



Extension on flexibility on rebooking for NEW International Route tickets issued till 31 December 2021

01 September 2021

Dear Valued Business Partners

Please be informed that flexibility on rebooking fee has been further extended for **New International Tickets issued on/before 31 December 2021.**

This flexible conditions is only applicable to **NEW INTERNATIONAL ROUTING** ticket issued under the following conditions:

Route: All GA International Routings tickets (Including Interline but **exclude** MEA)

Booking Class: International: All Sub Classes for FIT

Date of Issue: On/After 24 April 2020 to On/Before 31 December 2021

Date of Travel: On/After 24 April 2020 upto 1 year from date of issue.

3/Three times free change till 31 December 2022. MUST INDICATE ACCOUNT CODE: "FLEXSEP". New International ticket issued without the account code but within above mentioned date of issue and date of travel will also be eligible for the 3/three times complimentary rebooking or full refund in EMD (provided the request for exchange into EMD is submitted before date of departure on ticket.

Kindly indicate additional info in the endorsement box as follows:

GREATER FLEXI / RZ10137GA20/xxx (must be put manually during reissue)

No Show Fee (Otherwise also known as Late Process Fee) will apply **when ticket processed after the travel date on ticket.**

For waiver on rebooking and reissue fee (Please refer above on the DOI period – **Late Process Fee apply**)

Date Change: Passenger is permitted to rebook on their new preferred date. Booking must be same routing and same booking class.

Re-route: Passenger can re-route ticket of the same fare level or higher.

Fare and taxes difference apply with waiver on reissue fee.

Apply to change in Point of Origin or Point of Destination or Transit point or Stopover

Please note that the **new reissuing booking/travel date must still be complete travel by 31 December 2023** and the newly rebooked sector must be observed and conform to the conditions of the respective fare rule, e.g. blackout dates, flight application, stopover surcharge and subject to seat availability.

Full refund (including non-refundable tickets) – Full or partially unused amount will be refunded in the form of **Electronic Miscellaneous Document (EMD)**. Request must be came in before the travel date on ticket. **No Show Fee (Otherwise also known as Late Process Fee) will apply when ticket processed after the travel date on ticket.**

EMD Conditions: The EMD will be **valid for complete travel by 31 December 2023 and must redeem by 31 December 2022.**

EMD is non-refundable. EMD may be used for new tickets, pre-paid baggage or seat selection. EMD value may not be used in one-time transaction. Residual balance will be reissued into another EMD.

For waiver of rebooking, re-routing and reissuance, please rebook passenger flight on the new preferred flight and reissue the tickets from your end.

Please do not submit refund or waiver requests via Refund Application. **EMD will be issued from Garuda Indonesia Office only.**

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Request you to kindly abide by this policy and thank you for your co-operation.