

## 1. What is AirAsia UNLI Flight Pass?

AirAsia UNLI Flight Pass allows you to redeem unlimited point-to-point flights within the Philippines operated by Z2 carrier code only\*. Travel Period: November 23, 2020 until October 30, 2021. Embargo period applies.

\*Available destinations are subject to change without prior notice.

Manila - Caticlan	Clark - Puerto Princesa	Cebu - Puerto Princesa
Caticlan - Manila	Puerto Princesa - Clark	Puerto Princesa - Cebu
Manila - Puerto Princesa	Clark - Caticlan	Cebu - Caticlan
Puerto Princesa - Manila	Caticlan - Clark	Caticlan - Cebu
Manila - Tagbilaran	Clark - Iloilo	Cebu - Clark
Tagbilaran - Manila	Iloilo - Clark	Clark - Cebu
Manila - Cebu	Clark - Tacloban	Cebu - Davao
Cebu - Manila	Tacloban - Clark	Davao - Cebu
Manila - Tacloban	Clark - Cagayan de Oro	Cebu to Cagayan de Oro
Tacloban - Manila	Cagayan de Oro - Clark	Cagayan de Oro - Cebu
Manila - Iloilo	Clark - Davao	Cagayan de Oro - Iloilo
Iloilo - Manila	Davao - Clark	Iloilo - Cagayan de Oro
Manila - Bacolod	Manila - Davao	Manila - Cagayan de Oro
Bacolod - Manila	Davao - Manila	Cagayan de Oro - Manila
Manila - Kalibo	Kalibo - Manila	Manila - Zamboanga
Manila - General Santos	General Santos - Manila	Zamboanga - Manila

## 2. What is a point-to-point flight?

A point-to-point is a direct flight within the Philippines without any connecting flight (Fly-Thru).

## 3. When can I purchase the AirAsia UNLI Flight Pass?

You can purchase AirAsia UNLI Flight Pass from November 2, 2020, 10:00AM (GMT+8) to November 8, 2020, 11:59PM (GMT+8).

## 4. How to purchase the AirAsia UNLI Flight Pass?

- Step 1: Visit [www.airasia.com](http://www.airasia.com) or the AirAsia App with your Big Member ID login
- Step 2: Click on the 'Unlimited Deals' tab
- Step 3: Click on 'AirAsia UNLI Flight Pass (Philippines Domestic)' to view the offer
- Step 4: View AirAsia UNLI Flight Pass FAQ and T&C to learn how to use the Pass
- Step 5: Click on 'Purchase now'
- Step 6: Check your registered email address for a confirmation message regarding your purchase and the receipt

## 5. Can anyone purchase the AirAsia UNLI Flight Pass?

The AirAsia UNLI Flight Pass is available for all BIG Members residing in the Philippines during the promotional period. Passengers must be 18 years and above on the day of departure to travel.

## 6. Is AirAsia UNLI Flight Pass entitled for all family members?

AirAsia UNLI Flight Pass is assigned to one (1) passenger only with one (1) BIG Member account.

## 7. I have bought the AirAsia UNLI Flight Pass, how do I purchase a flight for my infant/ children below 18 years old?

For 9 days old to under the age of 2 (24 months) years old\*

- Step 1 : Go to airasia.com and login as a member
- Step 2: Go to 'My Bookings' and click on 'Manage' for the particular booking.
- Step 3 : Click on 'Manage booking'
- Step 4 : Scroll to the guest details section and click on 'Add infant' for the particular passenger
- Step 5 : Fill in the following details: Name, Gender, Date of Birth
- Step 6 : After adding the infant, click on 'Confirm changes'
- Step 7 : Complete payment. You will be subjected to an infant fee as provided for in the fee schedule.

For the guest below 18 years old\*

You need to visit our sales office to make a booking for your child. Kindly bring along your itinerary and the child's original identity card or passport for verification and booking purposes.

\*on the day of departure

## 8. Can I earn & redeem BIG Points when I purchase the AirAsia UNLI Flight Pass?

No, you can't earn & redeem BIG Points when you purchase the AirAsia UNLI Flight Pass.

## 9. Is my purchase of the AirAsia UNLI Flight Pass transferable and refundable?

No, the purchase of AirAsia UNLI Flight Pass is non-transferable and non-refundable.

## 10. Can I buy the AirAsia UNLI Flight Pass as a gift?

No, the Buy As A Gift option is not applicable on AirAsia UNLI Flight Pass.

## 11. When should I make a flight booking using the AirAsia UNLI Flight Pass?

Once you purchase the AirAsia UNLI Flight Pass, you can use the promo code to book flights on AirAsia.com or the AirAsia App through AirAsia Unlimited Deals for travel period from November 23, 2020 until October 30, 2021 (subject to availability). Your booking must be made at least 14 days before the departure date. Redemption period is from November 9, 2020 until October 16, 2021.

