

## 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 official website, [www.ktmb.com.my](http://www.ktmb.com.my) or <https://online.ktmb.com.my/>
  - ii. KTMB Mobile apps
  - iii. KTMB ticket kiosk (ticket vending machine - TVM)
  - iv. KTMB ticket counter
- 1.4. Customer must sign-up KITS Ticketing at [www.ktmb.com.my](http://www.ktmb.com.my) or KTMB Mobile 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:
  - i. Website, [www.ktmb.com.my](http://www.ktmb.com.my) or link <https://online.ktmb.com.my>
    - 15 minutes before departure time
  - ii. KTMB Mobile apps
    - 15 minutes before departure time
  - iii. KTMB ticket kiosk (ticket vending machine - TVM)
    - 15 minutes before departure time
  - iv. KTMB ticket counter (subject to counter operating hours)
    - 10 minutes before departure time
- 2.2 Minimum time limit for purchase of ticket subject to change without prior notice.
- 2.3 Method of payment subject to payment mode allowed by KTMB.
- 2.4 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.
- 2.5 Advance purchase for selected trains and coaches are subject to minimum distance, refer **Attachment 1: Minimum Journey**.
- 2.6 Dynamic pricing for ETS services subject to:
  - i. Origin and destination
  - ii. Travel period
  - iii. Travel day
  - iv. Train departure time
  - v. Service type
  - vi. Service sector
  - vii. Purchase period
  - viii. Purchase medium
  - ix. Other criteria(s), without prior notice.
- 2.7 Customer must ensure passenger's name, IC/passport, telephone number and travel itinerary are correct during purchase for ticket.
- 2.8 Customers who had purchased ticket via KTMB website or KTMB mobile apps, must save their ticket in their mobile phone or print their ticket for inspection purpose.
- 2.9 Customers who had purchased ticket via KTMB ticket kiosk or KTMB ticket counter, must keep-safe their printed ticket for inspection purpose.
- 2.10 Ticket that is torn or damaged or does not have complete information or details is not valid to be used for travel or to apply for a fare refund.
- 2.11 Shuttle Tebrau passengers must kept their payment receipt for ticket inspection or cancellation.
- 2.12 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 apps or KTMB ticket kiosk was unsuccessful.
- 2.13 Customer can check ticket fares via KTMB website, KTMB mobile apps, KTMB ticket counter, KTMB ticket kiosk or Customer Service Unit via email [callcenter@ktmb.com.my](mailto:callcenter@ktmb.com.my) or telephone 03-97791200.
- 2.14 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.

- Child below 4 years old is allowed travel without ticket.

### 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. Valid document(s) must be attached for concession registration.
- iv. Registration is valid for three years for senior citizen, disable person or government pensioner and one year for other concessions.
- v. Renewal of concession registration must be submitted after the expiry date.
- vi. Registration of student concession available via KTMB website only:
  - a) Registration fee is MYR33.00 and subject to change without prior notice. (not refundable for whatsoever reason).
  - b) Registration is not allowed if study period less than 6 months.
  - c) Concession is valid for one year from the registration approval date or until end of study if study period less than one year, which ever earlier.
  - d) Purchase of concession ticket is allowed within 90 days from travel date.

#### 3.3.2 Concession type and required document(s) for concession 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
  - Verification letter (18 years and above), refer **Attachment 3: Student Verification Form**
  - Mykad.

3.3.3 Immediate pre-approval for senior citizen, disabled person or government pensioner registration.

3.3.4 Document verification and approval for other concession is within three working days.

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

- i. Not comply to concession terms and conditions.
- ii. No attachment or incorrect applicant information.
- iii. Concession ticket have been used by another passenger for travelling and customer will be blacklisted from concession registration for misuse of concession ticket.

3.3.6 Concession registration for senior citizen or disable person is available at ticket counter (please present original mykad).

3.3.7 Please contact Customer Service Unit at 03-97791200 or email to callcenter@ktmb.com.my or proceed to ticket counter for further information on concession registration.

