



AirAsia Refunds Policy

Airasia refund policy ensures transparency and convenience for travelers. This guide provides step-by-step instructions. Understand your rights and options when seeking reimbursement. Navigate the AirAsia cancellation and refund process effectively.

Understanding Refund Eligibility Criteria

Situations for Full Refund

- Flight cancelled by AirAsia
- Flight rescheduled by more than 3 hours
- Medical emergencies
- Death of passenger or immediate family

Exceptions to the Rule

AirAsia typically does not allow ticket cancellations. However, there are exceptions. In certain situations, cancellation with a full refund is possible.

Certain country-specific refund laws may apply. (US, India, South Korea, Indonesia).

Step-by-Step Cancellation Process Online



Log into AirAsia Account



Go to "Manage Booking"



Select Flight and Click "Cancel"



Click "Confirm"



Select "Request a Refund"



Fill out Refund Request Form

Exploring Refund Options and Redeemable Items

AirAsia Credits

Redeemable within 90 days for future travel.

Original Payment Method

Refund to the original payment method (with a token fee).

Refundable Items

- Fare
- Surcharges
- Taxes
- Terminal fees
- Airport taxes (full refund)



Monitoring Refund Processing and Status

Processing Time

Up to 30 working days.

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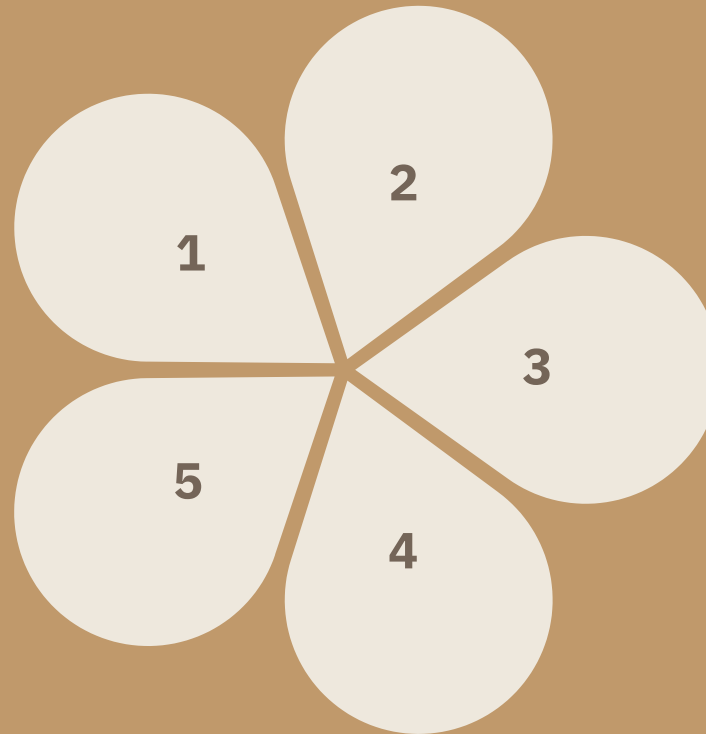
Check Case Status

By case number or email.

AirAsia Mobile App

Chat Bubble

Refund



Important Considerations and Potential Restrictions

Restrictions

- Cannot refund tickets from promo or seat sales. No refunds for bookings via third-party platforms.

Fare Rules

Fare rules vary by fare class, point of sale, and cancellation reason.

Understand the conditions attached to your specific booking.

Essential Tips for a Smooth Refund Process



Check Fare Conditions

Always verify fare conditions before canceling.



Keep Documentation

Retain all booking documentation.



Contact Support

Contact AirAsia support for assistance.



Plan Ahead

Understand your rights and be prepared.