\*Embargo travel period applies. AirAsia flight redemptions are limited and may not be available for all flights during public holidays, school breaks and weekends. Embargo dates include:

Embargo Travel Date	Routes
December 16, 2020 – December 31, 2020	All Z2-operated domestic routes

<b>Embargo Travel Date</b>	<b>Routes</b>
January 1, 2021 – January 8, 2021	All Z2-operated domestic routes
January 13, 2021 – January 18, 2021	Z2-operated routes to and from Cebu, Iloilo, Kalibo, and Caticlan
February 11, 2021 - February 15, 2021	All Z2-operated domestic routes
March 26, 2021 - March 31, 2021	All Z2-operated domestic routes
April 1, 2021 - April 13, 2021	All Z2-operated domestic routes
April 30, 2021 - May 4, 2021	All Z2-operated domestic routes
July 16, 2021 - July 20, 2021	All Z2-operated domestic routes
August 12, 2021 - August 16, 2021	Z2-operated routes to and from Davao
August 27, 2021 - August 30, 2021	All Z2-operated domestic routes
October 27, 2020 - October 30, 2021	All Z2-operated domestic routes

\*Embargo travel dates and routes are subject to change without prior notice

## 12. AirAsia UNLI Flight Pass promo codes applicable to all routes?

The promo code is applicable to all domestic flights in the Philippines\* with Z2 carrier code only. Destinations available for redemption are:

Manila - Caticlan	Clark - Puerto Princesa	Cebu - Puerto Princesa
Caticlan - Manila	Puerto Princesa - Clark	Puerto Princesa - Cebu
Manila - Puerto Princesa	Clark - Caticlan	Cebu - Caticlan
Puerto Princesa - Manila	Caticlan - Clark	Caticlan - Cebu
Manila - Tagbilaran	Clark - Iloilo	Cebu - Clark
Tagbilaran - Manila	Iloilo - Clark	Clark - Cebu
Manila - Cebu	Clark - Tacloban	Cebu - Davao
Cebu - Manila	Tacloban - Clark	Davao - Cebu
Manila - Tacloban	Clark - Cagayan de Oro	Cebu to Cagayan de Oro
Tacloban - Manila	Cagayan de Oro - Clark	Cagayan de Oro - Cebu
Manila - Iloilo	Clark - Davao	Cagayan de Oro - Iloilo
Iloilo - Manila	Davao - Clark	Iloilo - Cagayan de Oro
Manila - Bacolod	Manila - Davao	Manila - Cagayan de Oro
Bacolod - Manila	Davao - Manila	Cagayan de Oro - Manila
Manila - Kalibo	Kalibo - Manila	Manila - Zamboanga
Manila - General Santos	General Santos - Manila	Zamboanga - Manila

\*Available destinations are subject to change without prior notice

## 13. Are there any fees and charges that I will need to bear for flight redemptions made using the AirAsia UNLI Flight Pass?

Yes, Flight redemptions using the AirAsia UNLI Flight Pass are only valid for the base fare and do not include optional add-ons, airport fees, processing fees, domestic passenger service charge, if any, which shall be payable by the passenger at the time of booking. See table of fees below:

<b>Php 15</b>	<b>Php 104.29</b>	<b>Php 148.93</b>
Clark - Davao	Tagbilaran - Manila	Tacloban - Manila
Clark - Caticlan		Tacloban - Clark

Php 15	Php 104.29	Php 148.93
Clark - Iloilo		General Santos - Manila
Clark - Puerto Princesa		
Clark - Tacloban		
Clark - Cagayan de Oro		
Clark - Cebu		
Zamboanga - Manila		
Php 180.18	Php 193.57	Php 309.65
Manila - Cebu	Iloilo - Manila	Cebu - Manila
Manila - Davao	Davao - Manila	Cebu - Caticlan
Manila - Kalibo	Kalibo - Manila	Cebu - Puerto Princesa
Manila - Puerto Princesa	Puerto Princesa - Manila	Cebu - Clark
Manila - Tacloban	Caticlan - Manila	Cebu - Davao
Manila - Tagbilaran	Cagayan de Oro - Manila	Cebu - Cagayan de Oro
Manila - Caticlan	Davao - Cebu	
Manila - Iloilo	Caticlan - Cebu	
Manila - Cagayan de Oro	Puerto Princesa - Cebu	
Manila - Bacolod	Bacolod - Manila	
Manila - General Santos	Cagayan de Oro - Cebu	
Manila - Zamboanga	Puerto Princesa - Clark	
	Davao - Clark	
	Cagayan de Oro - Clark	
	Iloilo - Clark	
	Caticlan - Clark	
	Cagayan de Oro - Iloilo	
	Iloilo - Cagayan de Oro	

\*Fees are subject to change without prior notice

#### 14. What if my BIG Member account information does not match my travel documents/passport. Can I change my name details?

Yes, however you can only modify your given name and surname at <https://www.airasia.com/member/myaccount#profile> before you make any booking or flight redemption. Upon your first redemption, you will no longer be allowed to change your name details.

