

## APPENDIX 1

## TERMS AND CONDITIONS OF ETS, KTM INTERCITY AND SHUTTLE TEBRAU TICKETS

**1. Introduction**

- 1.1. Please read these **Terms and Conditions** together with **Conditions of Carriage for Passengers Services** before purchase of ticket.
- 1.2. Purchase of any tickets constitutes your acceptance of these Terms and Conditions and Conditions of Carriage for Passengers Services or your acceptance on behalf of any person for whom you are purchasing tickets.
- 1.3. Channel for purchase of ticket;
  - i. KTMB website, [www.ktmb.com.my](http://www.ktmb.com.my)
  - ii. KTMB Mobile or KITS Style apps
  - iii. KTMB ticket kiosk - ticket vending machine
  - iv. KTMB ticket counter (subject to counter operating hours)
- 1.4. Customer must sign-up KITS Ticketing at KTMB website, KTMB Mobile or KITS Style apps for online purchase.
- 1.5. Please contact Customer Service Unit at 03-97791200 or email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my) or proceed to ticket counter for further information on KITS registration.

**2. Ticket**

- 2.1 Minimum time limit for purchase of ticket before departure time (subject to change without prior notice)
  - i. KTMB website, [www.ktmb.com.my](http://www.ktmb.com.my)
    - 15 minutes
  - ii. KTMB Mobile or KITS Style apps
    - 15 minutes
  - iii. KTMB ticket kiosk (ticket vending machine - TVM)
    - 15 minutes
  - iv. KTMB ticket counter
    - 10 minutes
- 2.2 Mode of payment subject to KTMB.
- 2.3 KTMB accepts no liability if customer unable to purchase ticket before train depart due to technical disruptions, system failure, closure of counter operation or any other reason.
- 2.4 Advance purchase for selected trains and coaches is subject to minimum distance, refer **Attachment 1: Minimum Journey**.
- 2.5 Flexi fare for ETS services subject to:
  - i. Origin and destination
  - ii. Travel period
  - iii. Travel day
  - iv. Train departure time
  - v. Service type
  - vi. Train route
  - vii. Purchase period
  - viii. Purchase medium
  - ix. Other criteria, without prior notice.
- 2.6 Customer must ensure passenger's information e.g. name, mykad/passport number, mobile phone number, ticket type and travel itinerary are correct during purchase for ticket.
- 2.7 Customers who had purchased ticket via KTMB website, KTMB Mobile or KITS Style apps, must present their printed ticket or digital ticket for inspection.
- 2.8 Customers who had purchased ticket via KTMB ticket kiosk (TVM) or KTMB ticket counter, must present their printed ticket for inspection.
- 2.9 Ticket that is torn or damaged or does not have complete information or details is not valid to be used for travel or apply for a fare refund.
- 2.10 Shuttle Tebrau passengers must kept their ticket or payment receipt for ticket inspection.
- 2.11 Customer must immediately contact Customer Service Unit at 03-97791200 or email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my) if purchase of ticket via KTMB website or KTMB Mobile or KITS Style apps or KTMB ticket kiosk was unsuccessful but payment have been successful.
- 2.12 Customer may check ticket fares via KTMB website, KTMB Mobile or KITS Style apps, KTMB ticket counter, KTMB ticket kiosk or Customer Service Unit via email [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my).
- 2.13 KTMB shall not responsible for any ticket purchased by passenger from any individual, agencies, portal, website or application which are selling ticket without KTMB authorization.

**3. Ticket Type**

- 3.1 Adult
  - Age 13 years and above, on travel date.
- 3.2 Child
  - Age 4 years and above, and below 13 years, on travel date.

