

Frequently Asked Questions

1. How do I get the FIRST 3 Hours Complimentary Parking?

A: You must download MyTOWNKL App and register your details to be entitled for the complimentary.


2. Will I be entitled for the FIRST 3 HOURS complimentary parking if I am the existing MyTOWNKL App users?

A: The FIRST 3 HOURS Complimentary parking is only applicable to newly signed MyTOWNKL App members from 1 June till 31 July 2023, and only can be used one (1) time.

3. I have downloaded MyTOWNKL App, will I be rewarded with FIRST 3 hours complimentary parking?

A: No, you must download the MyTOWNKL App and complete your registration by submitting your details under "My Profile" to be rewarded with the FIRST 3 hours complimentary parking.

4. We can I find this voucher?

A: You may find the e-voucher saved under the "Rewards" tab when you click on  this icon.

5. Is this FIRST 3 HOURS Complimentary parking only applicable to credit card users?

A: NO, the FIRST 3 HOURS Complimentary is applicable to Touch N Go or Credit/Debit Card, however you must be the newly signed up MyTOWNKL App member from 1 June till 31 July 2023.

6. How do I claim this FIRST 3 HOURS Complimentary Parking card?

A: To waive the rate from your card and get the FIRST 3 HOURS Complimentary Parking, you may visit the Concierge Counter and they will assist you by scanning the e-voucher from your MyTOWNKL App and tap the card that was used when entering the carpark to waive the FIRST 3 hours complimentary parking. The remaining hours to be paid for by users when they exit the carpark.

7. Privacy policy

A: Each individual participating in the Contest acknowledges that in respect of any Personal Information disclosed by him/her to the Management: a) he/she is authorized to disclose such Personal Information; b) such disclosure complies with Personal Data Protection Act 2010 and any Privacy Legislation from any country, within the geographical scope of the Contest; c) he/she is consented to the use of such Personal Information by the Management (including, without limitation, the disclosure of such Personal Information to the Management's external agencies or third parties); he/she have read, understand and agreed to this Terms and Conditions and consent to the processing of Personal Data as described in the Management's Privacy Policy which is available at: <http://www.mytownkl.com.my/en/privacy-policy/> under the Personal Data Protection Act 2010.