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## **TERMS AND CONDITIONS OF KERETAPI TANAH MELAYU BERHAD ONLINE TICKETING SERVICE AND MOBILE APPLICATION**

This document set out the terms and conditions for reservation and purchase of tickets through Keretapi Tanah Melayu Berhad ('KTMB')s online ticketing services, 'KTMB Online' and mobile application 'KTMB Mobile', which is governed by Malaysian law.

These terms and conditions are subject to change at any time without prior notice. You will be deemed to have accepted all terms and conditions if you make reservation and purchase of ticket through the service. If you do not agree to these terms and conditions, you should discontinue your transaction.

### **1. Availability of tickets**

- 1.1 Purchase of ticket subject to ticket availability at the time of transaction, KTMB general terms and conditions and any particular terms and conditions that apply to each ETS and Intercity.

### **2. Accuracy of information**

- 2.1 We do our best to ensure that information and fares displayed on the online services are correct.

### **3. In using of KTMB online ticketing services (KTMB Online or KTMB Mobile), you agree that:**

- 3.1 You will use this service for your personal use only and not for any unlawful or illegal purpose.
- 3.2 You will not modify, transmit, copy, sell or transfer any information or service you may obtain from this service.
- 3.3 You will be responsible for any charges, cost and/or liability that arise out of use of this service.

### **4. Copyright**

- 4.1 No part of this services may be copied, published, broadcasted or adapted without KTMB's prior written consent.

### **5. Ticket**

- 5.1 A maximum of six (6) tickets can be purchased for each transaction via KTMB website (KTMB Online) and KTMB mobile apps (KTMB Mobile).
- 5.2 Tickets for departing from Woodlands to Johor Bharu Sentral, either one way or two-way journey will be charged and payable in Singapore Dollar denomination or converted to Ringgit Malaysia.
- 5.3 Purchase of ticket for selected trains or coaches subject to minimum distance restrictions or specified departure and arrival station.
- 5.4 Customer must ensure passenger's details, name and IC or passport number and travel itinerary are correct during purchase of ticket.
- 5.5 KTMB accepts no liability for any error in passenger's details and/or travel itinerary during purchase of ticket.
- 5.6 Passenger must save their ticket in their smartphone or print their ticket at their own printer for inspection purpose at boarding and disembarking station and on board the train.
- 5.7 A penalty of Ringgit Malaysia One Hundred (MYR100.00) and adult ticket fare will be imposed if passenger unable to present a valid ticket for what so ever reason during ticket inspection.
- 5.8 Reprint of ticket at ETS/Intercity ticket counter MUST be done at least one (1) hour before the train depart:
  - 5.8.1 Customer must present a valid ticket ID or ticket reference to ticket counter, and
  - 5.8.2 KTMB may impose administration fee for each printed ticket.
  - 5.8.3 KTMB have right to reject any application for printing of ticket:
    - i. Customer fail to present a valid ticket ID or ticket reference or passenger's details.

- ii. Customers came to ticket counter less than one (1) hour before the train depart.
- iii. Force majeure and/or any matter beyond KTMB's reasonable control.

## 6. Ticket Type

### 6.1 Adult

- 6.1.1 Thirteen (13) years and above

### 6.2 Child

- 6.2.1 Four (4) to twelve (12) years

- 6.2.2 A penalty of Ringgit Malaysia One Hundred (MYR100.00) and adult ticket fare will be imposed if passenger 13 years and above travel with child ticket.

### 6.3 VIP

- 6.3.1 Required documents for inspection of ticket

- i. Valid VIP pass (issued by KTMB).
- ii. Mykad

- 6.3.2 A penalty of Ringgit Malaysia One Hundred (MYR100.00) and adult ticket fare will be imposed if passenger unable to present a valid VIP pass and/or Mykad during inspection of ticket.

### 6.4 Concession

- 6.3.3 Terms and conditions: -

- i. Concession is valid for **Malaysian citizen only**.
- ii. Concession is not valid for foreigners or permanent residents
- iii. Passengers must sign up and register their Passenger Name Record (PNR).
- iv. PNR is valid for purchase of ticket upon approval by KTMB (within three (3) working days from registration date).
- v. Concession is valid for ETS or Intercity services except Shuttle Tebrau.

- 6.3.4 Required document(s) for inspection of ticket:

- i. Senior Citizen 60 years and above
  - MyKad, or Passport.
- ii. Government pensioner and wife
  - Pensioner card issued by *Public Service Department or Department of Veterans Affairs; and*
  - MyKad or passport; and
  - Marriage certificate (if wife's details are not available in pensioner card).
- iii. Disabled Person
  - Disable registration card (issued by *Department of Social Welfare*); and
  - Mykad or passport
- iv. Army / Police and spouse / children (18 years and below)
  - Authority card; and
  - Mykad or passport; and
  - Marriage certificate.
- v. Fire-fighters
  - Authority card; and

- Mykad or passport.
- vi. Ex-Army or Ex-Police
  - Ex-army or ex-police membership card; and
  - Mykad or passport.
- vii. Student (KTMB i-Card holder)
  - KTM i-Card; and
  - MyKad or passport.