### 3.3 Concession

#### 3.3.1 Terms and conditions

- i. Concession ticket for Malaysian citizen only.
- ii. Concession ticket is valid for selected class or coach, refer **Attachment 2: Concession Ticket**.
- iii. Registration validity:
  - a) Three years for senior citizen, disable person and government pensioner
  - b) One year for other concessions.
- iv. Renewal of concession registration must be submitted after the expiry date.
- v. Registration of student concession for ETS and Intercity services:
  - a) Educational institution in Malaysia only.
  - b) Registration fee MYR33.00, subject to change without prior notice and not refundable for whatsoever reason.
  - c) Registration is not allowed if study period less than 6 months.
  - d) Concession is valid for one year from the registration approval date.
  - e) Purchase of concession ticket is allowed within 90 days from travel date.
  - f) Concession applicable for Komuter services, subject to terms and conditions.

#### 3.3.2 Concession type and required document(s) for registration:

- i. Senior Citizen (60 years and above)
  - Mykad
- ii. Government pensioner and wife
  - Pensioner card from Public Service Department or ATM Department of Veterans Affairs
  - Mykad
- iii. KTMB Pensioner and wife
  - KTMB pensioner card
  - Mykad
- iv. Disabled Person
  - Registration card from Social Welfare Department
  - Mykad
- v. Army / Police and spouse / children 18 years and below
  - Army / police identity card
  - Mykad / Mykid (spouse and kids)
- vi. Fire-fighters
  - Authority card
  - Mykad
- vii. Ex-Serviceman
  - Ex-army membership card
  - Mykad
- viii. Student (ETS & KTM Intercity)
  - Verification letter (18 years and above), refer **Attachment 3: Student Verification Form**
  - Mykad.(below 18 years)

3.3.3 Document verification and approval of concession registration is within three working days, subject to change without prior notice.

3.3.4 Concession registration will be rejected or terminated without prior notice;

- i. Not comply to concession terms and conditions.
- ii. No attachment
- iii. Incorrect applicant information.
- iv. Concession ticket has been used by another passenger.

3.3.5 Concession registration for senior citizen or disable person is available at ticket counter, subject to terms and conditions.

## 4. Ticket Inspection

- 4.1 Tickets are not transferable.
- 4.2 Ticket is valid only for passenger whose name and mykad/passport number are stated on the ticket and in passenger manifest.
- 4.3 Passenger must present their ticket, mykad/passport and any required document during inspection.
- 4.4 Subject to Land Public Transport Act 2010, a penalty of MYR100 and ticket fare will be imposed, should passenger
  - i. Travel without ticket, or
  - ii. Travel with invalid ticket.

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- 4.5 Invalid ticket:
- i. Passenger's name and Mykad/passport number not stated on the ticket or in passenger manifest.
  - ii. Adult passenger travel with child ticket.
  - iii. Passenger travel beyond destination station stated on ticket.
  - iv. Unauthorized amendment on ticket.
  - v. Ticket have been cancelled.
- 4.6 Refer 4.4,
- i. Penalty and ticket fare must be paid immediately, or
  - ii. Passenger must disembark from the train at next stopping station if fails to pay the amount.
- 5. Cancellation of Ticket and Refund of Fares**
- 5.1 Terms and conditions for cancellation of ticket and refund of ticket fare;
- i. Cancellation of ticket less than 2 hours before train departure; no refund of ticket fares.
  - ii. Cancellation of ticket within 2 hours to 72 hours before train departure; refund 50% of ticket fares.
  - iii. Cancellation of ticket more than 72 hours before train departure; refund 75% of ticket fares
  - iv. Service charge or administrative charge or takaful plan are not refundable.
- 5.2 Cancellation procedures:
- i. Online
    - a) Login via KTMB website or KTMB Mobile or KITS Style apps
    - b) Select ticket to cancel.
  - ii. Ticket counter
    - a) Printed ticket
    - b) Original Mykad or passport
    - c) PNR number
- 5.3 Refund of ticket fares via KTM Wallet.
- 6. Train Service Disruption**
- 6.1 Train service was cancelled
- a) Full refund of ticket fares if alternative transport not provided by KTMB
  - b) Cancellation of ticket must be done within seven days from the travel date.
  - c) Cancellation procedures refer 5.2 and 5.3.
- 6.2 Train departure time delay more than two hours;
- a) Full refund if passenger cancel their journey.
  - b) Cancellation of ticket must be done at ticket counter before train depart.
  - c) Cancellation procedures refer 5.2 (ii) and 5.3.
- 6.3 Refer 6.1 and 6.2, full refund for return journey ticket or connecting train ticket if not use.
- a) Cancellation of ticket must be done at ticket counter
  - b) Cancellation procedures refer 5.2 (ii) and 5.3.
- 6.4 No compensation due to train cancellation or delay of departure and arrival time.
- 7. Amendment of Ticket**
- 7.1 Amendment of passenger's name, mykad/passport number, travel date, departure time, coach type, coach label, seat number, ticket type, class and origin or destination station is not allowed.
- 7.2 Should any spelling error in the passenger's name or mykad/passport number of ETS and KTM Intercity passengers
- i. Proceed to ticket counter 24 hours before train depart (subject to counter operating hours), and
  - ii. Present printed ticket and a copy of passenger's mykad/passport
- 7.3 Correction of names or passport number for Shuttle Tebrau passenger is not allowed.
- 8. Ticket Details**
- 8.1 Customer must ensure travel details and passenger information are correct before they leave the ticket counter or during purchase of ticket via online services or KTMB ticket kiosk.
- 8.2 Should any error after purchase of ticket, cancellation of ticket is subject to terms and conditions.
- 9. Reprint of Ticket at Ticket Counter**
- 9.1 Proceed to ticket counter minimum one hour before train depart (subject to counter operating hours).
- 9.2 KTMB have right to reject application for reprint of ticket;
- i. Customer unable to present copy of passenger's mykad/passport
  - ii. Application less than one hour before the train depart
  - iii. System failure or technical disruption.

