



## AIR ASIA DISRUPTION GUIDE DUE COVID-19

Dear Guest,

Following travel restrictions imposed by various governments, including **Australia**, in response to the COVID-19 outbreak, AirAsia is making the following provisions available for guests who are unable to travel due to their travel history, nationality or respective travel bans with the travel period until 30<sup>th</sup> April, 2020.

### 1. Flight Move:

A one-time flight move to a new travel date on the same route within 180 calendar days from the original flight time without additional cost, subject to seat availability, OR

### 2. Credit Account:

Retain value of your fare in your Air Asia BIG Loyalty account for further travel with Air Asia. The online credit account is to be redeemed for bookings within 365 calendar days from the issuance date for you to travel with us.

You will need to create a BIG Loyalty Membership before proceeding with a Credit Account, this can also be done on the Air Asia website.

\*Please note, if you have booked with a travel agency, contact your respective travel agent to facilitate your request

***Guests will need to submit their request through Chat with AVA now. To begin, click on Chat with AVA > Covid-19 > Covid-19 Voluntary Cancellations >***

### **Select**

1. **MOVE** Flight > would you like to continue YES/NO > enter Booking Number > select new dates of travel  
OR
2. **CREDIT** Account > Credit Account > 6 – Others > Provide subject title > Booking Number > Email > One passenger's full name > 1 (one flight only) > Provide comments about your request (in pop up tab) > Y > N

If you are having issues with the above process, provide details via Feedback:

***Chat with Ava > Feedback > Compliment/Complaint > 6 - Others > Title of your case > Booking Number > Email Address > Full Name and Full content of your query/Feedback (in pop up tab) > Key in Y (to confirm the submission) > N (for no attachment) then you will be provided with a case number to communicate with us via email***