

airasia Superapp Complimentary Voucher Terms & Conditions

Introduction

1. This Superapp Complimentary Voucher ("Voucher") is owned and distributed by AirAsia Com Travel Sdn Bhd ("AirAsia, us,we").
2. This provision of this Voucher is governed by the specific terms and conditions set out hereunder ("Terms and Conditions") and by receiving and utilizing this Voucher,you agree to be bound by these Terms and Conditions, the Terms of Carriage available on airasia.com and shall be deemed to have given your consent for the collection of personal information and the use of such personal information shall be in accordance with the Privacy Policy of the Organiser with no monetary payment.
3. Information on how to utilize this Voucher forms part of these conditions of redemption. Redemption of Voucher is deemed as acceptance of these conditions of redemption.Acceptance of these Terms and Conditions is a condition of redemption.
4. The Voucher can only be redeemed at www.airasia.com However, you advised to register as an AirAsia member before the redemption.

Validity

5. Subject to the terms and conditions contained herein this voucher is only valid for use on or before the date stated for the redemption of AirAsia seats ("Voucher Validity Period"). The voucher holder ("Holder") does not need to be a passenger on the flight ("Passenger") of any voucher redeemed.

Specific Terms and Conditions

6. Each seat shall be for the sector stated on the Voucher. Any requests to change sector(s) or seat(s) are strictly not allowed and will not be entertained.
7. Both travel and redemption periods must be within the Voucher Validity Period (outgoing and return flights must be completed within this period) the Voucher is non-refundable, non-transferable and non-exchangeable for any other benefits in kind.
8. The Voucher Validity Period cannot be extended. Any Voucher not redeemed within the validity period shall be deemed surrendered and forfeited. There will be no extension given once the Voucher Validity Period has expired.
9. Cancellation, Changes of Schedules: At any time after a booking has been made AirAsia may change the flight schedules and/or cancel, terminate, divert, postpone reschedule or delay any flight due to circumstances beyond its controller for reasons of safety or commercial reasons. In the event of such flight cancellation, AirAsia shall at its discretion carry you at the earliest opportunity on another scheduled service without additional charge.
10. This Voucher is not for sale and cannot be exchanged for cash.Voucher is INVALID for use if torn, amended, transferred, purchased, sold or prohibited by law. Bookings made under this Voucher are non-refundable, **non-transferable and not exchangeable for any other products or services.**
11. The Voucher is applicable for the BASE FARE of the flight only.The Voucher **DOES NOT** include all relevant airport taxes and fees, insurance surcharge, service fee,and baggage, travel insurance (MUST be paid before Departure) other costs of

personal nature, including but not limited to Seat, Travel Insurance, Passports, Visas and Taxes.

Compliance with any relevant health or other government requirements is the responsibility of each Passenger.

12. Passengers are solely responsible for the payment of any relevant airport taxes, insurance, administration fees and other surcharges to be paid to AirAsia for the booking of seats. Payment must be made with the payment options available during voucher redemption at www.airasia.com. **(extra money if any paid for the ticket is non-refundable)**
12. Each Voucher is redeemable once for **1 (One) Passenger** only.
13. All flight bookings made are subject to seat availability. Bookings CANNOT be made on flights during weekends (refers to Friday & Saturday), eve of public holidays, public holidays and other embargo periods including but limited to festival and school holidays. All holidays and embargo periods are based on the respective countries' calendar, which may be updated from time to time.
14. Bookings of flights using the Voucher must be made more than seven (7) days prior to departure.
15. Once a booking is confirmed with this Voucher, the Passenger is strictly not permitted to change flights, flight date or time and passenger name.

Miscellaneous

16. AirAsia accepts no responsibility for any damage, loss (including but not limited to direct, indirect and consequential loss), liability, injury or disappointment incurred or suffered by the Passenger in connection with the redemption of this voucher.
17. AirAsia retains the right to substitute the Voucher with another of similar value in the event the original voucher offered is not available due to circumstances beyond its reasonable control.
18. AirAsia reserves the right to amend these Terms and Conditions herein at any time without prior notice.
19. AirAsia reserves the right at its sole discretion to cancel, terminate or suspend the Voucher with or without any prior notice and/or assigning any reason. For the avoidance of doubt, cancellation, termination or suspension by AirAsia shall not entitle the Passenger to any claim or compensation against AirAsia for any and/or all losses or damages suffered or incurred as a direct or indirect result of the act of cancellation, termination or suspension.
20. AirAsia accepts no responsibility for late, lost, incomplete, incorrectly submitted, delayed, corrupted or misdirected transaction(s) whether due to error, omission, alteration, tampering, deletion, theft, destruction or otherwise.
21. The Terms and Conditions contained herein shall prevail over any inconsistent terms, conditions, provisions or representations contained in any other promotional or advertising materials for the Voucher.
22. AirAsia reserves the right at its sole discretion to vary, delete or add to any of the terms and conditions contained herein, without any prior notice to the Passenger (s). Such revised terms and conditions will be posted on the Website immediately. AirAsia's decision in relation to every aspect of the Voucher shall be deemed final and conclusive under any circumstances and no correspondence, appeal nor complaint from any Participants will be entertained.
23. AirAsia shall not be liable for any failure to comply or for any delay in performing its obligations where the failure is caused by something outside its reasonable control. Such circumstances shall include, but not limited to, weather conditions, fire, flood, hurricane, strike, industrial dispute, war, hostilities, political unrest, riots, civil commotion, epidemic and pandemic as pronounced by the World Health Organisation, inevitable accidents, supervening legislation or any other circumstances of whatsoever nature beyond the control of the Organiser.
24. All expenses associated with this Voucher such as transportation, accommodation or any other costs of a personal nature that

are not stated (if applicable) shall be solely borne by the Passengers.

25. The Terms and Conditions may be translated to other languages. In the event of any inconsistency between the English and translated versions, the English language shall prevail.
26. These Terms And Conditions are governed by the laws of Malaysia and subjected to the jurisdiction of a forum in Malaysia.
27. AirAsia reserves the right to amend the Complimentary Voucher terms and conditions herein at any time without prior notice.