**10. Others**

- 10.1 KTMB reserves the right to relocate passenger's seat or to reschedule train timetable or to cancel train service due to technical difficulties, system failure, operational disruption, safety procedures or disasters, without any liability for KTMB to pay compensation to effected passengers.
- 10.2 Passengers boarding KTM Intercity (Shuttle Timuran) from halt or stations which does not provide ticketing service are allowed to purchase tickets on board the train;
  - a) If seat number are not printed on ticket, passenger is allowed to sit in any empty seat, and
  - b) Immediately to vacate the seat for passenger who had ticket with those seat number.
- 10.3 ETS and KTM Intercity passengers must scan QR ticket at departure and arrival gate. Departure gate closed five minutes before train depart. Passengers are not allowed to enter the departure area and no refund of ticket fares if departure gate have been closed.
- 10.4 Shuttle Tebrau passengers must scan barcode original passport at departure gate:
  - a) Departure gate JB Sentral closed 10 minutes before departure time.
  - b) Departure gate Woodlands closed 20 minutes before departure time.
- 10.5 Shuttle Tebrau passengers are not allowed to enter the departure area and no refund of ticket fares if departure gate have been closed or passport was expired.
- 10.6 Shuttle Tebrau passengers must key-in correct passport number during purchase of ticket and passport still valid on the departure date.
- 10.7 Shuttle Tebrau passengers below 4 years is allowed to board the train without ticket and must registered at JB Sentral or Woodlands counter at least 2 hours before train depart (subject to ticket counter operation hours)
- 10.8 Malaysian citizen fare for Shuttle Tebrau is subject to terms and conditions, refer KTMB ticket counter or Customer Services Unit for further details.
- 10.9 Top-up for KTM Wallet via KTMB official website or KTMB Mobile apps only. KTM Wallet cannot be exchanged for cash or transfer to any bank account or other KTMB Wallet account.
- 10.10 Application to change email, no. IC dan passport or terminate KITS account by email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my), **Attachment 4: Application Changes of Email Address, No. IC & Passport** and **Attachment 5: Application Termination of KITS Account**.
- 10.11 Prohibited at stations and on the trains:
  - a) Traveling with animal
  - b) Carrying items that may cause discomfort to other passengers
  - c) Smelly food or fruits
  - d) Leaving luggage unattended
  - e) Bicycles i.e. scooter, normal bicycles, folding bicycles, micromobility vehicles or any part of bicycle, included in bag or box
  - f) Smoking and vaping
  - g) Sticking chewing gum
  - h) Loitering or sleeping except for authorized train coaches
  - i) Eating and drinking except in designated areas
  - j) Carrying or drinking alcoholic beverages or anything that can be intoxicating
  - k) Playing musical instruments without permission
  - l) Being immodest
  - m) Entering or leaving the train coach irregularly
  - n) Trespassing on KTMB premises and trains
  - o) Negligence
  - p) Being intoxication
  - q) Begging and collecting donations without permission
  - r) Selling goods or services without permission
  - s) Fraud or attempt to defraud
  - t) Injuring or attempting to injure a person traveling by train
  - u) Vandalism
  - v) Leaving children without supervision
  - w) Making noise, fighting or causing fights
  - x) Prohibited goods or substance under Malaysian law;
    - i. Dangerous Drugs Act 1952
    - ii. Poisons Act 1952
    - iii. Explosives Act 1957
    - iv. Corrosive and Explosive Substances and Offensive Weapons Act 1958
- 10.12 Refer to 10.11, passengers will not allow to board the train or to continue their journey with animal or prohibited goods and no refund of ticket fare.
- 10.13 Transfer of KTM Wallet to bank account for foreigners excluded Singapore citizen. Banking charges will be impose to account holder. Email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my) for further details.