## 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 and mykad / passport during ticket inspection.

4.4 Under Section 117 (9) Land Public Transport Act 2010, a penalty of MYR100.00 and ticket fare will be imposed, if passenger;

- i. Travel without ticket; or

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- ii. Travel with invalid ticket.
- 4.5 Invalid ticket:
- i. Passenger's name and Mykad / passport number not stated on the ticket and passenger manifest.
  - ii. Adult passenger travel with child ticket.
  - iii. Passenger travel beyond destination station stated on ticket.
  - iv. Unauthorized amendment on ticket details.
  - v. Ticket have been cancelled.
- 4.6 Refer 4.4,
- i. Penalty and ticket fare must be paid immediately to Ticket Checker in cash or any other method of payment allowed by KTMB.
  - ii. Passenger must disembark from the train at next stopping station if fails to pay the amount.
- 5. Amendment of Ticket**
- 5.1 The passenger's name and mykad / passport number, travel date, departure time, coach label, seat number, ticket type and origin or destination station cannot be changed.
- 5.2 Correction of name or mykad / passport number for ETS and KTM Intercity passengers' is allowed once only
- i. Please proceed to ticket counter at least 24 hours before train depart (subject to counter operating hours), and
  - ii. Present printed ticket and a copy of passenger's mykad / passport
- 5.3 Correction of name or passport number for Shuttle Tebrau passenger is not allowed.
- 6. Cancellation of Ticket and Refund of Fares**
- 6.1 Terms and conditions for cancellation of ticket and refund of ticket fare;
- iii. Cancellation of ticket less than 2 hours before train departure; no refund of ticket fares.
  - iv. Cancellation of ticket within 2 hours to 72 hours before train departure; refund 50% of ticket fares.
  - v. Cancellation of ticket more than 72 hours before train departure; refund 75% of ticket fares
  - vi. Service charge or administrative charge or takaful plan fee are not refundable.
- 6.2 Cancellation procedures:
- i. Online
    - a) Login to KITS via KTMB website or KTMB Mobile apps.
    - b) Select ticket to cancel.
    - c) Refund of ticket via KTM Wallet.
  - ii. Ticket counter (required documents/info)
    - a) Printed ticket for ETS, KTM Intercity and Shuttle Timuran.
    - b) Printed receipt or ticket for Shuttle Tebrau
    - c) Original Mykad or passport
    - d) PNR number
- 6.3 Refund of fares via KTM Wallet only.
- 6.4 Application for cash refund via email to the Customer Service Unit for foreign tourists except Singapore citizens subject to administrative charges.
- 7. Train Service Disruption**
- 7.1 Full refund:
- i. Train service was cancelled and alternative transport is not provided by KTMB;
    - Cancellation of ticket must be done within seven days from the travel date.
  - ii. Departure time delay more than two hours;
    - Cancellation of ticket must be done at ticket counter before train depart from station stated on ticket.
- 7.2 Refer 7.1,
- i. Passengers may request full refund for their return ticket or connecting ticket (if not use) and cancellation of ticket must be done at ticket counter before the train depart.
  - ii. Refund procedures, refer 6.3.
  - iii. Refer 7.1 (i), no refund of ticket fares if passengers use the alternative transport.
  - iv. Refer 7.1 (ii), no refund of ticket fares if passengers continue their journey.
- 7.3 No compensation due to train cancellation or the delay of departure and arrival time.
- 8. Ticket Details**
- 8.1 Customer must ensure travel details and passenger information are correct before they leave the ticket counter or during purchasing via online services or KTMB ticket kiosk.
- 8.2 After customer left the ticket counter, they must cancel the ticket if any error in travel details (subject to the terms and conditions of ticket cancellation).
- 9. Reprint of Ticket at Ticket Counter**
- 9.1 Application for reprint of ticket at least 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.
- iv. Closure of ticket counter operation.

#### 10. Others

- 10.1 KTMB has 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 liability for KTMB to pay compensation to passengers or any party.
- 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 Departure gates for ETS and KTM Intercity train will be closed 5 minutes before the departure time;
  - a) If departure gate has been closed, passengers are not allowed to enter the departure area, and
  - b) No refund of ticket fares.
- 10.4 Shuttle Tebrau passengers must scan their original passport at departure gate to enter the departure area;
  - a) Departure gate JB Sentral will be closed 10 minutes before departure time.
  - b) Departure gate Woodlands will be 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 their passport was expired.
- 10.6 Shuttle Tebrau passengers must ensure their name and passport number is correct and passport expiry date is not less than 30 days from the departure date during purchase of ticket. Passenger must cancel their ticket (subject to cancellation terms and conditions), if
  - a) Name and/or passport number on ticket is incorrect, or
  - b) Passport was expired or the expiry date is less than 30 days from 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 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 or terminate KITS account email to Customer Service Unit, refer **Attachment 4: Application for Changes of Email Address** and **Attachment 5: Application for Termination of KITS Account**.
- 10.11 Prohibited at stations and/or 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. scooters, 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

