



Press Statement

INDONESIA AIRASIA X TO SUSPEND BALI-MELBOURNE AND BALI-SYDNEY ROUTES

JAKARTA, 1 JUNE 2016 – Indonesia AirAsia X, the long-haul affiliate of AirAsia Group, will suspend its services connecting Bali with Sydney and Melbourne effective 1 September 2016.

The suspension of these services is part of a network restructuring aimed at improving operational efficiencies at Indonesia AirAsia X.

Australia remains important to AirAsia Group, which will continue to serve the key market with 60 weekly flights on six routes via Kuala Lumpur, Malaysia and Bali, Indonesia – Kuala Lumpur-Sydney, Kuala Lumpur-Melbourne, Kuala Lumpur-Gold Coast, Kuala Lumpur-Perth, Bali-Perth and Bali-Darwin.

Indonesia AirAsia X would like to offer guests who hold bookings after 31 August 2016 the following options:

1. **Move flight** without any additional charges, subject to availability:
 - to an earlier date before 31 August 2016 for Bali-Sydney
 - to an earlier date before 1 September 2016 for Bali-Melbourne
2. **Reroute** via Kuala Lumpur on AirAsia flights within 14 days before or after the original flight dates, based on seat availability
3. **Credit shell** – A deposit in AirAsia equivalent to the value of the confirmed booking which can be used as payment for any AirAsia tickets or products with a validity of six months (180 days) from the date of issuance
4. **Full refund** in the amount equivalent to the value of the confirmed booking and in form of the original payment

For further information and assistance, please contact:

1. Indonesia call center at +6221 2927 0999 or 0804 1 333 333 (24 hours), Australia call center at +61 2 8188 2133 (Monday to Friday, 9 a.m. to 6 p.m. GMT+10)
2. Ask AirAsia at www.airasia.com/ask
3. Online form at <http://www.airasia.com/id/en/e-form.page>



4. Live Chat (available on Ask AirAsia when guests log in using their AirAsia ID).

Indonesia AirAsia X would like to sincerely apologise for any inconvenience caused by the suspension of these routes.

***** END *****

Media Contact:

Baskoro Adiwiyono

Head of Corporate Secretary and Communications

AirAsia Indonesia

Mobile: +62-818-999135

Email: baskoroadiwiyono@airasia.com