

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 03-22671200 or email to callcenter@ktmb.com.my or proceed to ticket counter for further information of 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>
 - 20 minutes before departure time
 - ii. KTMB Mobile apps
 - 20 minutes before departure time
 - iii. KTMB ticket kiosk (ticket vending machine - TVM)
 - 20 minutes before departure time
 - iv. KTMB ticket counter (subject to counter operating hours)
 - 10 minutes before departure time
- 2.2 Customers are advised to purchase ticket in advance. KTMB accepts no liability if customer unable to purchase ticket before train depart due to system failure or technical disruptions or any other reason.
- 2.3 Tickets from Woodlands, either one way or two-way journey will be charged and payable in Singapore Dollar or converted to Ringgit Malaysia, refer **Attachment 1: Shuttle Tebrau Ticket Fare**.
- 2.4 Advance purchase of ticket for selected trains and coaches are subject to minimum distance of origin and destination station, refer **Attachment 2: Minimum Distance**.
- 2.5 Dynamic fare 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
- 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 Shuttle Tebrau passengers must kept their payment receipt for ticket inspection or cancellation.
- 2.10 Customer must immediately contact Customer Service Unit at 603-22671200 or email to callcenter@ktmb.com.my if purchase of ticket via KTMB website or KTMB mobile apps was unsuccessful but payment of ticket has been made.
- 2.11 KTMB shall not responsible for any incorrect travel itinerary, passenger's details or payment of ticket purchased by customer from any individual, agencies, portal, website or application which are selling ticket without KTMB authorization.

3. Ticket Type

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

3.3 Concession

3.3.1 Terms and conditions

- i. Concession ticket for Malaysian citizen only.
- ii. Valid document(s) must be attached for concession registration.
- iii. Every registration is valid for three years for senior citizen, disable person or government pensioner and one year for other concessions.
- iv. Renewal of concession registration must be submitted after the expiry date.
- v. Concession ticket is valid for selected class or coach, refer **Attachment 3: Concession Ticket**.
- vi. Registration of student concession (i-card Student) is available via KTMB website only, subject to terms and conditions:
 - a) Registration fee is MYR33.00 (non-refundable)
 - b) Amount of registration fee subject to change without prior notice.
 - c) Registration is allowed minimum 6 months before end of study period
 - d) Concession period effective from registration approval date.
 - e) Purchase of 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 (i-Card)
 - Verification form for student 18 years and above, refer **Attachment 4: Student Verification Form**
 - Mykad for student below 18 years.

3.3.3 Immediate 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. Customers did not comply to concession terms and conditions, or
- ii. No attachment, incorrect or false information or document, or.
- iii. Customer hand-over or allow their concession ticket used by another passenger, and
- iv. Customer will be black-listed for concession registration.

3.3.6 Registration for senior citizen or disable person is available at ticket counter (please present original mykad), refer **Attachment 5: Registration for Senior Citizen and Disable Person**.

3.3.7 Please contact Customer Service Unit at 603-22671200 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 a valid ticket and mykad/passport during ticket inspection.

4.3 Under Section 117 (9) Land Public Transport Act 2010, a penalty of Ringgit Malaysia one hundred and ticket fare will be imposed, if passengers;

- i. Travel without ticket; or
- ii. Travel with invalid ticket.

