

## **Terms and Conditions for Turn your points into School Holiday Fun with AirAsia rewards and PETRONAS Mesra Rewards Campaign**

### **Introduction**

1. This **Turn your points into School Holiday Fun with AirAsia rewards and PETRONAS Mesra Rewards Campaign** ("Event") is jointly organised by BIGLIFE Sdn. Bhd. (Company No: 201001040731 (1050338-A)) ("BL") and PETRONAS Dagangan Berhad (Company No: 198201008499 (88222-D)) ("PDB") (collectively referred to as the "Organisers").
2. This Event is governed by the specific terms and conditions set out hereunder ("Specific T&C") and the Event's General Terms and Conditions which can be found at <https://www.airasia.com/aa/about-us/en/gb/event-general-terms-and-conditions.html> and [PETRONAS Mesra Rewards Loyalty Program-Terms and conditions.pdf](#) ("General T&C").

### **Event Period**

3. This Event shall commence at from 00:00 (GMT+8) on 15 July 2025, and concludes at 23:59 (GMT+8) on 31 August 2025 ("Event Period"). The Organisers reserve the right to amend or extend the duration of the Event at any time as the Organisers deem fit without prior notice and/or liability to any participant of this Event ("Participants").

### **Event Requirements**

4. To qualify and participate in this Event, Participants must fulfil the following requirements during the Event Period ("Event Requirements"):
  - (a) Must be an existing AirAsia member (having subscribed and registered for membership under the loyalty and rewards program operated by the BL under the name "AirAsia rewards") and have a unique registration number known as the "AirAsia member ID" issued by the BL at the point of participation in the Event. In the event the Participant is not a registered AirAsia member at the commencement of the Event Period, the Participant is required to sign-up as an AirAsia member on the AirAsia website at <https://www.airasia.com/en/gb> or the AirAsia MOVE mobile application ("Dedicated Platforms") before participating in the Event. Any AirAsia membership registration made after the Event Period shall disqualify the Participant from the Event and from entitlement to Bonus AirAsia points (hereunder defined);
  - (b) Participants must be active and registered PETRONAS Mesra Rewards members. Membership can be confirmed by possession of a physical card and/or a virtual

Mesra card on the Setel Mobile Application ("Setel app") or the Setel web platform at [One app, all vehicle needs | Setel](#). Participants must have registered and activated their PETRONAS Mesra Rewards membership under the PETRONAS Mesra Rewards Loyalty Program, operated by PDB, during the Event Period. Membership validity will be verified based on possession of a valid PETRONAS Mesra Rewards membership at the time of participation in the Event. Any registration made after the end of the Event Period will disqualify the Participant from the Event;

- (c) Participants must successfully register their PETRONAS Mesra Rewards membership number through the AirAsia xchange feature available on the Dedicated Platforms; and
- (d) Must successfully complete all the Event Mechanisms (as hereunder defined) during the Event Period.

### **Event Mechanism**

5. By participating in this Event, the Participants who adhere to the following event mechanism during the Event Period ("**Event Mechanism**") are eligible to receive Bonus AirAsia points ("**Bonus AirAsia points**"):
  - (a) Participants must successfully complete the first-time linkage of their Mesra Rewards membership number to their AirAsia account via the AirAsia xchange platform.
  - (b) Participants must successfully convert Mesra Points to AirAsia points in the Dedicated Platforms during the Event Period.
  - (c) Participants must successfully convert AirAsia points to Mesra Points in the Dedicated Platforms during the Event Period.
6. Subject to strict compliance with the Event Requirements and Event Mechanism, by performing points conversions, the Participants will be entitled to receive the respective Bonus AirAsia points based on the table below:

**Points Conversion Structure**

<b>Business As Usual (BAU)</b>	<b>Event Period</b>
Two thousand (2,000) Mesra Points to five hundred (500) AirAsia points	Two thousand (2,000) Mesra Points to one thousand (1,000) AirAsia points
One thousand two hundred and fifty (1,250) AirAsia points to six hundred (600) Mesra Points	One thousand two hundred and fifty (1,250) AirAsia points to one thousand (1,000) Mesra Points

7. Participants who link their Mesra Card for the first time via AirAsia xchange on the AirAsia MOVE app shall be entitled to receive a one-time bonus of one hundred (100) AirAsia points and one thousand (1,000) Mesra Points, awarded respectively by AirAsia rewards and PETRONAS Mesra. This offer is limited to first-time linkage only and is subject to each party's respective terms and conditions governing their loyalty programs. Customers who have previously linked their Mesra Card on AirAsia xchange shall not be eligible for this linkage bonus. However, they may still be eligible to receive a conversion bonus when they convert their points, subject to the applicable conversion structure and terms and conditions.
8. Participants who satisfy all the Event Requirements and Event Mechanism shall be eligible to participate in the Event, and Participants who fail to fulfil Event Requirements and/or fail to abide by Event Mechanism will automatically be disqualified from the Event without any further notice.

