

**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](http://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](http://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](mailto: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](http://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 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](mailto: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.
- 2.11 Ticket fare is available via KTMB website, KTMB mobile apps, KTMB ticket counter, KTMB ticket kiosk or Customer Service Unit via email [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my) or telephone 603-22671200.
- 2.12 KTMB shall not responsible for any 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
  - 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.

### 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.
- iv. 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:
  - a) 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
  - Student verification letter, refer **Attachment 3: Student Verification Form**
  - Mykad.

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.
- ii. No attachment or incorrect applicant information.
- iii. Concession ticket have been used by another passenger for travelling.
- iv. Customer will be blacklisted from concession registration for misuse of 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 603-22671200 or email to [callcenter@ktmb.com.my](mailto: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 MYR100.00 and ticket fare will be imposed, if passengers;

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

- 
- 4.4 Invalid ticket;
- Passenger's name and IC/passport number not stated on the ticket or in passenger manifest.
  - Adult passenger travel with child ticket.
  - Passenger travel beyond destination station stated on ticket.
  - The original ticket details have been edited.
  - Ticket have been cancelled.
- 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 fails to pay the amount.
- 5. Amendment of Ticket**
- 5.1 Amendment on ticket is not allowed for whatsoever reason.
- 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](http://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.
- 7. Train Service Disruption**
- 7.1 Full refund:
- 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.
    - If ticket have been scanned at departure gate, cancellation must be done at ticket counter before train depart
- 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.
  - No compensation due to the train cancellation or the delay of departure and arrival time.
- 7.3 Refund procedures, refer 6.3
- 8. Incorrect Travel Details**
- 8.1 Customer must ensure travel details and passenger information are correct before they leave the ticket counter or during purchasing via ticket online or KTMB ticket kiosk.
- 8.2 If any error in travel details or passenger's information, customer must cancel their ticket (subject to the terms and conditions of ticket cancellation).
- 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;
- 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 application for reprint of ticket if
- Application for reprint less than one hour before the train depart
  - Customer unable to present ticket ID or passenger's mykad/passport
  - System or technical disruption.
- 9.4 Administration charge will be imposed for reprint of ticket.

**10. Others**

- 10.1 KTMB may relocate passenger's seat and / or coach or rescheduled the train timetable or terminate the train service due to technical difficulties, operational disruption or disasters 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. 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;
- Departure gate JB Sentral will be closed 10 minutes before departure time.
  - 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. If passport was 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 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 Top-up for KTM Wallet is available via KTMB official website or KTMB Mobile apps for customers who had registered KITS online.
- 10.9 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 4: Application for Changes of Email Address** and **Attachment 5: Application for Termination of KITS Account**.
- 10.11 Any parcels carried onboard the train will be charged, refer **Attachment 6: Parcel Charges**.
- 10.12 Prohibited on the train;
- Smelly goods, food or fruits.
  - Animals
  - Bicycle
  - Flammable liquid or material.
  - Prohibited goods or substances under Malaysian law.
- 10.13 Refer 10.12, passenger will be not allowed to board the train or will be not allowed to continue their journey and must disembark from the train at next stopping station and no refund on ticket fare.
- 10.14 KTMB offer Takaful Plan for additional coverage. Please refer to **Frequently Asked Questions** on KTMB website or KTMB Mobile apps.
- 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 KTMB ticket counter or KTMB ticket kiosk.
- 10.17 Business Class passengers are allowed to use Ruby Lounge facilities within 1 hour before train depart, subject to terms and conditions of Ruby Lounge.
- 10.18 Special seat for disabled person in ETS and KTM Intercity coaches is for registered disabled passengers with wheelchair only
- 10.19 No special seat allocation for free pass holders (Myrailife). Free pass holders may check seat availability before boarding the train via KTMB website, KTMB Mobile apps ticket kiosk, or ticket counter.
- 10.20 These terms and conditions are subject to change without prior notice.
- 10.21 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:**
**Minimum Journey**

| 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 <sup>nd</sup> Class Sleeping Berth | JB Sentral    | Jerantut      |
|  | 2 <sup>nd</sup> 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 2:**
**Concession Ticket**

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



Attachment 3

**STUDENT VERIFICATION FORM**

**(NAME & ADDRESS SCHOOL / INSTITUTE / COLLEGE / UNIVERSITY)**

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

**(STUDENT INFORMATION)**

Name : .....

