

## TERMS & CONDITIONS

### KLIA Transit Ticket Sales For Student Group Travel

1. Fares
  - Adult / Child      **Single Trip ticket: 50% off from normal fare**  
**Return Trip ticket: 60% off from normal fare**
  - Adult age group – 13 years old and above
  - Child age group – 2 to 12 years old
  - Applicable only for pre-arranged student group travelling in school uniform / student ID on a timing (non-peak) at ERLSB's discretion
2. Journey
  - Valid for single or return journey from all stations
3. Validity
  - Valid for travel on KLIA Transit for 12 months from date of ticket issuance. Validity for return trip ticket is 3 months from the date of first trip.
  - Valid only for Order Forms submitted by **31 December 2010**. However, fare is subject to change.
4. Minimum Order
  - Minimum one-time order: Adult - 10 tickets; Child – 10 tickets
  - ERL reserves the right to impose limit on orders placed
  - All Order Forms are to be faxed or emailed to ERLSB's Marketing Office given below
5. Payment
  - Only Cash payment accepted, either by bank draft or company cheque
  - For cheque payment, tickets will be issued upon clearance of cheque
  - Payment can also be deposited direct to:
    - **Co. : Express Rail Link Sdn Bhd**
    - **Bank : CIMB Bank Bhd**
    - **Account: 1419 0050 5770 58**
      - For direct deposit into bank account, please fax the bank-in slip to 03- 2267 8918 for immediate acknowledgement of payment
6. Collection of Tickets
  - Tickets will be ready for collection 3 working days upon receipt of Group Order Form
  - Collection of ticket must be made 24 hours prior to group travel. However, if group travel is on a weekend\* (\*defined as after 6:00pm on a Friday and before 9:00am on the following Monday), tickets can be collected on the Friday prior to group travel. Ticket collection on weekdays can be made from 9:00 am to 6:00 pm.
  - For enquiries on ticket collection, please call Sales at tel. 03 - 2267 8888
7. Refund and Revalidation of Tickets
  - **Tickets sold are non-refundable, except for occurrences stipulated in Item 7 of the Regulations & Conditions of Carriage (refer to following page).**
  - **No revalidation or request for re-issuance of expired tickets will be entertained.**
8. Address and Sales Contact
  - Express Rail Link Sdn Bhd, Marketing & Sales Office, Level 2, KL City Air Terminal, KL Sentral Station, 50470 Kuala Lumpur
  - Fax No: 03 – 2267 8918
  - Email Address: [sales@KLIAekspres.com](mailto:sales@KLIAekspres.com)
  - For Sales Enquiries, please call the Marketing & Sales Team at tel. 03 – 2267 8888

## Regulations & Conditions of Carriage

1. Ticket issued is subject to the Railway Act 1991, the Railways (Conduct of Persons and Passengers) Regulations 1996, our Conditions of Carriage and its specific sales terms and conditions. Any person who holds a ticket or to whom or on whose behalf a ticket is issued is deemed to have knowledge and agree to the Act, the Regulations and Conditions. The full Conditions of Carriage are available at our website, [www.KLIAekspres.com](http://www.KLIAekspres.com) and on written request from the company.
2. Each passenger must have a valid ticket (sharing of a ticket with another passenger is not allowed). A penalty of RM20 and the full published fare will be charged for traveling or attempting to travel without a valid ticket.
3. Please keep your ticket for inspection. A valid ticket for the right train service is required for gate entry and exit. A receipt is not valid for use in place of a ticket.
4. Ticket validity starts from the date of ticket issuance. Expiry date of the 1st trip is stated on the ticket. Validity for the 2<sup>nd</sup> trip is three (3) months from the date of the 1<sup>st</sup> trip.
5. Entry and exit is allowed only at the stations of the ticket sector purchased. Fare difference will be charged if a passenger travels beyond of the original destinations.
6. A damaged ticket is not a valid ticket. Ticket replacement is at the company's discretion and subject to a service fee of RM5.
7. **A ticket that is damaged, lost, stolen, expired, unused or wrongly purchased will not be refunded. Refund is given only in the event of train disruption exceeding 60 minutes.**
8. Time shown in the timetables or elsewhere are not guaranteed, and subject to change without notice. In the event of delay, the company assumes no responsibility for making connections or any consequential loss.
9. Maximum three (3) pieces of luggage per person is allowed on board. Size restriction applies.
10. Animals, firearms, dangerous or noxious materials, powered vehicles except wheelchairs, are not allowed on board the train. The company reserves the right to refuse to carry any item of luggage which is not packed properly, larger than the allowed dimensions, or poses risk of causing injury, inconvenience or damage to property.
11. The company reserves the right to refuse access to any person acting in a riotous, disorderly or offensive manner.
12. Any feedback or enquiries on services and facilities by us can be made by filling in the Customer Feedback Form available at all our counters or by e-mail to [CustomerEnquiry@KLIAekspres.com](mailto:CustomerEnquiry@KLIAekspres.com).