Garuda Indonesia
The Airline of Indonesia

Waiver Policy Update

24 April 2020

Dear Esteemed Trade Partners

Please find the latest revision on our penalty waiver policy due to COVID-19 situation dated 24 April 2020. This supersedes all previous waiver policy.

Route: All GA Domestic and All International Routes (excluding MEA, including Interline)
Eligibility: Individual and Group
DOI: On/before 23 April 2020 DOT: 24 January 2020 - 01 June 2020

Reschedule:
- Reschedule is allowed once.
- Change fee and difference in fare waived off for new flights, for same fare class and same route.
- No show fee is applicable when reservation is not cancelled before flight.

Reroute:
- Reroute is allowed once.
- Reroute is permitted to same or higher RBD, fare difference applicable.
- No show fee is applied when reservation is not cancelled before flight.

Refund by Travel Voucher (EMD Voucher):
- Full refund for fully unused ticket.
- For partially used tickets, GA will refund the value of the unused portion of ticket.
- Refund fee is not applicable.
- No show fee is applied when reservation is not cancelled before flight.

Not applicable for:
- Fresh issued tickets DOI after 23 April 2020.
- Tickets issued on/before 23 April 2020 and DOT after 01 June 2020.

Please do not submit refund or waiver requests via Refund Application without confirming with your local Garuda Indonesia India team.

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