



Statewest Developments <statewest@gmail.com>

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**URGENT : AirAsia Flight Reschedule Notice (PNR: Q4J3NH)**

1 message

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**AirAsia** <donotreply\_pre\_flight@flight.airasia.com>  
To: statewest@gmail.com

Fri, Sep 20, 2019 at 7:00 AM



**Notification**

Flight reschedule notice

Booking number: Q4J3NH

Dear Guest,

We wish to inform you that your AirAsia flight AK479 scheduled to depart from Pontianak (PNK) to Kuala Lumpur (KUL) on 2 December 2019 has now been rescheduled as per the following new flight details.

### New Flight Time

Flight number: AK479

Departure date: 2 December 2019

Depart from Pontianak (PNK): 11:30AM (1130hrs), local time

Arrive in Kuala Lumpur (KUL): 02:10PM (1410hrs), local time

You are advised to be at the airport 3 hours before the new departure time to avoid any delays at check-in.

If you are unable to travel as per the above new schedule, you may select one of the following service recovery options below:

1. **Change your flight** to another departure date/time within 30 calendar days, one time free of charge from the original departure date.

*Contact us via our customer [Contact Channels](#) with your new flight details (date and time).*

2. Request for a [credit account](#) of the value of your booking which is to be redeemed within 90 calendar days from the issuance date for your future travel with us. The actual travel dates can be after the expiry date as long as our schedule is out.

*For Credit Account, visit [support.airasia.com](http://support.airasia.com) and select "Chat with AVA". Once the AVA chat window opens, select "Refund" from the menu followed by "New Refund Request" and complete the fields as directed by AVA.*

3. Request for a **full refund** of the value of your booking.

*For refunds, visit [support.airasia.com](http://support.airasia.com) and select "Chat with AVA". Once the AVA chat window opens, select "Refund" from the menu followed by "New Refund Request" and complete the fields as directed by AVA.*

For **credit account** or **full refund** for bookings made and paid through a travel agent or third party, kindly contact the travel agent directly.

We sincerely apologize for any inconvenience caused. Please disregard this email if changes have been made.

Regards,

AirAsia



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