passenger's name and Mykad/passport number not stated on ticket or in passengers list.

5. Amendment of Ticket

- 5.1 Amendment of ticket is not allowed i.e., Departure date or departure time or train number or passengers' details.

6. Cancellation of Ticket and Refund of Fares

- 6.1 Terms and conditions for cancellation and refund of ticket fare:

- 6.1.1 Cancellation of ticket less than 2 hours prior train departure;

- No refund of ticket fares

- 6.1.2 Cancellation of ticket less than 72 hours prior train departure and subject to item 6.1.1;

- Refund 50% of the ticket fare

- 6.1.3 Cancellation of ticket more than 72 hours prior train departure;

- Refund 75% of the ticket fare

- 6.1.4 No refund of administrative fee or any other charges

- 6.2 Cancellation procedures:

- 6.2.1 Cancellation of ticket through online service

- a) Ticket was purchased through online services
- b) Login to *KTMB Integrated Ticketing System (KITS)*
- c) Select ticket to be cancel.
- d) Cancellation of ticket must be done at least two (2) hours prior train departure.

- 6.2.2 Cancellation of ticket via ticket counter:

- a) Customer must proceed to ticket during counter operating hours.
- b) Printed ticket must be submitted to ticket counter at least two (2) hours prior train departure
- c) Customers are required to provide
 - i. Original Mykad or passport, and
 - ii. *Passenger Name Record* - PNR number (customer must sign up KTMB Integrated Ticketing System to get PNR number)

- 6.3 Refund procedures

- 6.3.1 Refund will be credited to customer's KTM Wallet account for Malaysian and Singaporean passengers and no cash refunds or refund transfer to customer's bank accounts or credit card accounts.

- 6.3.2 Refund will pay in cash or transfer to customer's bank accounts or credit card accounts, for foreign passengers except Singaporean.

- 6.3.3 Refund of ticket for Member of Parliament or Assemblyman will credit to ledger account holder.

- 6.4 Please contact Customer Service Unit at 603-22671200 or email to callcenter@ktmb.com.my for further information.

7. Cancellation of Train Service

- 7.1 Due to any force majeure or any matter beyond KTMB reasonable control dan cancellation of train service is made, KTMB shall refund the ticket fares, and

- 7.2 KTMB accepts no liability to provide any alternative transportation.

- 7.3 Cancellation of ticket must be done within 14 days from the date of travel.

7.4 Refund procedures refer item 6.3.

8. Incorrect Travel Details

8.1 KTMB accepts no liability for any error in travel itinerary or passenger's details due to incorrect information keyed in by customer during purchase of ticket.

9. Reprint of Ticket at Ticket Counter

9.1 Reprint of ticket at ticket counter must be done at least one (1) hour prior departure time (subject to counter operation hours).

9.2 Customer must present a valid ticket ID or ticket reference to ticket counter.

9.3 Administration fee will be imposed for each printed ticket.

9.4 KTMB have right to reject any application for printing of ticket:

- i. Customer fail to present a valid ticket ID or ticket reference, or
- ii. Customers came to ticket counter less than one (1) hour before the train depart, or
- iii. Customer came to ticket counter during non-operating hours, or
- iv. Force majeure and/or any matters beyond KTMB's reasonable control.

10. Loss of ticket

10.1 If passengers lost their ticket, they must submit a police report and passenger's details to ticket counter for reprint of ticket (subject to terms and conditions reprint of ticket).

10.2 If passengers purchase ticket via online services, they can reprint their ticket by login to *KTMB Integrated Ticketing System*.

11. Others

11.1 Strictly not **allowed** in KTMB premises and onboard the train:

- i. Hazardous goods.
- ii. Animals or pets.
- iii. Bicycle or scooter or its components, except for Diesel Multiple Unit (DMU) train with parcel compartment
- iv. Surf-board.
- v. Smelly and sticky substances, foods or fruits.
- vi. Prohibited goods or substance under Malaysian law
 - a) Dangerous Drugs Act 1952
 - b) Poisons Act 1952
 - c) Explosive Act 1957

11.2 Administration fee will be imposed for any parcels or goods carried onboard the train.

11.3 For the comfort or safety of other passengers, KTMB have right to disallowed passenger to carry any parcels or goods on the train.

11.4 Terms and conditions herein are subject to change without prior notice and at KTMB discretion.

11.5 Please contact Customer Service Unit at 603-22671200 or email to callcenter@ktmb.com.my for further information.