**Prizes**

9. In addition to the benefit above upon successful completion of the Event Mechanism, a total of thirty-two (32) prizes will be awarded to eligible Participants based on the eligibility below.
10. The prizes for this Event are as follows ("Prizes"):

<b>Eligibility</b>	<b>Prizes</b>
<b>Two (2) Participants</b> who have converted the highest number of points during the Event Period and who have each converted to a minimum of twenty thousand (20,000) AirAsia points or twenty thousand (20,000) Mesra Points	<b>Top Converter 1 (AirAsia points to Mesra Points conversion):</b> - 3D2N hotel accommodation in Sarawak, Malaysia: 3-days, 2-nights stay in a Studio Premier Apartment at Citadines Uplands Kuching

<p>respectively shall be eligible to receive the Top Converter Prizes.</p> <p>One (1) Top Converter for AirAsia points to Mesra Points conversion, and one (1) Top Converter for Mesra Points to AirAsia points conversion ("<b>Top Converter</b>").</p>	<p>- Return flight for two (2) pax from Kuala Lumpur to Kuching</p> <p><b>Top Converter 2 (Mesra Points to AirAsia points conversion):</b></p> <p>- 3D2N hotel accommodation in Sabah, Malaysia: 3-days, 2-night stay in a 1-Bedroom Premier at Citadines Waterfront Kota Kinabalu</p> <p>- Return flight for two (2) pax from Kuala Lumpur to Kota Kinabalu</p>
<p>Thirty (30) Participants — fifteen (15) from each platform (AirAsia rewards and Mesra Rewards) — who are among the first to successfully convert a minimum of twenty thousand (20,000) AirAsia points or twenty thousand (20,000) Mesra Points during the Event Period ("<b>Qualifying Converter</b>"), shall be eligible to receive the Qualifying Converter Prizes.</p>	<p>RM200 Petronas Gift Card, awarded on a first-come, first-served basis to the first fifteen (15) eligible converters per platform (AirAsia rewards and Mesra Rewards), subject to meeting the minimum conversion criteria.</p>

### **Flight Prizes**

- a) There will be two (2) Winners selected for this Event. Subject to Clause (e), each Winner will be entitled to complimentary return flights for two (2) passengers to one (1) destination only — either Kuching, Malaysia or Kota Kinabalu, Malaysia — based on the conversion category they have won. For clarity, each Winner will receive a Flight Prize for one (1) destination only.
- b) The Winner must provide necessary details including but not limited to personal information, departure and arrival date; time of flight, and communicate such details to the Organisers for the flight booking process via email. By providing such details, the Winner shall be deemed to have given their consent for the collection of personal information and the use of such personal information shall be in accordance with the Privacy Policy of the Organisers.

By providing us Personal Information of any third-party individual whom you nominate for this Flight Prizes, you represent and warrant that you have obtained the individual's consent to share their information and that they have been fully informed of the Privacy Policy;

- c) Flight booking is only applicable for flights listed in the AirAsia MOVE mobile application departing from Kuala Lumpur International Airport (KUL) to Kuching

(KCH), Malaysia, and returning to KUL from KCH and Kuala Lumpur International Airport (KUL) to Kota Kinabalu (BKI), Malaysia, and returning to KUL from BKI;

- d) For the avoidance of doubt, the Flight Prizes shall be arranged and provided solely by the Organisers. The Organisers reserves the right to determine all details of the Flight Prizes, including but not limited to the airline, flight dates, times, routings and seat assignment. Any disputes, complaints or requests regarding the Flight Prizes will not be entertained by the Organisers.
- e) Any surcharges on flight modifications or add-ons (if any) after the completion of flight booking by the Organisers, must be borne solely by the Winner;