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- iv. Corrosive and Explosive Substances and Offensive Weapons Act 1958
- 10.12 Refer to 10.11, passengers will be not allowed to board the train or to continue their journey and no refund of ticket fare.
- 10.13 KTMB offer Takaful Plan for additional coverage. Please refer to **Frequently Asked Questions** on KTMB website or KTMB Mobile apps.
- 10.14 KTMB provide pre-book meal for ETS services. Please refer FAQ and terms and conditions in KTMB website and KTMB Mobiles apps.
- 10.15 KTMB provide cross selling service for ETS / KTMB Intercity and ERL tickets. Please refer FAQ in KTMB website.
- 10.16 Parcels (excluded prohibited items) which is allowed to be carried onboard the train and charge will be imposed, refer **Attachment 6: Parcel Charges**.
- 10.17 Special booking (group booking) is subject to terms and conditions, refer **Attachment 7: Special Booking (Group Booking)**.
- 10.18 Malaysian citizen verification for customer who had registered KITS online is available at ticket counter or KTMB ticket kiosk.
- 10.19 Business Class passengers are allowed to use Ruby Lounge subject to terms and conditions displayed at station.
- 10.20 Special seat for disabled person in ETS and KTM Intercity coaches is for registered disabled passengers with wheelchair only.
- 10.21 No seat allocation or seat reservation for free pass holders (Myraillife).
- 10.22 Train service coverage for ETS, KTM Intercity and Shuttle Tebrau, refer **Attachment 8**.
- 10.23 These terms and conditions are subject to change without prior notice.
- 10.24 Please contact Customer Service Unit at 03-97791200 or email to callcenter@ktmb.com.my or proceed to KTMB ticket counter for further information.

**Attachment 1:**
**Minimum Journey**

Train Sector	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
		Padang Besar	Tasek Gelugor
		Tasek Gelugor	Padang Besar
Gemas – Butterworth – Gemas	Gold	KL Sentral	Kuala Kangsar
		Kuala Kangsar	KL Sentral
Gemas – Padang Besar - Gemas	Gold	KL Sentral	Kuala Kangsar
		Kuala Kangsar	KL Sentral
		Padang Besar	Tasek Gelugor
		Tasek Gelugor	Padang Besar
JB Sentral – Tumpat – JB Sentral	2 <sup>nd</sup> Class Sleeping Berth	JB Sentral	Kuala Krau
	2 <sup>nd</sup> Class Sleeping Berth	Tumpat	Kuala Krau

**Note:**

- Purchase of ticket less than minimum journey is allowed within 24 hours only.
- 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 for Changes of Email Address

PERMOHONAN PENUKARAN ALAMAT EMEL APPLICATION FOR CHANGE OF EMAIL ADDRESS			
Sila tanda 'X' <i>Please tick 'X'</i>	Walk-In (Guest Service Center KL Sentral)		Email* (callcenter@ktmb.com.my)
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 emel untuk akaun KITS <i>I hereby acknowledge and agree to change email address for KITS account</i>			
		Disahkan oleh / <i>Verified by:</i>	
.....		.....	
Nama / <i>Name:</i>		Nama / <i>Name:</i>	
No. IC/ <i>IC No.</i>		ID Kakitangan/ <i>Staff ID:</i>	
Tarikh / <i>Date:</i>		Tarikh / <i>Date:</i>	

**Note:**

- Attach copy of mykad / passport



## Attachment 5:

## Application for Termination of KITS Account

<b>PERMOHONAN UNTUK PENAMATAN AKAUN KITS APPLICATION FOR TERMINATION OF KITS ACCOUNT</b>			
Sila tanda 'X' <i>Please tick 'X'</i>	Walk-In (Guest Service Center KL Sentral)		Email* (callcenter@ktmb.com.my)
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>			
		Disahkan oleh / <i>Verified by:</i>	
.....		.....	
Nama/ <i>Name:</i>		Nama/ <i>Name:</i>	
No. IC/ <i>IC No.</i>		ID Kakitangan/ <i>Staff ID:</i>	
Tarikh/ <i>Date:</i>		Tarikh/ <i>Date:</i>	
<b>KELULUSAN APPROVAL</b>			
No. PNR			
KTM Wallet (RM)			
Catatan			
Disemak oleh:		Diluluskan oleh:	
.....		.....	
Nama:		(Ketua Jabatan/ Ketua Unit)	
Tarikh:		Nama:	
		Tarikh:	

**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:****Terms and Conditions Special Booking (Group Booking)****1. Application For Special Booking (Group Booking)**

- 1.1 Customer must register KITS account at KTMB website ([www.ktmb.com.my](http://www.ktmb.com.my)).
- 1.2 Customer must complete the information in special booking form.
- 1.3 Application form must submit to KTMB at least 30 days before the travel date.
- 1.4 Special booking for ETS and KTM Intercity train services only.
- 1.5 Special booking is not allowed for Shuttle Tebrau or special trains.
- 1.6 Minimum booking is 9 tickets and maximum 80 tickets for each train.
- 1.7 Special booking for concession tickets is allow for registered passengers only.
- 1.8 Administration charges
  - a) RM1.00 per ticket
  - b) Payment via KTM Wallet.
  - c) Not refundable
  - d) 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 is not allowed for travelling during the festive season.
- 1.11 KTMB have right to reject application that do not comply to terms and conditions.
- 1.12 Amendments are not allowed for any successful booking, i.e. number of tickets, travel date, origin and destination stations or types of ticket.

