


KL TravelPass – All Transport Tickets in One Card!

Terms and Conditions

1. KL TravelPass is a smart payment card issued by Express Rail Link Sdn Bhd (ERL). It runs on Touch ‘n Go platform which is operated by Touch ‘n Go Sdn Bhd (TNGSB).
 2. Validity
 - a. KLIA Ekspres ticket (Single and Return Trip) validity is **one (1) month** from the date of purchase.
 - b. The ticket is valid on KLIA Ekspres from KLIA/KLIA2 to KL Sentral or vice versa only. However, one trip will still be deducted if you board KLIA Transit train and alight at any intermediate stations. The fare difference will not be refunded.
 - c. The card has a lifespan of ten (10) years. However, if there is no transaction for a period of twelve (12) consecutive months, your card will be deactivated by TNGSB.
 3. Ownership and Usage
 - a. You are encouraged to register your KL TravelPass card at www.touchngo.com.my or call Touch ‘n Go Careline at +603 2714 8888 as a proof of ownership.
 - b. You are entitled to use the card for services at any authorised payment points that display this logo . Please visit www.touchngo.com.my for the full list.
 - c. The stored value can be reloaded at any Touch ‘n Go reload points. Please visit www.touchngo.com.my for the full list.
 - d. You are responsible for the safekeeping and usage of the card.
 4. Refund
 - a. No refund for unutilised KLIA Ekspres trip(s) and it cannot be converted to stored value.
 - b. Lost and Stolen Card
If your card is lost or stolen, you are required to immediately contact Touch ‘n Go Careline at +603 2714 8888 to report it. Touch ‘n Go Careline Agent will guide you accordingly. The card and unutilised trip(s) are not refundable. However, the remaining stored value is refundable (less RM10 for the admin fee) within 30 days upon receipt of the notification.
 - c. Faulty Card
Below are two simple steps if your card becomes faulty:
 - i. You are required to bring the card and complete a form at any KLIA Ekspres Ticket Counter. A replacement ticket will be issued immediately for the unutilised trip(s).
 - ii. Then, you are required to bring the faulty card to Touch ‘n Go Hub for refund of the remaining stored value. It will be refunded within 30 days. Below are details of Touch ‘n Go Hubs:

Touch ‘n Go Hub Locations	Operation Hours
Lot L2.07, Level 2, Nu Sentral Shopping Centre	Monday to Sunday: 10:00am – 10:00pm (including Public Holiday)
G-6, Ground Floor, The Sphere, No. 1, Avenue 1, Bangsar South, Jalan Kerinchi, Kuala Lumpur	Monday to Friday: 8:30am – 5:00pm Saturday: 8:30am – 1:00pm Closed on Sunday & Public Holiday
 - d. Immediate refund of the remaining stored value can only be done at Touch ‘n Go Hubs (KL Sentral and Bangsar South) and for the stored value balance of up to RM100.
5. For the full terms and conditions of Touch ‘n Go, please visit www.touchngo.com.my.
6. The KLIA Ekspres ticket (encoded in the card) is subject to all applicable laws and regulations, and also to the terms and conditions specified in ERL’s Conditions of Carriage. A copy of ERL’s Conditions of Carriage is available at its ticket counters and on its website www.KLIAekspres.com.
7. ERL reserves the right to add on and/or amend any of the terms and conditions applicable to the usage of the card and/or use of tickets purchased thereunder (“Usage Terms”), at their sole discretion and without prior notice. All cardholders agree to abide by such Usage Terms as prescribed and/or amended by ERL from time to time.
8. These terms and conditions are governed by the laws and the courts of Malaysia shall have non-exclusive jurisdiction over any dispute arising out of or in relation to KL TravelPass or these terms and conditions.