

KL TravelPass

All your transport tickets in one card

KL TravelPass is a smart payment card that allows the cardholder to ride on the KLIA Ekspres and on the city's rail services. The card makes travel around Kuala Lumpur much easier than before.



Frequently Asked Questions

What does the KL TravelPass price include?

Package price is RM75 (Single) and RM120 (Return). The package price includes:

1. KLIA Ekspres airport transfer (Single or Return Trip),
2. 2-day unlimited rides on Rapid KL rail services (LRT, MRT and KL Monorail lines),
3. cash value of RM5 which is the minimum balance required for use on Rapid KL rail services.

To enjoy extended benefits of travelling on Rapid KL buses and KTM Komuter as well as at selected retail and F&B outlets, customer can add cash value to the card i.e. reload Touch 'n Go.

Why should I buy the KL TravelPass?

The KL TravelPass offers convenience especially for visitors to Kuala Lumpur. There is no need to find currency exchange or look for small change to buy separate train tickets for each train service.

It also offers greater value for money with the inclusion of 2-day unlimited rides on Rapid KL rail services. Get the most out of the card by planning ahead your visits and trips around the city.

Why isn't the KL TravelPass integrated with KTM Komuter and Rapid KL bus services?

There is a technical limitation currently that does not allow for the integration. To use it on KTM Komuter or Rapid KL bus, just add cash value to the card. Progressive improvements will be made to the KL TravelPass in the near future to include other transport providers.

What is the difference between KL TravelPass and the normal Touch 'n Go card?

Touch 'n Go card	KL TravelPass
Touch 'n Go is a <u>stored value</u> card that can be reloaded easily with cash at reload points which display the Touch 'n Go sign.	KL TravelPass is a Touch 'n Go card that is already <u>preloaded</u> with KLIA Ekspres tickets (single or return), 2-day unlimited rides on the LRT, MRT and KL Monorail, and RM5 cash value.
A certain minimum amount is required for travel on the city's public transport. Full fare will be deducted for each trip.	The card is ready for use upon purchase on the applicable train services. No limit to the number of rides on the LRT, MRT and KL Monorail within the 2 calendar days.
The card is issued by a third party and can be purchased at participating outlets.	The card can be purchased at KLIA Ekspres Ticket Counters in KLIA, KLIA2 and the Departure Hall, KL Sentral. The KL TravelPass is issued by Express Rail Link Sdn Bhd (ERL), the operator of KLIA Ekspres in partnership with Prasarana Malaysia Berhad.

Using KL TravelPass

Is there any cash value in the KL TravelPass upon purchase?

There is a cash value of RM5 in the KL TravelPass when you first purchase it. This is a refundable minimum balance required for use on Rapid KL rail services. You can add more cash value to the card if needed.

How do I use the KL TravelPass at a KLIA Ekspres gate?

Simply tap the card on the Touch 'n Go reader on the fare gate. Similarly, tap again on the reader at the exit fare gate to complete the trip.

Can I use the KL TravelPass on KLIA Transit?

The KL TravelPass 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 a KLIA Transit train and alight at any intermediate stations. The fare difference will not be refunded.

How do I use the KL TravelPass on the LRT, MRT or KL Monorail line?

Simply tap the card on the Touch 'n Go reader on the fare gate. Similarly, tap again on the reader at the exit fare gate to complete the trip.

IMPORTANT: Please ensure that there is a minimum balance of RM5 in the card at the point of entry on the LRT, MRT or KL Monorail services.

Do you have any special KL TravelPass package for children or senior citizens?

Unfortunately, the KL TravelPass package is available for Adult class only.

Does the KL TravelPass have an expiry date once purchased?

Since the card is encoded with different ticket types, you need to note the following ticket validity:

1. The KLIA Ekspres ticket (Single and Return Trip) is valid for one (1) month from the date of purchase.
2. The unlimited rides on the LRT, MRT and KL Monorail must be taken on two consecutive calendar days (not on 48-hour basis) starting from the first train ride. The first usage must be made within one (1) month from the date of purchase.

The card itself has a lifespan of ten (10) years. However, if there is no usage for a period of twelve (12) consecutive months, the card will be deactivated.

Examples of KL TravelPass Return usage,

	Scenario 1	Scenario 2
Bought KL TravelPass Return package	1 September, 9:00 am	1 September, 9:00 pm
Used KL TravelPass on KLIA Ekspres from KLIA to KL Sentral	1 September, 10:00 am	1 September, 10:00 pm
First use of KL TravelPass on Rapid KL rail services	On KL Monorail to go to hotel in Bukit Bintang 1 September, 10:50 am	On MRT to go from Bukit Bintang to Pasar Seni 3 September, 9:00am
2-day unlimited rides expired	2 September, 11:59 pm	4 September, 11:59 pm
Used KL TravelPass on KLIA Ekspres from KL Sentral to KLIA	5 September, 3:00 pm	30 September, 7:00 pm

Where can I reload/add cash value to my KL TravelPass?

You can reload/add cash value to the card at any Touch 'n Go hubs or cash reload points that display the Touch 'n Go  sign. Visit www.touchngo.com.my for the full list and more information.

I am not able to use my KL TravelPass at the KLIA Ekspres gate. What do I do?

If you are not able to use the card at a KLIA Ekspres gate, please seek assistance at the KLIA Ekspres Ticket Counter. You are required to complete a feedback form. A replacement ticket may be issued immediately for the unutilised trip(s) if the problem is due to a technical fault, subject to our Conditions of Carriage.

I am not able to use my KL TravelPass to board the MRT line. What should I do?

If you are not able to use the card on Rapid KL rail services or at any of the participating outlets, please bring the faulty card to Touch 'n Go Hub for investigation and refund of the remaining stored value. It will be refunded within 30 days.

Touch 'n Go Hub Location	Operation Hours
Lot L2.07, Level 2, NU Sentral Shopping Centre, Jalan Tun Sambanthan, 50470, Kuala Lumpur (mall is located next to KL Sentral Station)	Monday to Sunday: 10:00am – 10:00pm (including Public Holidays)

Refund and Further Assistance

Can I get a refund for unutilised trips?

Unfortunately, we are not able to give a refund for unutilised trip(s) on both KLIA Ekspres and Rapid KL rail services, and the remaining trip(s) cannot be converted to stored value. Please determine your travel needs and itinerary carefully before purchasing the card.

Can I extend the validity of my KL TravelPass?

Unfortunately, validity extension for expired KL TravelPass is not possible.

Can I get a refund of the remaining cash value in my KL TravelPass?

Yes, immediate refund of the remaining cash value can be done at the Touch 'n Go Hub location stated above, and for the stored value balance of up to RM100.

I lost my KL TravelPass. What should I do?

You are responsible for the safekeeping and usage of your card. Should your card get 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, if any, is refundable (less RM10 for the admin fee) within 30 days upon receipt of the notification provided that you have registered your KL TravelPass earlier. To register, visit www.touchngo.com.my or call the Touch 'n Go Careline number above.

Can I keep the KL Travel Pass card as a souvenir?

Sure, you may choose to keep the card after your stay in Kuala Lumpur.

Is there a number that I can call for enquiries or feedback relating to the KL Travel Pass?

KLIA Ekspres Customer Enquiry	03-2267 8000 Monday to Friday, 8.30am – 6.00pm (except public holidays) www.KLIAekspres.com
Touch 'n Go Careline	03-2714 8888 Daily, 7.00am – 10.00pm www.touchngo.com.my