-
- 4.4 Definition of invalid ticket;
- Passenger's name and IC/passport number are not stated in passenger's manifest
 - Adult passenger travel with child ticket
 - Passenger travel beyond destination station stated on ticket (more than 2 stations)
 - Passengers did not comply to terms and conditions of concession
 - Ticket have been cancelled or ticket details have been edited.
- 4.5 Refer 4.3,
- Penalty and ticket fare must be paid immediately in cash to Ticket Checker, or
 - Passenger must disembark from the train at next stopping station if fail to pay the amount.
- 5. Amendment of Ticket**
- 5.1 Tickets that have been purchased are not allowed for any amendment such as passenger name, IC/passport number, travel date, departure time, train number, coach label, seat number or ticket fare.
- 6. Cancellation of Ticket and Refund of Fares**
- 6.1 Terms and conditions for cancellation of ticket and refund of ticket fare;
- 6.1.1 Cancellation of ticket less than two hours before train departure; no refund of ticket fares.
 - 6.1.2 Cancellation of ticket within two to 72 hours before train departure; refund 50% of ticket fares.
 - 6.1.3 Cancellation of ticket more than 72 hours before train departure; refund 75% of ticket fares
 - 6.1.4 Service charge or administrative charge or takaful plan fee are not refundable.
- 6.2 Cancellation method and procedures:
- 6.2.1 Online service
 - Login to KITS via website www.ktmb.com.my or KTMB Mobile apps.
 - Select ticket to be cancelled.
 - 6.2.2 Ticket counter (required documents)
 - Printed ticket for ETS, KTM Intercity and Shuttle Timuran.
 - Printed receipt for Shuttle Tebrau
 - Mykad or passport
 - PNR number (refer to counter staff atau Customer Service Unit for PNR registration)
- 6.3 Refund procedures
- 6.3.1 Malaysian or Singaporean
 - Refund will be credited to KTM Wallet (no cash refunds).
 - 6.3.2 Foreigners (except Singaporean)
 - Refund will be credited to KTM Wallet or will be paid in cash for cancellation of ticket at ticket counter.
 - Refund will be credited to KTM Wallet for cancellation of ticket via online services.
 - If ticket have been cancelled through online service, customer may contact Customer Service Unit to request cash refund via bank transfer (subject to administration charge).
- 7. Train Service Disruption**
- 7.1 KTMB will refund the full fares, if
- Train service was cancelled and alternative transport not provided by KTMB. Cancellation of ticket must be done within seven days from the travel date.
 - Train departure time are delay more than two hours. Cancellation of ticket must be done before train depart.
- 7.2 Refer 7.1,
- Passengers may request full refund for their return ticket or connecting ticket (if not use). Cancellation of ticket must be done before the departure time.
 - No compensation due to train cancellation or delay of departure and arrival.
- 7.3 Refund procedures, refer 6.3
- 8. Incorrect Travel Details**
- 8.1 Customer must ensure ticket itinerary and passenger's details are correct during purchased of ticket.
- 8.2 Customer must immediately inform ticket counter within one hour after ticket have been purchased at ticket counter, if any error(s) in travel itinerary or passenger's details.
- 9. Reprint of Ticket at Ticket Counter**
- 9.1 Reprint of ticket must be done at ticket counter at least one hour before departure time (subject to counter operation hours).
- 9.2 Reason for reprint of ticket;
- Online purchase (customers must present ticket ID or a copy of passenger's mykad/passport)
 - Ticket loss (customers must present a copy of passenger's mykad/passport)
- 9.3 KTMB have right to reject reprint of ticket;
- Application for reprint less than one hour before the train depart, or

- ii. Customer fails to present ticket ID or passenger's mykad/passport, or
 - iii. System disruption.
- 9.4 Administration charge will be imposed for reprint of ticket.

10. Others

- 10.1 Due to technical difficulties, operational disruption or disasters, KTMB may relocate seat and coach of effected passengers, rescheduled or terminate the train service.
- 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. If seat number for Shuttle Timuran are not stated on ticket, passenger is allowed to sit at any empty seat and must 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. ETS and KTM Intercity passengers are not allowed to enter the departure area and no refund of ticket fares if departure gate have been closed.
- 10.4 Shuttle Tebrau passengers must scan their original passport 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 passport is expired.
- 10.6 Shuttle Tebrau passengers must update their new passport number at JB Sentral or Woodlands ticket counter or via email to callcenter@ktmb.com.my at least 5 days before travelling date (attached with copy of old and new passports).
- 10.7 Shuttle Tebrau passengers below 4 years is allowed to board the train without ticket dan must be registered at JB Sentral or Woodlands ticket counter at least 2 hours before train depart (subject to counter operation hours)
- 10.8 Terms and conditions for cancellation of two-way tickets, JB Sentral – Woodlands – JB Sentral which was purchased in single transaction:
 - a) Cancellation of ticket for onward journey JB Sentral – Woodlands only is not allowed.
 - b) Cancellation of ticket for return journey Woodlands – JB Sentral only or both journey is allowed.
- 10.9 Top-up for KTM Wallet is available via KTMB official website or KTMB Mobile apps for customers who had registered KITS online. Amount in KTM Wallet cannot be exchanged for cash or transfer to any bank account or other KTMB Wallet account.
- 10.10 Customer may change their email address or terminate their KITS account via Customer Service Unit, refer **Attachment 6: Application for Changes of Email Address** and **Attachment 7: Application for Termination of KITS Account**.
- 10.11 Bicycle is not allowed to be carried on board train ETS, KTM Intercity or Shuttle Tebrau.
- 10.12 Parcel charges will be imposed for parcels carried onboard the train, refer **Attachment 8: Parcel Charges**. For the comfort or safety of other passengers, KTMB may not allow passenger to carry any parcels on board the train.
- 10.13 Business Class passengers are allowed use Ruby Lounge facility within 1 hour before train depart subject to terms and conditions.
- 10.14 KTMB provides Takaful Plan for additional coverage. Please refer to **Frequently Asked Questions** on KTMB website or KTMB Mobile apps.
- 10.15 These terms and conditions subject to change without prior notice.
- 10.16 Please contact Customer Service Unit at 603-22671200 or email to callcenter@ktmb.com.my or proceed to KTMB ticket counter for further information.