#### 15. How can I redeem a flight with AirAsia UNLI Flight Pass?

- Step 1: Visit [www.airasia.com/deals](http://www.airasia.com/deals) or the AirAsia App and click on the 'Unlimited Deals' tab
- Step 2 : Must log in with your BIG Member account
- Step 3 : Click on 'My Purchases' and the 'AirAsia UNLI Flight Pass'
- Step 4: Click on 'REDEEM' to apply your unique promo code, and then land on the flight search widget on [airasia.com](http://airasia.com)
- Step 5: Search for your flights destination & traveling dates
- Step 6: Choose flights marked "100% OFF" which is applicable under this pass
- Step 7: Make payment for passenger fees or add-ons to complete your booking
- Step 8: Enjoy your deal!

#### **16. I can't view my AirAsia UNLI Flight Pass. Where can I see it?**

Clear cache on your search engine first and log-in again at [airasia.com/deals](https://airasia.com/deals). Click on 'My Purchases' and voila! There's your AirAsia UNLI Flight Pass. If you still can't see it, check with your bank if the payment was confirmed.

#### **17. I didn't receive an email confirmation for my AirAsia UNLI Flight Pass.**

If you didn't receive an email confirmation within 48 hours upon purchase of AirAsia UNLI Flight Pass, please contact us via AVA and follow the steps to raise your concern. We will resend the email confirmation to you once verified.

#### **18. How do I refresh promo code after the first flight redemption on Deal?**

Clear cache on your search engine first and log-in at [airasia.com/deals](https://airasia.com/deals) and click 'My Purchases' then, 'Generate new code' to refresh the promo code.

#### **19. The promo codes are all invalid**

Clear cache on your search engine first and log-in at [airasia.com/deals](https://airasia.com/deals). Click on 'My Purchases' then, 'Generate new code' to refresh the promo code.

#### **20. Can I book flights for other passengers using my AirAsia UNLI Flight Pass?**

No, AirAsia UNLI Flight Pass is tied to your individual BIG Membership. You can only book for yourself and cannot select multiple passengers when making a booking using the AirAsia UNLI Flight Pass promo codes.

#### **21. Can I book multiple flights to travel on the same day?**

Yes, you can book up to two (2) flight sectors for travel on the same day. However, multiple bookings for the same travel day from the same origin of departure are not allowed.

#### **22. How do I add add-ons Value Pack (Baggage, Meal , Seat selection), Premium Flex or Tune Protect travel insurance?**

You may pre-book Value Pack (Baggage, Meal , Seat selection), Premium Flex or Tune Protect travel insurance before departing to the airport. Go to [airasia.com](https://airasia.com), 'My Booking' and key in your 'Booking Number' to add add-ons.

#### **23. What happens if I miss my scheduled flight?**

You are only allowed a total of two (2) no-shows for flights booked with your AirAsia UNLI Flight Pass. Once you've exceeded this amount, AirAsia reserves the right to cancel/forfeit your AirAsia UNLI Flight Pass for the remainder of the travel period.

#### **24. Can I reschedule my flight after it has been successfully redeemed and fully paid?**

No, Once the AirAsia UNLI Flight Pass has been successfully redeemed and booking is confirmed, no changes are allowed to be made to any flight booked using the AirAsia UNLI Flight Pass.

**25. Will a Receipt be issued after purchasing the AirAsia UNLI Flight Pass?**

Yes, The receipt or invoice is attached in the email confirmation we sent. Please check your spam mailbox if it's not in your main inbox.

**26. What should I do if I am double charged?**

If you are double charged for your purchase, please contact us via AVA. Send us the supporting document, once we have verified and confirmed the double charges error, a refund will be done within 30 days.

**27. I have two BIG Member accounts. Can I use the AirAsia UNLI Flight Pass on my second account if I merge them together?**

Yes, please contact us via AVA and we will merge your accounts so you could make use of your AirAsia UNLI Flight Pass.

**28. Can I use my Credit Account to purchase an AirAsia UNLI Flight Pass?**

No, Your Credit Account cannot be used to purchase the AirAsia UNLI Flight Pass. However, you can use your Credit Account to pay for flight redemption, taxes, fees, and additional charges.

**29. How do I proceed if the flight I booked using the AirAsia UNLI Flight Pass was cancelled or rescheduled by AirAsia?**

In the event a passenger's scheduled flight is cancelled, terminated, diverted, postponed, rescheduled or delayed before the passenger has reached his final destination as a result of a flight cancellation, AirAsia-caused missed connection, flight delay, or omission of a scheduled stop due to circumstances beyond AirAsia's control or for reasons of safety or commercial reasons, AirAsia shall at its discretion, either:

a) move passenger on another AirAsia flight on which space is available at no charge; or b) credit account check-in baggage, meals or seat selections or other add-ons purchased and passenger service charge charge/taxes paid

**30. What if I cannot proceed with payment using my credit or debit card?**

For payment issues with your credit or debit card, please contact us via AVA.

For more information, please refer to Terms and Conditions.