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- 10.14 KTMB offer Takaful Plan for additional coverage, refer to *Frequently Asked Questions* on KTMB website or KTMB Mobile apps.
  - 10.15 KTMB provide pre-book meal for selected train, refer *Frequently Asked Questions* and terms and conditions in KTMB website and KTMB Mobiles apps.
  - 10.16 KTMB is authorised agent to sell Express Rail Link (ERL) tickets, refer to *Frequently Asked Questions* on KTMB website or KTMB Mobile apps.
  - 10.17 Parcels which are allowed to be carried onboard the train will be charged, refer **Attachment 6: Parcel Charges**.
  - 10.18 Ticket booking is subject to terms and conditions, refer **Attachment 7: Ticket Booking**.
  - 10.19 Malaysian citizen verification at ticket counter or ticket kiosk (scan mykad).
  - 10.20 Ruby Lounge is for Business Class passengers only, subject to terms and conditions.
  - 10.21 Special seat for disabled person in ETS and KTM Intercity coaches is for registered disabled passengers with wheelchair (subject to change without prior notice).
  - 10.22 Passengers travel with wheelchair must inform KTMB staff at departure station for assistance.
  - 10.23 No seat reservation for season passes holders (Myraillife).
  - 10.24 Train route for ETS, KTM Intercity and Shuttle Tebrau, refer **Attachment 8: Train Route**
  - 10.25 These terms and conditions are subject to change without prior notice.
  - 10.26 Please contact Customer Service Unit at 03-97791200 or email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my) or proceed to KTMB ticket counter for further information.
    - i. KITS Ticketing registration
    - ii. Concession registration
    - iii. E-Invoice registration

**Attachment 1: Minimum Journey**

Train Route	Train Service	From	To
KL Sentral – Butterworth – KL Sentral	Express	KL Sentral	Taiping
		Taiping	KL Sentral
KL Sentral – Padang Besar – KL Sentral	Express	KL Sentral	Taiping
		Taiping	KL Sentral
KL Sentral – Butterworth – KL Sentral	Platinum	KL Sentral	Kuala Kangsar
		Kuala Kangsar	KL Sentral
KL Sentral – Padang Besar – KL Sentral	Platinum	KL Sentral	Kuala Kangsar
		Kuala Kangsar	KL Sentral
Segamat – Butterworth – Segamat	Gold	KL Sentral	Kuala Kangsar
		Kuala Kangsar	KL Sentral
Segamat – Padang Besar - Segamat	Gold	KL Sentral	Kuala Kangsar
		Kuala Kangsar	KL Sentral
Kluang – KL Sentral - Kluang	Platinum	KL Sentral	Segamat
		Kluang	Gemas
JB Sentral – Tumpat – JB Sentral	2 <sup>nd</sup> Class Sleeping Berth	JB Sentral	Kuala Krau
		Tumpat	Kuala Krau

**Note:**

- Purchase of ticket less than minimum journey is allowed within 24 hours prior departure time.
- Subject to change without prior notice.

