



Garuda Indonesia Ticket Rebooking Flexibility Extension Update

01 December 2020

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 2020. 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: Domestic: J/C/D/Y/B/M/K/N Class only
 International: All Sub Classes
Date of Issue: On/After 01 December 2020 to **On/Before** 31 December 2020
Date of Travel: On/After 01 December 2020 to **On/Before** 20 August 2021
3/Three times free change till 31 March 2021. MUST INDICATE ACCOUNT CODE: "FLEXSEP" when issuing ticket. Add manually in endorsement box: GREATER FLEXI / RZ10137GA20/xxx (xxx: is number of changes occurred)

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Date of Issue: On/After 01 September 2020 to **On/Before** 30 November 2020
Date of Travel: On/After 01 September 2020 to **On/Before** 20 June 2021
3/Three times free change till 31 March 2021. INDICATE ACCOUNT CODE: "FLEXSEP" when issuing ticket. Add manually in endorsement box: GREATER FLEXI / RZ10137GA20/xxx

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Date of Issue: On/After 11 August 2020 to **On/Before** 31 August 2020
Date of Travel: On/After 11 August 2020 to **On/Before** 20 June 2021
3/Three times free change till 31 December 2020. INDICATE ACCOUNT CODE: "FLEXAUG" when issuing ticket. Add manually in endorsement box: GREATER FLEXI / RZ10120GA20/xxx

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Date of Issue: On/After 01 August 2020 to **On/Before** 10 August 2020
Date of Travel: On/after 01 August 2020 to **On/Before** 20 June 2021
1/One time free change till 31 December 2020. Add manually in endorsement box: GREATER FLEXI / RZ10107GA20/xxx

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Date of Issue: On/After 01 July 2020 to **On/Before** 31 July 2020
Date of Travel: On/After 01 July 2020 to **On/Before** 20 June 2021
2/Two times free change till 31 December 2020. Add manually in endorsement box: GREATER FLEXI / RZ10107GA20/xxx

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Date of Issue: On/After 19 June 2020 to **On/Before** 30 June 2020
Date of Travel: On/After 19 June 2020 to **On/Before** 20 June 2021
3/Three times free change till 31 December 2020. Add manually in endorsement box: GREATER FLEXI / RZ10099GA20/xxx

No Show Fee **will apply** if flight reservation/segment **is not cancelled prior original flight departure date/time.**

For waiver on rebooking and reissue fee:

- i. Date Change: Passenger is permitted to rebook on their new preferred date. Booking must be same routing and same booking class.
- ii. 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 30 November 2021 with Blackout date between 21 June – 15 August 2021.

Full refund (including non-refundable tickets) – Full or partially unused amount will be refunded in the form of Electronic Miscellaneous Document (EMD).

EMD Conditions: EMD is valid for **complete travel by 31 December 2021.**
 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.