### **Hotel Prize**

- a) One (1) Winner, based on the AirAsia points to Mesra Points conversion category, will be entitled to a 3-day, 2-night hotel stay in Kuching, Malaysia, which includes a 3-days, 2-night stay in a Studio Premier Apartment at Citadines Uplands Kuching. Separately, one (1) Winner, based on the Mesra Points to AirAsia points conversion category, will be entitled to a 3-day, 2-night hotel stay in Kota Kinabalu, Malaysia, which includes a 2-night stay in a 1-Bedroom Premier at Citadines Waterfront Kota Kinabalu.
- b) The Winner must provide necessary details including but not limited to personal information, check-in and check-out date; and communicate such details to the Organisers for the hotel booking process via email. By providing such details, the Winner shall be deemed to have given their consent for the collection of personal information and the use of such personal information shall be in accordance with the Privacy Policy of the Organisers. By providing us Personal Information of any third-party individual whom you nominate for the Flight Prizes, you represent and warrant that you have obtained the individual's consent to share their information and that they have been fully informed of the Privacy Policy.

### **Announcement of Winner**

- 11. Subject to these Specific Terms & Conditions, two (2) Participants who have converted the highest number of points during the Event Period — one (1) for AirAsia points to Mesra Points conversion and one (1) for Mesra Points to AirAsia points conversion—and who have each converted to a minimum of twenty thousand (20,000) points, will be selected as the Top Converters ("**Top Converter Winners**").
- 12. Separately, thirty (30) Participants—comprising fifteen (15) from each platform (AirAsia rewards and Mesra)—who are among the first to convert to a minimum of twenty thousand (20,000) AirAsia points and twenty thousand (20,000) Mesra Points during the Event Period, will be selected as Qualifying Converters on a first-come, first-served basis ("**Qualifying Converter Winners**").

13. In the event that more than the required number of Participants record the same highest number of point conversions, the Participants who completed the qualifying conversions earliest (based on timestamp) will be selected as the Winners.
14. The Top Converter Winners and Qualifying Converter Winners will be announced via the AirAsia rewards Facebook page within thirty (30) working days after the end of the Event.
15. The Prize earned through this Event will be credited into the Winners' AirAsia member account within thirty (30) working days after the end of the Event Period (or any other period as the Organisers deem necessary) subject to the Organisers receiving all information as deemed necessary.
16. In the event the Winner is unreachable after forty-eight (48) hours from the date of the first attempt by the Organisers to contact the Winner, the Organisers shall reserve the right at its sole discretion to select and award another winner with or without any further notice and/or assigning any reasons. The Organisers' decision shall be final and no correspondence nor complaint by any Participant shall be entertained.
17. Notwithstanding the standard validity of the AirAsia points as stipulated in the AirAsia rewards Terms and Conditions which can be found at [Earn & redeem AirAsia points | AirAsia rewards](#), the Prize awarded pursuant to this Event are only valid for a period of six (6) months from the date such Prize is credited into the Winners' and the Top Earner's AirAsia member account. Any Prize not utilised within its validity period will lapse without notice or liability.

### **AirAsia points and Mesra Points**

18. Regular AirAsia points and Mesra Points earned through the points conversion transaction under this Event will be credited instantly to the eligible Participant's AirAsia and Mesra Rewards membership accounts upon successful conversion.
19. Bonus AirAsia points and Mesra Points earned through this Event will be credited to the eligible Participant's AirAsia membership account within thirty (30) working days after the successful points conversion transaction, or within any other period as determined by the Organisers at their absolute discretion.
20. Once Mesra Points are converted to AirAsia points, they cannot be reversed, cancelled, or converted back. Similarly, AirAsia points converted to Mesra Points cannot be reversed, cancelled, or converted back.
21. Mesra Points and AirAsia points cannot be reversed or be exchanged for cash. Usage of AirAsia points is subject to AirAsia membership terms and conditions which can be found at <https://www.airasia.com/aa/rewards/en/gb/rewards-membership.html>.

