

Travel itinerary



All times shown are local time





Country travel restrictions during the COVID-19 pandemic

Local travel restrictions:

We encourage you to be aware of the entry and health requirements of the countries you're travelling from and to: **Philippines**

Boarding:

Please be at the boarding gate at least 20 minutes before the scheduled time of departure or you'll be denied boarding. To maintain social distancing during boarding, we'll board guests from the back to the front and temporarily halt Xpress Boarding.

Meals:

You can **pre-book** your hot meals at least 24 hours before departure time and onboard snacks are available for purchase. For Indonesia AirAsia (QZ) domestic flights shorter than 2 hours, meals and snacks aren't available for pre-booking or onboard purchase. You aren't allowed to eat or drink during the duration except for medicinal purposes.

Wear a face mask:

You'll need to bring your own mask (preferably three-ply surgical or N95 masks). You'll need to wear it during and after your

flight, including during check-in and bag collection.

Travel disruptions:

It's important that you update your contact details so we can keep you informed on any flight disruptions or changes. For assistance, please chat with AVA or contact us via WeChat, Facebook and Twitter (if you're flying to or from China, Hong Kong, Macao or Taiwan).

Travel documents

Make sure that your passport is valid and that you have all the relevant documents, including visas, entry permits etc., for the destination you're flying to. You may be denied boarding, detained or deported by the respective authorities if you fail to meet these requirements.

Check-in information

Self check-in from 14 days up to 1 hour before your departure via our website or mobile app, to avoid incurring any additional charges at the airport. Checking in or printing of boarding passes at the counters are subject to a fee.

Baggage drop and check-in counters opening and closing times:

Domestic flights:

Opens: 3 hours before departure (from Kuala Lumpur), 2 hours before departure (from other airports)

Closes: 1 hour before departure (from Kuala Lumpur), 30 minutes before departure (from Japan), 45 minutes before departure (from other airports)

International flights:

Opens: 3 hours before departure Closes: 1 hour before departure

Check-in deadlines may vary at different airports and for particular flights.

Baggage information

Checked Baggage:

You can pre-book up to 40 kg of checked baggage allowance per way for each guest. However, each piece of baggage must not weigh more than 32kg. There'll be excess baggage fees if the weight of your bags exceed your allowance.

You can combine your checked baggage allowance with other guests travelling under the same booking number.

Cabin Baggage:

You're allowed to carry one cabin bag (56 cm x 36 cm x 23 cm) and one small bag (40 cm x 30 cm x 10 cm).

The total permitted weight for the two pieces must not exceed 7 kg. Read more.

Prohibited items:

When packing your bags, please keep in mind of items that are prohibited from being carried in your baggage and regulations on the carriage of liquids, aerosols and gels.