**Attachment 2:**
**Concession Ticket**

Concession Type	Class / Coach Type	Concession Rate
Senior Citizen	All classes/coach <b>except</b> Business Class	50%
	Business Class	20%
Disable Person	All classes/coach <b>except</b> Business Class	50%
	Business Class	20%
Government Pensioner	All classes/coach <b>except</b> Business Class	50%
	Business Class	20%
Student (i-Card)	All classes/coach <b>except</b> Business Class	40%
	Business Class	No Concession
Army, Police & Firefighter	All classes/coach <b>except</b> Business Class	25%
	Business Class	No Concession
Ex-Servicemen (ex-army / ex-police)	All classes/coach <b>except</b> Business Class	25%
	Business Class	No Concession
Children	All classes/coach <b>except</b> Business Class	50%
	Business Class	20%

**Note:**

- Concession not inclusive seat and berth charges or meal or any other charges or administration fee.
- Subject to change without prior notice.

Attachment 3

**STUDENT VERIFICATION FORM**

**(NAME & ADDRESS SCHOOL / INSTITUTE / COLLEGE / UNIVERSITY)**

.....  
.....  
.....  
.....

**(STUDENT INFORMATION)**

Name : .....

IC / Mykad No. : .....

This is to certify that the above named is currently a student at this school / institute / college / university.

- Duration of Study : ..... year
- Admission : ..... (month & year)
- Expected Completion : ..... (month & year)

Thank you

**Verified by:**

Signature : .....

Name of Officer : .....

Occupation : .....

Telephone No. : .....

Date : .....

Stamping  
School / Institute / College /  
University



Attachment 4:

Application Changes of Email Address, No. IC & Passport

PERMOHONAN PENUKARAN ALAMAT E-MEL, NO. IC & PASSPORT APPLICATION FOR CHANGE OF EMAIL ADDRESS, NO. IC & PASSPORT	
Name <i>Name</i>	
No. IC / Passport <i>IC / Passport No.</i>	
Sebab Penukaran <i>Reason for Change</i>	
Alamat Emel Baharu <i>New Email Address</i>	
Saya dengan ini mengakui dan bersetuju menukar alamat e-mel, No. IC & Passport <i>I hereby acknowledge and agree to change email address, No. IC &amp; Passport</i>	
..... Nama / <i>Name</i> : No. IC/ <i>IC No.</i> Tarikh / <i>Date</i> :	Disahkan oleh / <i>Verified by</i> :  ..... Nama / <i>Name</i> : ID Kakitangan/ <i>Staff ID</i> : Tarikh / <i>Date</i> :

**Note:**

- Attach copy of mykad/passport



## Attachment 5:

## Application Termination of KITS Account

<b>PERMOHONAN UNTUK PENAMATAN AKAUN KITS APPLICATION FOR TERMINATION OF KITS ACCOUNT</b>	
Name <i>Name</i>	
No. IC / Passport <i>IC / Passport No.</i>	
PNR	
KTM Wallet (RM)	
Sebab Penamatan <i>Reason for termination</i>	
<p>Saya dengan ini mengakui dan bersetuju menamatkan akaun KITS saya dan tidak menuntut KTM Wallet. <i>I hereby acknowledge and agree to terminate my KITS account and KTM Wallet is not claimable.</i></p>	
<p>.....</p> <p>Nama/ <i>Name</i>: No. IC/ <i>IC No.</i> Tarikh/ <i>Date</i>:</p>	<p>Disahkan oleh / <i>Verified by</i>:</p> <p>.....</p> <p>Nama/ <i>Name</i>: ID Kakitangan/ <i>Staff ID</i>: Tarikh/ <i>Date</i>:</p>
<b>KELULUSAN APPROVAL</b>	
No. PNR	
KTM Wallet (RM)	
Catatan	
<p>Disemak oleh:</p> <p>.....</p> <p>Nama: Tarikh:</p> <p>Tarikh emel ke NSS IT : .....</p> <p>Tarikh kosongkan KTM Wallet : .....</p> <p>Tarikh tamatkan akaun KITS:.....</p>	<p>Diluluskan oleh:</p> <p>.....</p> <p>(Ketua Jabatan/ Ketua Unit)</p> <p>Nama: Tarikh:</p>