IC / Mykad No. : .....

This is to certify that the above named is currently a student at this school / institute / college / university.

- Duration of Study : ..... ( year ):
- Admission : ..... (month / year)
- Expected Completion : ..... (month / year)

Thank you

Signature : .....

Name of Officer : .....

Occupation : .....

Telephone No. : .....

Date : .....

Stamping  
School / Institute / College /  
University



## Attachment 4:

## Application for Changes of Email Address

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

## Note:

- Attach copy of mykad/passport





## Attachment 5:

## Application for Termination of KITS Account

| PERMOHONAN UNTUK PENAMATAN AKAUN KITS<br>APPLICATION FOR TERMINATION OF KITS ACCOUNT   |  |                              |                                    |
|--|--|------------------------------|------------------------------------|
| Sila tanda 'X'<br>Please tick 'X'  | Walk-In<br>(Guest Service Center KL Sentral) |                              | Email*<br>(callcenter@ktmb.com.my) |
| Name<br>Name   |  |                              |                                    |
| No. IC / Passport<br>IC / Passport No.   |  |                              |                                    |
| PNR  |  |                              |                                    |
| KTM Wallet (RM)  |  |                              |                                    |
| Sebab Penamatan<br>Reason for termination  |  |                              |                                    |
| Saya dengan ini mengakui dan bersetuju menamatkan akaun KITS saya dan tidak menuntut KTM Wallet.<br>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<br>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 6:

## Parcel Charges

| Distance<br>(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 |

**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.
- 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 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](mailto: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 03-22671200 or email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my) for further details:
  - a) KITS registration
  - b) KTM Wallet
  - c) Concession registration
  - d) Train timetable, ticket fare or seat availability

| SPECIAL BOOKING (GROUP BOOKING)  |                        |   |
|--|------------------------|---|
| 1.   | Date                   | <input type="text"/>  |
| 2.   | Name*                  | <input type="text"/>  |
| 3.   | Email*                 | <input type="text"/>  |
| 4.   | Tel. No*               | <input type="text"/>  |
| 5.   | PNR No.*               | <input type="text"/>  |
| 6.   | KTM Wallet (RM)*       | <input type="text"/>  |
| 7.   | Travel Date            | <input type="text"/>  |
| 8.   | Origin & Destination   | <input type="text"/>  |
| 9.   | Total Ticket           | <input type="text"/>  |
| 10.  | Train No.**            | <input type="text"/>  |
| 11.  | Coach Type / Class**   | <input type="text"/>  |
| <p><b>Note:</b><br/>           *&amp; ** Refer KITS account or contact Customer Service at 03-22671200 or proceed to ticket counter for details</p> <p>a) Application form must be submitted by email <a href="mailto:tempahankhas@ktmb.com.my">tempahankhas@ktmb.com.my</a> or by hand to Intercity Services Department, KL Sentral at least 30 days before departure date.</p> <p>b) Please attach passengers list (if available)</p> <p>c) Please submit separate form for different travel date or origin and destination</p> <p>d) Minimum 9 ticket and maximum 80 ticket per train</p> <p>e) Special booking is not allowed for travel date during festive season.</p> <p>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.</p> <p>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)</p> |                        |   |
| Kegunaan Pejabat KTMB  |                        |   |
| 1.   | Nama Kakitangan        | <input type="text"/>  |
| 2.   | Tarikh Borang Diterima | <input type="text"/>  |
| 3.   | Kaedah Permohonan      | <input type="text"/> Emel <input type="text"/> Serahan Tangan |
| 4.   | Tarikh PNR diaktifkan  | <input type="text"/>  |