<u>Covid-19 FAQs : Precautionary measures before you fly with AirAsia</u>

1. What do I need to do before making travel plans? What are the documents required for Malaysia domestic travel? (for residents in Malaysia only)

We would like to advise all our guests to ensure their eligibility for travel, be it for international or domestic destinations before booking a flight.
For official sources on COVID-19 for Malaysia, please click here.
For official sources in other countries, please click on the country/region.

Thailand
Indonesia
Philippines
India
Japan
Korea
Singapore
Australia
Hong Kong SAR
Macau SAR
Taiwan
Vietnam
ASEAN

2. How do I get to the airport? (for residents in Malaysia only)

Bus services to and from klia2 are available from bam-10am and 5pm-10pm daily (please check for the bus schedule for other airports and if there are any changes), while taxis and e-hailing transport are available from 6am-10pm every day.

You are advised to check with the nearest police station for approval to travel to the airport and your flight (interstate travel). You may be required to present a valid flight ticket before you are allowed to make the trip to the airport.

3. Do I need a medical certificate to show that I'm fit for travel?

You are not required to produce any medical certificate but will have to undergo a body temperature check before boarding your flight. Guests flying to Sarawak are required to fill up the health declaration form (and/or apply for permission to enter the state).

Additionally you must also obtain approval for interstate travel which can be applied via the Cerak Malaysia app (Android / iOS / Huawei). For those who do not have the app, a written approval must be obtained from the police.

4. Do I need to wear a mask when traveling?

All AirAsia guests will be required to bring their own mask (surgical or N95 mask) and wear it properly before, during and after the flight, including during check-in and bag collection. Please bring along extra masks in case it gets soiled and needs to be changed.

5. Do I need to go through temperature checks during my travel journey?

Yes, temperature screening will take place at different checkpoints including at boarding gates, as well as before arrival into destinations where temperature screening is mandatory.

6. Can I check-in for my flight at the airport counter or the airport kiosk?

AirAsia strongly advises all guests to perform web check-in via the airasia.com website and have your boarding pass printed before coming to the airport. You can also use an e-boarding pass by checking-in via the AirAsia mobile app.

Otherwise please proceed to the manual check-in counters. AirAsia is currently developing more contactless options for self check-in and baggage drop at the airport.

7. What are my cabin baggage limits?

To facilitate social distancing and minimise physical contact when boarding and disembarkation, only ONE piece of cabin baggage is allowed for each guest. All other baggage aside from handbags or laptop bags will need to be checked-in. Please proceed to the check-in counter if you have any enquiry.

8. How about inflight meals? Can I still purchase them on board and how safe will it be?

All inflight meals will need to be pre-booked at least 24 hours before your scheduled departure. All meals are produced and packaged hygienically following strict food safety requirements. All food production staff are regularly monitored on COVID-19 guidelines and all cabin crew handling food will be wearing disposable gloves.

9. How much time should I allocate at the airport given the various new safety measures?

We would advise all our guests to arrive early at the airport - preferably 3 hours before departure. This is to ensure there is enough time for all the necessary processes to take place.