6.3.5 A penalty of Ringgit Malaysia One Hundred (MYR100.00) and adult ticket fare will be imposed if passenger unable to present a valid ticket and/or original document for what so ever reason during inspection of concession ticket.

## **7 Payment of Ticket**

7.1 Payment option for purchase of ticket via KTMB Online and KTMB Mobile:

- Credit card
- Internet banking
- KTM Wallet
- e-wallet

7.2 Payment option subject to change without prior notice.

## **8 Unsuccessful Transaction**

8.1 Customer must immediately contact Customer Service at 603-22671200 or email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my), if:

- i. Customer have been charged but ticket reservation was unsuccessful; or
- ii. Customer unable to download or save or print their ticket; or
- iii. Customer had received unsuccessful notification.

8.2 Refer 8.1(i), refund application must be submitted to Customer Service via email [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my) or telephone 603-22671200 within 24 hours from the transaction date.

## **9 Ticket Inspection**

9.1 Tickets are not transferable.

9.2 Ticket is valid for passenger's name and IC/passport number printed on ticket.

9.3 A penalty of Ringgit Malaysia One Hundred (MYR100.00) and adult ticket fare will be imposed to passenger if;

- i. Travel without ticket; or
- ii. Travel with invalid ticket; or
- iii. Travel beyond the destination station stated on ticket; or
- iv. Unable to provide original copy of IC/passport and valid document for concession ticket.

9.4 Invalid ticket:

- i. Adult passenger travel with child or concession ticket.
- ii. Passenger's name and/or IC/passport number on ticket are different from passenger's details who is boarding the train.

## 10 Amendment of Ticket

10.1 Amendment of travel itinerary, i.e. departure date or departure time is not allowed.

## 11 Cancellation of Ticket and Refund of Fares

11.1 Terms and conditions for cancellation of ticket and refund of ticket fare:

- i. No refund of ticket fares if the cancellation of ticket is made less than 2 hours before the departure time.
- ii. Cancellation of ticket less than 72 hours prior to train departure; a refund of 50% of the ticket fare will be given.
- iii. Cancellation of ticket more than 72 hours prior to train departure; a refund of 75% of the ticket fare will be given.
- iv. No refund of administrative fee or any other charges.

11.2 Refund procedure

11.2.1 Passengers must sign up and register their Passenger Name Record (PNR).

11.2.2 Cancellation of ticket via ticket counter:

- i. Cancellation of ticket must be submitted to ETS/Intercity ticket counter at least two (2) hours before train departure time.
- ii. Customers are required to provide:
  - a) Printed ticket or ticket ID or ticket reference, and
  - b) Original Mykad or passport, and
  - c) PNR number.

11.2.3 Cancellation of ticket via KTMB website or KTMB Mobile

- i. Cancellation of ticket which is purchase via online services only.
- ii. Cancellation of ticket must be done at least two (2) hours before departure time.

11.3 Refund will be credited to customer's KTM Wallet for Malaysian and Singaporean passengers.

11.4 Refund will pay in cash or credited to customer's credit card account for foreign passengers except Singaporean.

11.5 Terms and conditions for cancellation and refund of ticket are subject to change without prior notice.

## 12 Cancellation of Train Service by KTM Berhad

12.1 Due to any force majeure or any matter beyond KTMB reasonable control, if changes or cancellation of train service is made, KTMB shall refund the ticket fares only.

12.2 Cancellation of ticket via KTMB ticket counter or KTMB website or KTMB Mobile must be done within 7 days after the date of travel.

## 13 Incorrect Travel Details

13.1 KTMB accepts no liability for any error in travel itinerary or passenger's details due to: -

- i. Incorrect information keyed in by customer during purchase of ticket.
- ii. Force majeure or any matter beyond KTMB's reasonable control.

## 14 Others

14.1 Strictly **prohibited** to be carried into the train:

- i. Hazardous goods
- ii. Animals or pets

- iii. Bicycle or scooter or its components
  - iv. Surf-board
  - v. Smelly food or fruit
- 14.2 Customer may contact KTM Distribution at 1800-22-5863 or 603-22749244 or email to [customercare@ktmd.com.my](mailto:customercare@ktmd.com.my) for delivery services.
- 14.3 Service charge will be imposed for any parcels or goods carried on board the train.
- 14.4 For the comfort or safety of passengers, KTMB have right to disallow any parcels or goods to be carried into the train.
- 14.5 The Terms and Conditions herein are subject to change without prior notice and at KTMB discretion.
- 14.6 Please contact Customer Service Unit at 603-22671200 or email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my) for further information.
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