**2. Booking Procedure**

- 2.1 Customer submit special booking form to KTMB,
  - a) E-mail to [tempahankhas@ktmb.com.my](mailto:tempahankhas@ktmb.com.my) , or
  - b) Intercity Services Department, KL Sentral.
- 2.2 KTMB will activate customer's KITS account.
- 2.3 Customer login KITS account and submit booking details.
- 2.4 Tickets reservation is subject to seat availability.
- 2.5 Customer will receive notification email "**KITS Special Booking - Pending Payment**", if booking was successful
- 2.6 Customer login KITS account for payment of tickets
- 2.7 Customer must ensure passenger details are correct before proceed for payment.

**3. Payment of Ticket**

- 3.1 Payment of ticket must be done within seven (7) days after receive the notification email.
- 3.2 Payment of ticket through KTM Wallet only (12.15 am to 11.00 pm).
- 3.3 Please ensure sufficient KTM Wallet before proceed for payment.
- 3.4 KTMB shall not responsible if booking was cancelled due to customer's error during payment of ticket.

**4. Others**

- 4.1 These terms and conditions are subject to change without prior notice.
- 4.2 Tickets purchased through special booking are subject to:
  - a) Conditions of Carriage for KTMB Passengers.
  - b) Terms and Conditions of ETS, KTM Intercity and Shuttle Tebrau Tickets
- 4.3 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
  - d) Train timetable, ticket fare or seat availability



SPECIAL BOOKING (GROUP 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.	No.Train											
11.	Coach Type / Class											
12.	Remark											
KEGUNAAN PEJABAT KTMB												
1.	Nama Kakitangan											
2.	Tarikh Borang Diterima											
3.	Kaedah Permohonan		Emel						Serahan Tangan			
4.	Tarikh PNR <i>active &amp; in-active</i>											
5.	Status Tempahan Tiket		Berjaya						Tidak Berjaya			
6.	ID Tempahan											
7.	Tarikh Tamat Tempahan											
<b>Catatan:</b>												
<b>Note:</b>												
a) Customer must register KITS Online . b) Customer's name, email, tel.no. and KTM Wallet refer to KITS account. c) Please ensure KTM Wallet is sufficient for payment of administrative charge (RM1.00 per ticket) d) Reservation form must submit via email <a href="mailto:tempahankhas@ktmb.com.my">tempahankhas@ktmb.com.my</a> or walk-in to Intercity Services Department, KL Sentral at least 30 days before departure date. e) Please submit separate reservation form for different travel date or origin and destinations station. f) Minimum 9 tickets and maximum 80 ticket per train. g) If reservation have been approved, please update booking details via KITS online through KTMB website. h) Please ensure number of ticket and ticket type are correct (adult / child / concession). i) KTMB reserves the right to reject special bookings which does not comply to the terms and conditions or any other reason without prior notice. j) Not allowed to resell trains tickets in any medium or platform (legal action will be taken subject to Act 715, Land Public Transport Act 2010). k) Contact Customer Service Unit at 03-97791200 or email to <a href="mailto:callcenter@ktmb.com.my">callcenter@ktmb.com.my</a> for further information.												

**Attachment 8:**
**Train Service coverage**
**1. ETS**

SECTOR	ROUTE
Gemasp	Gemas – Butterworth
	Gemas – Padang Besar
KL Sentral	KL Sentral – Butterworth
	KL Sentral – Padang Besar
Ipoh	KL Sentral – Ipoh

**2. KTM Intercity**

SECTOR	SERVICE TYPE	ROUTE
Selatan	Ekspres Selatan (ES)	JB Sentral – Gemas
	Shuttle Tebrau (ST)	JB Sentral – Woodlands
Timur	Ekspres Timuran (ERT)	JB Sentral – Tumpat
	Shuttle Timuran (ST)	Tumpat – Gua Musang
		Tumpat - Dabong
		Tumpat – Kuala Lipis
		Kuala Lipis - Gemas

**3. Shuttle Tebrau**

SECTOR	SERVICE TYPE	ROUTE
Selatan	Shuttle Tebrau	Woodlands – JB Sentral
		JB Sentral – Woodlands

**Note:**

- Subject to change without prior notice.