

## FREQUENT ASK QUESTIONS

### Airport Transfer RM10 OFF Discount eVoucher – AirAsia Ride

#### General

**1. What is this RM10 Airport Transfer Discount eVoucher?**

**RM10 Airport Transfer Discount eVoucher** is an additional benefit provided exclusively to AirAsia passengers who purchase the selected **Travel Comfort** plan for an AirAsia domestic flight booking within Malaysia during the campaign period. It is for the airport **ride to/from Kuala Lumpur International Airport Terminal 1 or Terminal 2**. The discount eVoucher is redeemable only on the **AirAsia Ride service** accessible via the AirAsia MOVE platform.

**2. Is this service available to everyone?**

This additional benefit is available for a limited time starting **30 April 2026**. This offer applies exclusively to AirAsia passengers who purchase a **Travel Comfort (Domestic)** plan within Malaysia during their initial flight booking on the AirAsia MOVE app or website.

**3. How many discount eVoucher code can I get per booking?**

Each eligible passenger is entitled to **one (1) RM10 AirAsia Ride discount eVoucher for** airport transfer regardless of whether your flight booking is a one-way or round trip.

If you have made a group booking, each eligible passenger receives a separate **eVoucher Code** in their Thank you email. However, all emails are sent to the **single Contact Email Address** provided at booking. Please check that inbox and distribute the codes accordingly.

**4. Is there a minimum spend required to use the RM10 AirAsia Ride discount eVoucher?**

The discount eVoucher applies only to the Ride base fare with a **minimum fare of RM59.00**. It does not apply to tips, tolls, surcharges, waiting charges, cancellation fees, or any other ancillary charges.

**5. Can I use this eVoucher for any ride destination within Malaysia?**

This eVoucher is only applicable for AirAsia Ride service to or from **KLIA Terminal 1 and Terminal 2**.

**6. Can I combine multiple discount eVouchers for a single ride?**

Only one (1) discount eVoucher may be applied to a single Ride booking. The discount eVoucher may not be combined or stacked with any other Ride promotional code, discount, or voucher unless expressly stated otherwise.

## Redemption Discount eVoucher & Email

### 7. How will I receive my FREE RM10 OFF AirAsia Ride discount eVoucher?

Upon purchase of your Travel Comfort domestic plan, you will receive a **Thank You Email** from Tune Protect sent to the Contact Email Address provided during booking.

The email will contain:

- **Discount eVoucher Code** – unique per passenger
- **Redemption Expiry Date**– validity of discount eVoucher
- **Redemption Link** – to claim your eVoucher

### 8. By when must I use my discount eVoucher Code?

Your discount eVoucher code is valid for **one year** from the date of your Travel Comfort plan purchase. Please refer to your '**Thank You**' email to confirm the exact expiry date and redemption details.

### 9. I didn't receive my Thank You Email. What should I do?

Please check your spam/junk folder first. If you still haven't received it, please contact Tune Protect:

- **Hotline (Malaysia):** 1-800-88-5753 (24/7)
- **Hotline (Overseas):** +603 7628 3650
- **Email:** enquiry@tuneprotect.com

## How to Redeem

### 10. How do I redeem my RM10 off AirAsia Ride discount eVoucher?

- a) open the AirAsia MOVE application and book an AirAsia RIDE;
- b) at the payment stage, enter the discount code from the Thank you email; &
- c) the RM10 discount shall be automatically applied to the final fare prior to payment confirmation.

The graphic illustrates the four steps to book an AirAsia Ride. It features the AirAsia RIDE logo at the top, followed by the title 'HOW TO BOOK YOUR RIDE'. Below the title are four numbered steps, each with a smartphone screenshot and a brief instruction:

- 1** Open the **MOVE App** and Tap **Ride**
- 2** Tap **Schedule**, pick your date, time and enter your **pick up & drop-off** points
- 3** Got a promo? Tap the **3 dots** and apply promo code
- 4** Tap **Book Ride** and you're all set!

**Need help?** Tap "**Get Support**" in your booking, or WhatsApp us at **+60182115298**, we're here 24/7!

## 11. What are other T&C's for RM10 off AirAsia Ride discount eVoucher?

- This is a **one-time** redemption discount eVoucher.
- Each discount eVoucher is unique, non-transferable, and strictly not exchangeable for cash.
- The discount eVoucher can be redeemed exclusively on the **AirAsia MOVE** platform under the **RIDE** section.
- The discount eVoucher applies only to the Ride base fare with a **minimum fare of RM59.00**. It does not apply to tips, tolls, surcharges, waiting charges, cancellation fees, or any other ancillary charges.
- No replacement discount eVouchers will be issued once the voucher has expired. The redemption expire varies and **expires one year from the date of issuance** which will also be stated in your "Thank you email"
- This eVoucher is applicable only for rides to or from **KLIA Terminal 1 and Terminal 2**.
- Only one (1) discount eVoucher may be applied to a single Ride booking. The Voucher may not be combined or stacked with any other Ride promotional code, discount, or voucher unless expressly stated otherwise.

## 12. Whom should I call if I have any enquiry?

Any enquiries, feedback, or complaints relating to the Ride service itself (including ride quality, driver conduct, fare disputes, or service availability) shall be directed to AirAsia customer support through AirAsia MOVE app.

Enquiries relating to the discount eVoucher and the insurance Product shall be directed to enquiry@tuneprotect.com or our 24/7 Hotline Assistance at 1-800-88-5753 (within Malaysia) or +603 7628 3650 (overseas).

### Service Limitation and Terms.

The Ride service is operated by AirAsia RIDE and is dependent on third-party e-Hailing drivers, third-party mapping and routing systems, and the availability of the AirAsia MOVE platform. Tune Protect does not operate, control, or administer the Ride service.

All Ride bookings are subject to Ride's own terms of service, fare structure, and operating policies. The Voucher does not modify or override any such terms. Read more on [AirAsia RIDE Passenger Terms and Conditions](#).

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For further information, please refer to our full terms and condition [here](#)