

**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 a maximum of two (2) tickets for each transaction via the 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.
- 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 and cancellation or amendment of ticket subject to terms and conditions.
- 5.6 Passenger must save their ticket in PDF format in their smartphone/tablet or print their ticket at their own printer for inspection purpose at boarding station or on board the train.
- 5.7 Reprint of ticket at ETS/Intercity ticket counter MUST be done at least one (1) hour before the train depart: -
- 5.7.1 Customer must present a valid ticket ID or ticket reference to ticket counter.
- 5.7.2 KTMB shall impose service fee for each printed ticket.
- 5.7.3 KTMB have right to reject any application for printing of ticket if passenger came to ticket counter less than one (1) hour before the train depart.
- 5.7.4 KTMB accepts no liability if unable to print the ticket: -

- i. Customer fail to present a valid ticket ID or ticket reference
  - 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.
- 5.8 A penalty of Ringgit Malaysia One Hundred (MYR100.00) and adult ticket fare will be imposed if passenger unable to present a valid ticket during ticket inspection.

## 6. Ticket Type

### 6.1 Adult

- Thirteen (13) years and above

### 6.2 Child

- Four (4) to twelve (12) years
- 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 purchase and 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. Concession is valid for ETS or Intercity services except Shuttle Tebrau

#### 6.3.4 Required documents for purchase and 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*
  - MyKad or passport
  - Marriage certificate (if wife's details are not available in pensioner card)
- iii. Disabled Person
  - Disable registration card (issued by *Department of Social Welfare*)
  - Mykad or passport
- iv. Army / Police and spouse / children (18 years and below)
  - Authority card
  - Mykad or passport
  - Marriage certificate
- v. Fire-fighters
  - Authority card

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

6.3.5 Passengers traveling with concession ticket must present original copy of the above document(s) during ticket inspection.

6.3.6 A penalty of Ringgit Malaysia One Hundred (MYR100.00) and adult ticket fare will be imposed if passenger unable to present a valid document during inspection of ticket.

6.4 Tickets are not transferable.

6.5 Terms and conditions of concessions subject to change without prior notice.

## **7 Payment of Ticket**

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

- Credit card (Visa and Master)
- KTM Wallet
- Boost

7.2 Payment option subject to change without prior notice.

## **8 Unsuccessful Transaction**

8.1 Customer must immediately contact Customer Service Unit, if:-

- i. Ticket reservation was unsuccessful, or
- ii. Unable to download or save or print ticket, or
- iii. Received “*unsuccessful*” notification, or
- iv. Did not receive “*successful*” notification

8.2 If ticket reservation was unsuccessful but customer have been charged for the ticket fare, he/she must submit refund application to Customer Service Unit within 7 days from the date of transaction

8.3 If customers fail to submit their refund application within 7 days from the date of transaction, refund will be not process.

## **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 and passengers list.

9.3 Subject to *Land Public Transport Act Section 117 (9)*, a penalty of Ringgit Malaysia One Hundred (MYR100.00) and adult ticket fare will be imposed to passenger;

- i. Travel without ticket, or
- ii. Travel without a valid ticket, or
- iii. Unable to provide original copy of valid document(s) for concession ticket, or
- iv. Travel with concession ticket on shuttle service JB Sentral – Woodlands – JB Sentral, or
- v. Foreigner or permanent resident travelling with concession tickets.

**10 Reschedule or Amendment of Ticket**

- 10.1 Reschedule or amendment of ticket must be done at ETS/Intercity ticket counter at least 24 hours before the departure time printed on ticket and subject to train or ticket availability.
- 10.2 Reschedule or amendment of ticket for shuttle service JB Sentral – Woodlands – JB Sentral is not allowed.
- 10.3 Passenger must present a valid printed ticket or ticket ID or ticket reference to ETS/Intercity ticket counter.
- 10.4 Terms and conditions: -
  - i. Amendment of travelling date and/or time of departure and/or coach type only.
  - ii. Amendment of origin or destination station is not allowed.
  - iii. Reschedule or amendment of ticket is allowed once only.
  - iv. Reschedule or amendment of ticket is subject to train or seat availability.
  - v. KTMB may impose administrative fee for each amendment ticket.
- 10.5 No refund will be given for the difference in ticket fare if the passengers downgrade their ticket to a lower service/class/coach.
- 10.6 Terms and conditions for reschedule or amendment of ticket are subject to change without prior notice.
- 10.7 Please contact Customer Service Unit at 603-22671200 (24 hrs) or email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my) for further details.