**Note:**

- Attach copy of mykad/passport
- Termination process is within 5 working days from the date of approval

**Attachment 6:**
**Parcel Charges**

Distance (KM)	(KG)				
	10	20	30	40	60
15	2.60	3.50	4.70	6.50	9.20
30	2.60	3.50	4.70	6.50	9.20
45	3.50	5.30	6.80	9.40	13.00
60	3.50	5.30	6.80	9.40	13.00
75	3.50	5.30	6.80	9.40	13.00
90	4.60	6.80	8.90	12.50	15.50
120	4.60	6.80	8.90	12.50	15.50
150	5.70	8.40	11.10	14.00	16.40
180	5.70	8.40	11.10	14.10	16.60
210	6.90	10.10	13.40	15.50	17.10
240	6.90	10.10	13.40	15.80	17.60
270	6.90	10.10	13.40	15.80	17.70
300	6.90	10.10	13.40	16.10	18.30
350	8.00	11.80	14.70	16.60	18.60
400	8.00	11.80	14.80	17.10	19.20
450	8.00	11.80	14.90	17.60	19.80
500	8.90	13.20	15.90	17.90	20.40
550	8.90	13.20	16.10	18.30	20.80
600	8.90	13.20	16.20	18.50	21.50
650	10.60	14.70	17.00	19.10	22.10
700	11.10	15.20	17.20	19.50	22.70
800	12.20	16.10	17.80	20.40	23.80

**Note:**

- Subject to change without prior notice.

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**Attachment 7:****Ticket Booking****1. Terms and conditions**

- 1.1 Customer must register KITS account at KTMB website.
- 1.2 Booking form must submit to KTMB at least 30 days before the travel date.
- 1.3 Bookings of tickets are for travel dates that have been opened for sale only.
- 1.4 Ticket booking for ETS and KTM Intercity services only.
- 1.5 Ticket booking for Shuttle Tebrau or special trains is not allowed
- 1.6 Minimum booking is 9 tickets and maximum 80 tickets for each train, subject to change without prior notices.
- 1.7 Ticket booking for adult, child and registered concession passengers only.
- 1.8 Administration charges
  - a) RM1.00 per ticket
  - b) Payment via KTM Wallet or any method allowed by KTMB.
  - c) Not refundable for whatever reason.
  - d) Administration charges subject to change without prior notice.
- 1.9 KTMB shall not be responsible for any system failure or disruption that causes
  - a) KTMB does not receive application form sent by email, or
  - b) KTMB does not receive booking details through KITS online, or
  - c) Successful bookings have been automatically cancelled.
- 1.10 Booking of ticket for travelling date during festive season is not allowed.
- 1.11 KTMB have right to reject application that do not comply to terms and conditions or any other reason.
- 1.12 Amendments are not allowed for any successful booking, e.g. number of tickets, travel date, origin and destination stations or types of ticket.

**2. Booking Procedure**

- 2.1 Customer submit booking form to KTMB,
  - a) E-mail to [tempahankhas@ktmb.com.my](mailto:tempahankhas@ktmb.com.my) , or
  - b) ETS and Intercity Service Department, KL Sentral.
- 2.2 KTMB will reply within 3 working days and activate KITS account, should they comply to terms and conditions.
- 2.3 Customer login KITS account via KTMB website and submit booking details within 3 working days .
- 2.4 Seats/berth reservation by KTMB subject to availability.
- 2.5 Customer will receive notification email "**KITS Special Booking - Pending Fee Payment**" (if booking was successful)
- 2.6 Customer login KITS account via KTMB website for payment of tickets.
- 2.7 Customer must ensure passenger details are correct.

