To   **: All Trade Partner(s)**
Date   **: 26 March 2020**

The document supersedes all previous communication from AirAsia

Re: FIT Travel Advisory due to Covid-19 Outbreak

With the recent update on AirAsia newsroom, Below guideline is applicable for travel agents (conventional and online platform) and corporate to reach out to your guests for **all existing FIT bookings made on or before 23rd March 2020 with departure date between 23 March 2020 and 31 May 2020**:

1. **Unlimited Flight Change: Change to any new travel date before 31 October 2020 on the same route for an unlimited number of times without any additional cost subject to seat availability.**

   - Agent to contact AVA by following this step:

     Select "Covid-19" => "I want to change/cancel my flight" => "Move Flight"

   - Guests also have the direct access to AVA for this option. However, it is the agent's responsibility to provide the latest flight itinerary upon receiving notification.

   Applicable on AirAsia Domestic flights carrier code i5 & International flights carrier code AK,FD & D7

           OR

2. **Credit to Agency Guarantee (AG).**

   - Agent to contact AVA via agency login by following this step:

     Select "Covid-19" => "I want to change/cancel my flight" => "Credit to AG"

   - If agents request to credit into guest's BIG ID, a guarantee letter with the details of BIG ID, email and total amount to credit need to be sent to clientsupport@airasia.com.

   - This option will not apply to BSP/ credit payment accounts. Kindly contact your sales representative for any assistance.

Credit to Agency Guarantee (AG) on AirAsia India flights carrier code "i5" will only be applicable for flight with travel date between 25th March 2020 to 14th April 2020 due to suspension of domestic flights in support of the government measures to eradicate COVID-19

Any flight change to a new travel date beyond 31 October 2020 will follow standard terms and conditions.

Thanks and Regards,

Sales & Distribution
AirAsia