Attachment 1:
Shuttle Tebrau Ticket Fare
One-Way Ticket

Purchase Station	Origin - Destination	One-Way	Total Fare
Online	JB Sentral - Woodlands	RM 5.00	RM 5.00
	Woodlands – JB Sentral	SGD 5.00 x 3.1676* = 15.8384	RM 15.85
JB Sentral	JB Sentral - Woodlands	RM 5.00	RM 5.00
	Woodlands – JB Sentral	SGD 5.00 x 3.1676* = 15.8384	RM 15.85
Woodlands	JB Sentral - Woodlands	SGD 5.00	SGD 5.00
	Woodlands – JB Sentral	SGD 5.00	SGD 5.00

* Example of exchange rate

Two-Way Ticket

Purchase Station	Origin - Destination	One-Way x 2	Total Fare
Online	JB Sentral – Woodlands - JB Sentral	MYR 5.00 x 2	RM 10.00
	Woodlands – JB Sentral – Woodlands	MYR 15.85 x 2	RM 31.70
JB Sentral	JB Sentral – Woodlands - JB Sentral	MYR 5.00 x 2	RM 10.00
	Woodlands – JB Sentral – Woodlands	MYR 15.85 x 2	7RM 31.0
Woodlands	JB Sentral – Woodlands - JB Sentral	SGD 5.00 x 2	SGD 10.00
	Woodlands – JB Sentral – Woodlands	SGD 5.00 x 2	SGD 10.00

Attachment 2:
Minimum Distance

Train Sector	Train Service / Coach	From	To
KL Sentral – Butterworth – KL Sentral	Platinum / Business Class	KL Sentral	Kuala Kangsar
		Kuala Kangsar	KL Sentral
KL Sentral – Padang Besar – KL Sentral	Platinum / Business Class	KL Sentral	Kuala Kangsar
		Kuala Kangsar	KL Sentral
		Padang Besar	Tasek Gelugor
		Tasek Gelugor	Padang Besar
Gemas – Butterworth – Gemas	Gold	KL Sentral	Kuala Kangsar
		Kuala Kangsar	KL Sentral
Gemas – Padang Besar - Gemas	Gold	KL Sentral	Kuala Kangsar
		Kuala Kangsar	KL Sentral
		Padang Besar	Tasek Gelugor
		Tasek Gelugor	Padang Besar
JB Sentral – Tumpat – JB Sentral	2 nd Class Sleeping Berth	JB Sentral	Jerantut
	2 nd Class Sleeping Berth	Tumpat	Mentakab

Note:

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

Attachment 3:
Concession Ticket

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

Note:

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



Keretapi Tanah Melayu Berhad
(Co No. 225943-T)
KTM Intercity

STUDENT VERIFICATION FORM

(NAME & ADDRESS OF SCHOOL / COLLEGE / UNIVERSITY)

.....
.....
.....

(STUDENT INFORMATION)

Student Name :

IC / Mykad :

Learning Period :

We are pleased to certify that the above-mentioned student is still undertaking a tertiary course in our school / college / university

Learning Period :(year)

Start :(month / year)

End :(month / year)

Thank you,

Signature :

Name :

Officer name :

Position :

Telephone no. :

Date :

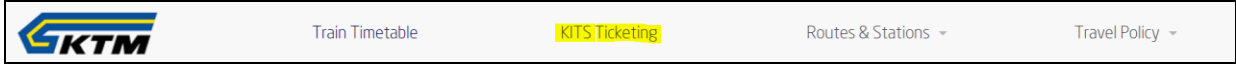
School / College / University
Official stamp

Attachment 5: Registration for Senior Citizen and Disable Person
Concession Registration at Ticket Counter

- i. Present original mykad / disabled card to ticket counter
- ii. Immediate approval for purchase of ticket at ticket counter only

Online Registration

- i. Search KTMB website and select '**KITS Ticketing**'