22. While adhering to the standard validity periods outlined in the AirAsia rewards terms and conditions and the PETRONAS Mesra Rewards Terms and Conditions (available at [Earn & redeem AirAsia points | AirAsia rewards](#) and [Terms & Conditions - Policies & Notice | MyMesra](#) respectively), please note the following:
- (a) Bonus AirAsia points earned through this Event are valid for six (6) months from the date they are credited to the Participant's AirAsia membership account. Any unused Bonus AirAsia points will expire automatically at the end of this period without notice or liability.
  - (b) Bonus Mesra Points earned through this Event are valid for three (3) years from the date they are successfully credited to the Participant's Mesra Rewards membership account. Any unused Bonus Mesra Points will also expire automatically at the end of this period without notice or liability.
23. The Organisers reserve the absolute right, at any time, to verify the validity of points conversion transactions and eligibility of Participants. Without limitation, Participants agree to provide necessary information and/or documents to the Organisers upon request. The Organisers' decision in relation to all aspects of the Event are final, binding and conclusive under any circumstances and no correspondence nor appeal will be entertained.
24. All Participants hereby consent to the Organisers using all their details provided by the Participants to BL upon registering for the AirAsia rewards membership at the AirAsia MOVE mobile application and/or on BL's Facebook page and/or other relevant social media accounts for the purpose of promoting, publicising or marketing this Event including any outcome, in accordance with its Privacy Policy which can be found at <https://www.airasia.com/aa/about-us/en/gb/privacy-statement.html>. The Organisers may disclose such information of the Participants to contractors and agents to assist in conducting this Event. Participants hereby consent to such use of Participants' information pursuant to and for the purposes of this Event with no monetary payment.
25. All Participants hereby consent to the Organisers using all their details provided by the Participants to PDB upon registering for the PETRONAS Mesra Rewards membership via Setel app or any other official platforms by PDB for the purpose of promoting, publicising or marketing this Event, in accordance with its Privacy Policy which can be found at [PETRONAS Dagangan Berhad Privacy Statement - Policies & Notice | MyMesra](#). The Organisers may disclose such information of the Participants to any third-party, including contractors and agents to assist in conducting this Event. Participants hereby consent to such use of Participants' information pursuant to and for the purposes of this Event with no monetary payment.
26. The Organisers reserve the right, at their sole discretion, to disqualify any Participants and retract any regular or Bonus AirAsia Points and regular or Bonus Mesra Points if there is



proof or reasonable grounds to believe that the Participants (whether acting alone or in collusion with others) have engaged in fraudulent practices to obtain such points, or have carried out any other actions harmful to this Event or to the Organisers. The Organisers also reserve the right to suspend such Participants' AirAsia accounts from conducting future transactions on the Dedicated Platforms.

27. The Organisers reserve the absolute right to cancel, terminate or suspend the Event with or without any prior notice and/or assigning any reason. For the avoidance of doubt, cancellation, termination or suspension by the Organisers shall not entitle the Participants to any claim or compensation in any form or manner against the Organisers for any and all losses or damages suffered or incurred as a direct or indirect result of the act of cancellation, termination or suspension.
28. The Organisers accept no responsibility for late, lost, incomplete, incorrectly submitted, delayed, illegible, corrupted or misdirected conversion or correspondence whether due to error, omission, alteration, tampering, deletion, theft, destruction or otherwise.
29. The Organisers, their respective, subsidiaries, affiliates and associated agencies and companies will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense, damage, personal injury or death which is suffered or sustained (whether or not arising from any person's negligence) in connection with this Event, except for any liability which cannot be excluded by law (in which case that liability is limited to the minimum allowable by law).
30. The Terms and Conditions contained herein shall prevail over any inconsistent terms, conditions, provisions or representation contained in any other promotional or advertising materials for the Event.
31. The Organisers reserve the absolute right to vary, delete or add to any of these Terms and Conditions (wholly or in part) from time to time without any prior notice to the Participants.

### **Miscellaneous**

32. The General T&C may be amended by the Organisers from time to time without notice, hence, you are advised to review it periodically to be aware of such modifications. In the event of any conflict or inconsistency between the Specific T&C and any terms and conditions set forth in the General T&C, the Specific T&C shall prevail.
33. Terms and conditions of the PETRONAS Mesra Rewards Loyalty programme at [Terms and Conditions-Mesra Rewards Loyalty Program.pdf](#) shall also apply.



**BIGLIFE Sdn. Bhd. ("BIG")**



34. These Terms and Conditions may be translated into other languages. In the event of inconsistencies between these Terms and Conditions and the translated versions, the English version shall prevail.
35. The Specific T&C are governed by the laws of Malaysia and subjected to the jurisdiction of courts in Malaysia.