**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 less than two (2) hours before the departure time.
  - ii. Cancellation submitted less than 72 hours prior to train departure; a refund of 50% of the ticket fare will be given.
  - iii. Cancellation submitted 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: -
  - i. Application for cancellation of ticket must be submitted to ETS/Intercity ticket counter at least two (2) hours before departure time.
  - ii. Customer must provide printed ticket or ticket ID or ticket reference together with their Mykad or passport.
  - iii. Customer must complete Ticket Cancellation Form.
  - iv. KTMB have right to reject any application for cancellation of ticket if customer not completed the Ticket Cancellation Form.
  - v. Refund amount will be credited to KTM Wallet.
- 11.3 Term of refund subject to change without prior notice.
- 11.4 Terms and conditions for cancellation of ticket are subject to change without prior notice.
- 11.5 Please contact Customer Service Unit at 603-22671200 (24 hours) or email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my) for further details.

## 12 Changes or Cancellation of Service by KTM BERHAD

12.1 If any changes or cancellation is made by KTMB to any coaches or train services, KTMB's maximum liability is to refund the ticket fares only.

i. Changes of service/coach type

- a) If passengers have been travel in coach type which is lower than printed on their ticket KTMB shall refund the different of seat or berth charges.
- b) Customer must submit their refund at any ETS/Intercity ticket counter within 14 days after the date of travel.
- c) Customer must provide printed ticket or ticket ID or ticket reference and together with their Mykad or passport.

ii. Train delay more than two (2) hours from scheduled departure time

- a) Application for full refund and cancellation of ticket must be submitted to ETS/Intercity ticket counter before the train depart.
- b) Customer must provide printed ticket or ticket ID or ticket reference and together with their Mykad/passport.
- c) Customer must completely fill in ticket cancellation form.
- d) KTMB have right to reject application for cancellation of ticket if customer fail to complete the ticket cancellation form.

iii. Cancellation of train service

- a) Application for full refund of ticket fare must be submitted to ETS/Intercity ticket counter within 14 days from departure date.
- b) Customer must provide printed ticket or ticket ID or ticket reference and together with their IC/passport.
- c) Customer must completely fill in Ticket Cancellation Form.
- d) KTMB have right to reject application for cancellation of ticket if customer fail to complete the ticket cancellation form.

12.2 Please contact Customer Service Unit at 603-22671200 (24 hours) or email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my) for further details.

## 13 Incorrect Travel Details

13.1 KTMB accepts no liability for any error in travel 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 Each passenger is allowed to carry maximum two luggage into the train.

14.2 Passengers travel with infant or OKU are allowed to bring stroller or wheelchair into the train.

14.3 Strictly **disallowed** to be carried into the train: -

- i. Hazardous goods / items
- ii. Animals / pets
- iii. Bicycles / scooter or bicycle / scooter components
- iv. Surf-board
- v. Smelly food / fruit etc.

- 14.4 For delivery services please contact KTM Distribution at 1800-22-5863 or 603-22749244 or email to [customercare@ktmd.com.my](mailto:customercare@ktmd.com.my).
- 14.5 Service charge will be imposed for any parcels or goods carried on board the train.
- 14.6 KTMB have right to disallow any parcels or goods to be carried into the train.
- 14.7 These terms and conditions are correct as at the time of printing and subject to change without prior notice.
- 14.8 Passengers are advised to read KTMB's Conditions of Carriage.
- 14.9 Please contact Customer Service Unit at 603-22671200 (24 hours) or email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my) for further details.
- 14.10 The Terms and Conditions herein are subject to change without prior notice and at KTMB discretion.

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