**3. Payment of Ticket**

- 3.1 Payment of ticket must be done within seven (7) days.
- 3.2 Payment of ticket through KTM Wallet or any method allowed by KTMB
- 3.3 Payment period 12.15 am to 11.00 pm.
- 3.4 Please ensure sufficient KTM Wallet or any other payment mode before proceed for payment.
- 3.5 KTMB shall not responsible if booking was cancelled due to customer's error during payment process.

**4. Others**

- 4.1 Terms and conditions are subject to change without prior notice.
- 4.2 Tickets purchased are subject to:
  - a) Conditions of Carriage for KTMB Passengers.
  - b) Terms and Conditions of ETS, KTM Intercity and Shuttle Tebrau Tickets
- 4.3 Train timetable and ticket fare is available at KTMB website and KTMB ticket counter.
- 4.4 Please contact Customer Service Unit at 03-97791200 or email to [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my) for further information:
  - a) KITS account registration
  - b) KTM Wallet
  - c) Concession registration



TICKET BOOKING												
1.	Application Date											
2.	Name											
3.	Email											
4.	Telephone No.											
5.	PNR / IC No.											
6.	KTM Wallet (RM)											
7.	Travel Date											
8.	Origin & Destination											
9.	No. of Ticket											
10.	Train No.											
11.	Coach Type / Class											
12.	Remark											
KEGUNAAN PEJABAT KTMB												
1.	Nama Kakitangan											
2.	Tarikh Borang Diterima											
3.	Kaedah Permohonan	<input type="checkbox"/>	E-mel	<input type="checkbox"/>	Serahan Tangan							
4.	Tarikh PNR <i>active &amp; in-active</i>											
5.	Status Tempahan Tiket	<input type="checkbox"/> Berjaya		<input type="checkbox"/> Tidak Berjaya								
6.	ID Tempahan											
7.	Tarikh Tamat Tempahan											
<b>Catatan:</b>												
<b>Note:</b>												
a) Customer must register KITS account before submit application for ticket booking b) Customer's name, email, telephone number and KTM Wallet refer to KITS account. c) Please ensure KTM Wallet is sufficient for payment of administrative charge. d) Reservation form must submit at least 30 days before departure date. e) Please submit separate reservation form for different travel date or origin and destinations station. f) Booking minimum 9 tickets and maximum 80 ticket per train. g) Please update booking details via KITS account through KTMB website. h) Please ensure number of ticket and ticket type are correct (Remark – No. of adult / child / concession). i) Please ensure concession passengers have been registered before submit booking form. j) Ticket booking subject to seat availability. k) KTMB reserves the right to reject reservation does not comply to terms and conditions or other reason without prior notice. l) Not allowed to resell trains tickets in any medium or platform and legal action will be taken subject to Act 715, Land Public Transport Act 2010. m) Contact Customer Service Unit at 03-97791200 or email to <a href="mailto:callcenter@ktmb.com.my">callcenter@ktmb.com.my</a> for train information.												

**Attachment 8:**
**Train Route**
**1. ETS**

Train Route	Service Type
Segamat – Butterworth – Segamat	ETS Gold
Segamat – Padang Besar – Segamat	
KL Sentral – Butterworth – KL Sentral	ETS Express ETS Platinum
KL Sentral – Padang Besar – KL Sentral	
Kluang – KL Sentral _ Kluang	
KL Sentral – Ipoh – KL Sentral	ETS Express ETS Gold ETS Silver

**2. KTM Intercity**

Train Route	Service Type
JB Sentral – Gemas – JB Sentral	Ekspres Selatan
JB Sentral – Tumpat – JB Sentral	Ekspres Timuran
Tumpat – Gua Musang - Tumpat	Shuttle Timuran
Tumpat – Dabong – Tumpat	
Tumpat – Kuala Lipis – Tumpat	
Kuala Lipis – Gemas – Kuala Lipis	

**3. Shuttle Tebrau**

Train Route	Service Type
Woodlands – JB Sentral	Shuttle Tebrau
JB Sentral – Woodlands	

**Note:**

- Subject to change without prior notice.