



Flight Delay Insurance ("Insurance") 30% off for AirAsia Free Seats ("Campaign")

Campaign Period: 16 Oct – 25 Oct 2023 and

Travel Period: 4 Mar 2024 – 19 March 2025

FAQs

Q1: What is Flight Delay Insurance?

A1: Flight Delay Insurance is a protection that provides guests an inconvenience allowance of MYR 200 (or currency equivalent) if the flight is delayed for more than 2 hours from the departure time due to factors that are controllable by the airline, and that the delay notification is received at least 24 hours before departure.

By having this product as a standalone protection, it proves that we are committed to ensure the On-Time Performance of our airlines is always at its best. Our commitments to all AirAsia Guests is to continue with our effort to constantly better our services.

The Insurance will be offered at a discounted price of 30% as an add-on during the AirAsia Free Seats campaign happening between 16 Oct – 25 Oct 2023 and the travel period between 4 Mar 2024 – 19 March 2025.

Q2: Who is eligible for this insurance?

A2: This is eligible to AirAsia Guests who made a successful purchase of flight booking **WITH** add-on of the Insurance during the Campaign and received a Thank You email from Tune Protect upon successful purchase.

Q3: Is it applicable to all Airasia Network Flights?

A3: Yes, the insurance coverage is applicable to all Airasia Network Flights (i.e. carrier codes: AK, FD, QZ, and Z2) throughout all international and domestic routes.



Q4: What are the benefits and advantages of this product?

A4: Guests will be eligible to claim a compensation allowance which can help to minimise consequential losses incurred by the guests due to the flight delay.

The product **DOES NOT** provide coverage for any other travel-related incidents such as medical expenses, personal accident, property losses or damages, as well as emergency evacuation and repatriation.

Q5: How can I purchase this product?

A5: The insurance will be only available during your initial flight booking.

Q6: How much is the premium?

A6: During the Campaign, the Insurance will be offered at a 30% discount.

The premium will be as follows:

Departing from	Malaysia + Other Countries		Indonesia		Thailand	
	Base Premium	Premium (30% off)	Base Premium	Premium (30% off)	Base Premium	Premium (30% off)
One-way	RM 10.00	RM 7.00	IDR 34,000	IDR 23,800	THB 80	THB 55.07
Return	RM 15.00	RM 10.50	IDR 50,000	IDR 35,000	THB 112	THB 78.44

**Subject to any local taxes, if applicable.*

Q7: How do I make the claim if my scheduled flight is delayed?

A7: In the event of a flight delay, the claim can be triggered via a Claim button which is embedded in the Thank You email upon completion of the booking.



Q8: What will happen to this insurance if my flight is changed to a new date?

A8: If your flight is rescheduled to a new date by AirAsia, the coverage will be automatically carried forward to your new booking itinerary. The same terms and conditions will apply to the coverage for the new travel dates.

Q9: Who is the insurance provider for AirAsia Flight Delay Insurance?

A9: This product is underwritten by Tune Protect Insurance Partners, depending on the Departure country in the booking itinerary.

- Departing from Malaysia & Other Markets (except Thailand, Indonesia):
Tune Protect Malaysia Berhad
- Departing from Thailand:
Tune Insurance Public Co. Ltd.
- Departing from Indonesia:
PT Asuransi Dayin Mitra Tbk.

Q10: Who can I contact for assistance?

A10 : Please reach out to enquiry@tuneprotect.com should you need further assistance. To find out more about the coverage, general exclusion and conditions of this product, please refer to the link below

- Departing from [Malaysia & Other Markets](#) (except Thailand, Indonesia)
- Departing from [Thailand](#)
- Departing from [Indonesia](#)

General Exclusions

We do not cover:

1. if the Insured Person failed to check-in or boarded the scheduled flight;
2. payment which would violate a government prohibition or regulation;



3. delay, seizure, confiscation, destruction, requisition, retention or detention by customs or any other government or public authority or official;
4. any violation or attempt of violation of laws or resistance to arrest by the appropriate authority;
5. any person who is below the age of 2 years;
6. the Insured Person's late arrival at the airport for the Scheduled Flight after the official check-in time;
7. any loss, injury, damage or legal liability arising directly or indirectly from travel in, to or through Afghanistan, Belarus, Cuba, Democratic Republic of Congo, Iran, Iraq, Israel, North Korea, Russian Federation (including Crimea), Somalia, Sudan, Syria, Ukraine and Zimbabwe;
8. any loss, injury, damage or legal liability suffered or sustained directly or indirectly by the Insured Person if the Insured Person is:
 - a. a terrorist;
 - b. a member of a terrorist organization; or
 - c. a purveyor of nuclear, chemical or biological weapons;
 - d. a narcotics trafficker.
9. any loss resulting directly and indirectly (in whole or in part) from:
 - a. a Pandemic;
 - b. an epidemic
10. any loss, damage, liability, expense, fines, penalties directly or indirectly caused by, in connection with, involving or arising out of any of the following – including any fear thereof, whether actual or perceived:
 - a. Infectious diseases, viruses, bacterium or other microorganisms (whether asymptomatic or not); or
 - b. Coronavirus (COVID-19) including any mutation or variation thereof; or
 - c. A Pandemic or epidemic, declared by the World Health Organization or any governmental authority.

If the Insurer alleges that, by reason of this exclusion, any amount is not covered by this insurance plan, the burden of proving the contrary shall rest on the Insured.

For T&Cs, please click [here](#)