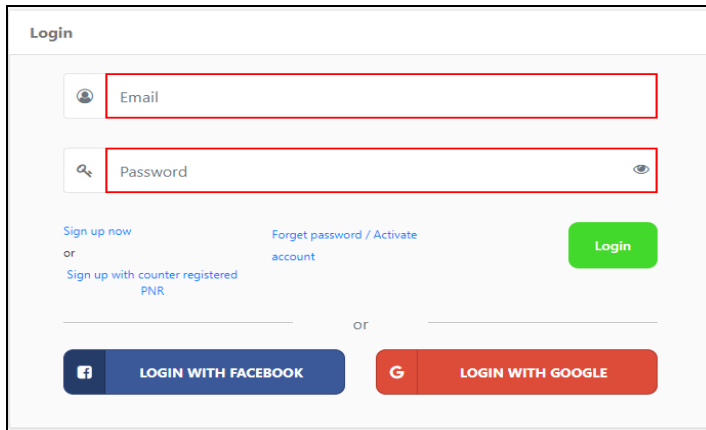
KTMB Train Timetable **KITS Ticketing** Routes & Stations Travel Policy

- ii. Select '**Sign up**'



ETS/INTERCITY KOMUTER SHUTTLE TEBRAU RAIL PASS Login / **sign up**

- iii. Select '**Sign up now**' atau '**Sign Up with Counter Registered PNR**' if have been registered at country



Login

Email

Password

[Sign up now](#) or [Sign up with counter registered PNR](#) [Forget password / Activate account](#) **Login**

OR

LOGIN WITH FACEBOOK **LOGIN WITH GOOGLE**

- iv. Key-in PNR and IC number senior citizen / disable and select '**Search**' if have been registered at country



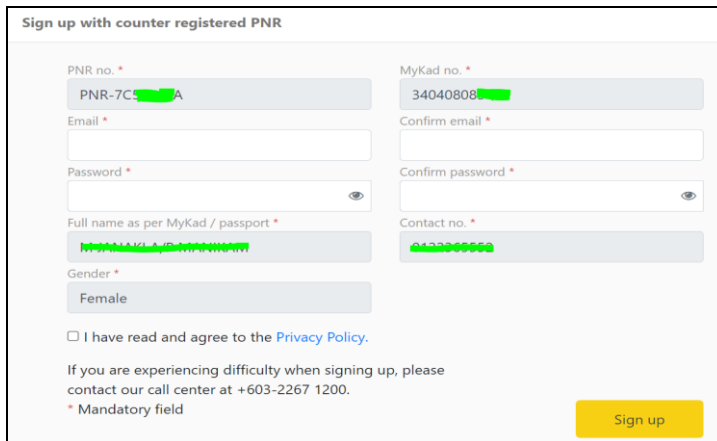
Sign up with counter registered PNR

PNR no. * PNR-7C34040808A MyKad no. * 34040808

☐ I'm not a robot

SEARCH

- v. Keyin email address and password and select '**Sign up**'



Sign up with counter registered PNR

PNR no. * PNR-7C34040808A MyKad no. * 34040808

Email * Confirm email *

Password * Confirm password *

Full name as per MyKad / passport * Contact no. *

Gender * Female

☐ I have read and agree to the [Privacy Policy](#).

If you are experiencing difficulty when signing up, please contact our call center at +603-2267 1200.

* Mandatory field **Sign up**

- vi. Activated KITS account via email notification

Attachment 6:

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 agree to change email address for KITS account			
 Nama / Name: No. IC/ IC No. Tarikh / Date:		 Disahkan oleh / Verified by: Nama / Name: ID Kakitangan/ Staff ID: Tarikh / Date:	

Note:

- Attach copy of mykad/passport



Attachment 7:

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 Sentral)		Email* (callcenter@ktmb.com.my)
Name Name			
No. IC / Passport IC / Passport No.			
PNR			
KTM Wallet (RM)			
Sebab Penamatan Reason for termination			
Saya dengan ini mengakui dan bersetuju menamatkan akaun KITS saya dan tidak menuntut KTM Wallet. I hereby acknowledge and agree to terminate my KITS account and KTM Wallet is not claimable.			
		Disahkan oleh / Verified by:	
.....			
Nama/ Name:		Nama/ Name:	
No. IC/ IC No.		ID Kakitangan/ Staff ID:	
Tarikh/ Date:		Tarikh/ Date:	
KELULUSAN APPROVAL			
No. PNR			
KTM Wallet (RM)			
Catatan			
Disemak oleh:		Diluluskan oleh:	
.....			
Nama:		(Ketua Jabatan/ Ketua Unit)	
Tarikh:		Nama:	
		Tarikh:	

Note:

- Attach copy of mykad/passport
- Termination process is within 5 working days from the date of approval
- Contact Customer Service Unit for further det

Attachment 8:

Parcel Charges

Distance (KM)	(KG)				
	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