KL Festival 2026 Discovery Pass

Terms & Conditions

1. Organiser

The KL Festival 2026 Discovery Pass ("Discovery Pass") is organised by **Think City Sdn Bhd** ("Organiser").

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2. The Discovery Pass Period

The Discovery Pass runs from **6 May 2026 to 31 May 2026** ("the Festival period"). The Organiser reserves the right to amend, extend, or terminate the Festival period at its sole discretion without prior notice.

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3. Eligibility

3.1 The Discovery Pass is open to all KL Festival visitors who can provide valid identification (name, email and mobile phone number) for verification purposes.
3.2 Employees of Think City Sdn Bhd, its affiliates, subsidiaries, advertising and promotion agencies, and their immediate family members are not eligible to participate.

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4. Participation and Data Submission

By submitting their information, participants agree to the following:

4.1 Participants may access the Discovery Pass by scanning designated QR codes displayed at official KL Festival 2026 venues and touchpoints.
4.2 First-time users are required to complete a registration process before participating.
4.3 By registering, participants agree to be bound by these Terms & Conditions.
4.4 Data Accuracy: Participants must provide accurate and verifiable information. Failure to do so will result in disqualification from the Discovery Pass, and another participant may be selected.
4.5 Data Use: Participants consent to the processing of their personal data for the purposes of this Discovery Pass and for future marketing purposes. The data will be handled by Enlytix, the platform responsible for processing the contest data on behalf of Think City Sdn. Bhd.
4.6 Data Rights: Participants have the right to access, correct, or request deletion of their personal data. Participants can exercise these rights by contacting the Organizer at hanani.rahman@thinkcity.com.my
4.7 Retention: Personal data will be retained only for as long as necessary to fulfil the purposes for which it was collected or as required by applicable laws.

4.8 Data Protection: All personal data collected will be processed in accordance with the Data Protection Act Malaysia (PDPA) and other applicable data protection laws. Participants have the right to access, rectify, or request deletion of their data at any time by contacting the Organizer.

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5. Points Collection

5.1 Participants may earn points by checking in at participating KL Festival 2026 locations via the Discovery Pass.
5.2 Points are awarded per valid check-in, subject to system validation.
5.3 Points will be awarded **once per participant per event only**, regardless of the number of check-ins or attempts made.
5.4 The Organiser reserves the right to disqualify any participant found to be tampering with the system or engaging in fraudulent activities.

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6. Accumulation of Points

6.1 Rewards are issued based on the milestone-based mechanism:
   i. First reward: upon accumulation of ten (10) points
   ii. Second reward: upon accumulation of twenty (20) points
   iii. Third reward: upon accumulation of forty (40) points
6.2 Points are cumulative, and each reward is unlocked only upon reaching the corresponding total point threshold. Points used to unlock a reward are not deducted and will continue to accumulate toward subsequent rewards. Each reward tier may only be redeemed once per participant unless otherwise stated.
6.3 All rewards are available on a **first-come, first-served basis**, while stocks last.
6.4 Rewards may be issued digitally via the Discovery Pass or require physical redemption at a location specified by the Organiser.
6.5 Participants may redeem physical rewards at:
   Think City Kuala Lumpur @ Wisma Maran
   Level 9, 28 Medan Pasar, 50050 Kuala Lumpur.
6.6 Participants are required to redeem and claim all physical rewards within seven (7) days from the date the reward notification is issued on the Discovery Pass platform. Failure to redeem or claim the reward within the stipulated period shall result in the reward being forfeited without further notice.
6.7 Rewards are **non-transferable, non-exchangeable, and not redeemable for cash**.
6.8 The Organiser reserves the right to substitute any reward with another of equivalent value without prior notice.

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7. Grand Rewards

7.1 In addition to milestone-based rewards as stated in para 6 above, participants with the highest accumulated points during the Festival period will be eligible for Grand Rewards.

7.2 Grand Rewards will be awarded based on a leaderboard ranking, determined by the total number of points accumulated by each participant at the end of the Festival period.

7.3 The top-ranking participants (as determined by the Organiser) will be selected as Grand Reward recipients. The number of recipients and corresponding Grand Rewards will be announced by the Organiser at a later date.

7.4 In the event of a tie in points, the Organiser reserves the right to determine the final ranking based on criteria including, but not limited to, earliest completion time, participation frequency, or other factors deemed appropriate.

7.5 Grand Rewards recipients will be notified after the conclusion of the Festival, and the Organiser's decision shall be final and binding. The Organiser reserves the right to contact selected recipients up to three (3) times within a period of seventy-two (72) hours. If a recipient fails to respond or return the call within the stipulated period, the Organiser reserves the right to disqualify the recipient and select the next eligible participant.

7.6 Selected Grand Rewards recipients may be required to verify their identity and registered contact details, including their mobile number and/or email address, before being confirmed as a winner. Verification may be conducted through a phone call, return call, email confirmation, or any other method deemed appropriate by the Organiser. Failure to complete the verification process within the stipulated timeframe may result in disqualification and selection of the next eligible participant.

7.7 Grand Rewards may be issued digitally via the Discovery Pass or require physical redemption at a location specified by the Organiser.

7.8 Participants may redeem physical rewards at:

Think City Kuala Lumpur @ Wisma Maran
Level 9, 28 Medan Pasar, 50050 Kuala Lumpur.

7.9 All rewards must be claimed within **seven (7) days** from notification, failing which the reward will be forfeited.

7.10 The Organiser reserves the right to verify all point accumulations and disqualify any user found to be in breach of these Terms and Conditions or engaging in fraudulent or unfair practices.

7.11 The Organiser shall not be held responsible for any failure of notification due to technical issues or incorrect participant information.

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8. Participant Responsibilities

8.1 Participants are responsible for ensuring that all personal details provided are accurate and complete.

8.2 Participants must not engage in any conduct that may disrupt or interfere with the Discovery Pass or its systems.

8.3 Any breach of these Terms & Conditions may result in disqualification.

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9. Limitation of Liability

9.1 The Organizer and Enlytix shall not be held liable for any losses or damages arising out of or in connection with participation in the Discovery Pass, the use of any prize, or the inability to claim or use a prize.

9.2 The Organizer and Enlytix are not responsible for any technical failures or errors that may occur during the Discovery Pass Period, including but not limited to problems with the submission of entries, data processing errors, or delays in prize distribution.

9.3 The Organizer reserves the right to cancel, suspend, or modify the Discovery Pass in the event of any unforeseen circumstances beyond its reasonable control.

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10. Intellectual Property

All trademarks, logos, and content associated with KL Festival 2026 remain the property of the Organiser and its partners. Participants shall not reproduce or use such materials without prior written consent.

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11. Amendments and Disputes

11.1 The Organizer reserves the right to amend these Terms and Conditions at any time without prior notice. Any changes will be posted on the KL Festival website for this event.

11.2 In the event of any dispute arising from or related to the Discovery Pass, the decision of the Organiser shall be final and binding on all participants.

11.3 By participating in the Discovery Pass, participants agree to be bound by these Terms and Conditions and accept that the Organizer's decision shall be final in all matters related to the Discovery Pass.

11.4 The Organiser reserves the right to disqualify any participants who violate these Terms & Conditions.

11.5 The Organiser reserves the right to cancel, terminate, or suspend the Discovery Pass in the event of unforeseen circumstances.

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12. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of Malaysia. Any disputes arising under or in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of Malaysia.