



DEPOSIT AND TICKET LIMIT FOR DOMESTIC AND INTERNATIONAL GROUP BOOKING (EXCEPT MEA SERVICE) (UPDATE 2020)

This GA Info supersedes **GA Info: 134/GA/JKT/VII/19**

Dear Partners,

We would like to inform you about **Deposit and Ticket Limit for Domestic and International Group Booking (except MEA Service) (Update 2020) will be effective on January 20th, 2020** with details as follows:

In each group booking, the system automatically generates new OPC elements for Amadeus reservation and SSR ADTK or SSR OTHS for reservations in other systems, with information on limits for:

- Deposit time limit
- Ticketing time limit

1. Computation will be based on the rules criteria of:

- 1.1 PNR level.
- 1.2 Segment level.
- 1.3 Origin and Destination level.
- 1.4 Passenger level.

2. Group time limit process:

- 2.1 Calculate and apply the deposit, final payment and ticketing limits to group bookings containing GA flights.
- 2.2 Provide time limits interactively and in real-time.
- 2.3 Cancel the booking when the time limit for Deposit and Ticketing expired if the PNR is not compliant.
- 2.4 Detect and split-cancel non-compliant PNRs. Noncompliant PNR is a confirmed PNR with no ticket associated with segment and passenger.
- 2.5 Time limit (OPC) appears in the PNR after End Of Transaction in 1A bookings based on its rules. The OPC element is associated with passengers and segments. It is used to track the ticketing time limit, to initiate the automatic cancellation of ATL associated with passenger and segments, and to place the PNR on the queue after cancellation. The canceled PNRs are placed on queue 1 category 8 (Q1C8).
- 2.6 In the case of GDS bookings, the ticket time limit is added as SSR ADTK.



3. General Rules Group Booking

- 3.1 Agents need to pay a deposit before the deadline to avoid auto-cancellation.
- 3.2 Agents need to issue the ticket before the deadline to avoid auto-cancellation.
- 3.3 The refund amount for ticket cancellation before departure refers to related either RSP (Recommended Selling Price) or Ad Hoc approval.
- 3.4 No show fee will be charged if the group does not show up for the flight. The amount will refer to related either RSP (Recommended Selling Price) or Ad Hoc approval.
- 3.5 Interline group booking is a PNR that consists of another airline segment.
For another airline segment in an Interline group, booking **doesn't** need Deposit.
- 3.6 In the case of irregularity, there is no compensation for the un-ticketed group booking. The deposit is fully refundable.

4. Deposit Provision Tables

4.1 Deposit, Ticket time limit, and Penalty for Domestic Route

4.1.1 Origin : Indonesia
Destination : Indonesia

GROUP TYPE	SEASONALITY	DEPOSIT/PAX	PENALTY (from total deposit paid) before departure		
			≥ 47 days	46 – 31 days	30 days - up to departure
Series	high	25% from agreed fare	0%	25%	100%
Incentive	high	50% from agreed fare	0%	25%	100%
Series and Incentive	low	15% from agreed fare	0%	25%	100%

BOOKING PERIOD (PTD)	DEPOSIT (after confirmed)	TICKET (before departure)
≥ 75 days	14 days	14 days
74 - 46 days	10 days	14 days
45 - 31 days	7 days	14 days
30 - 20 days	3 days	14 days
19 - 16 days	1 day	14 days
15 - 8 days	1 day	3 days
7 - 5 days	-	1 day
4 - 3 days	-	12 hours
2 - up to departure	-	3 hours after confirmed



4.2 Deposit and penalty amount for International Route

4.2.1 Origin : Indonesia
Destination : SIN, KUL, BKK, DVO, HKG, and CAN.

GROUP TYPE	SEASONALITY	DEPOSIT/PAX	PENALTY (from total deposit paid) before departure		
			≥ 47 days	46 – 31 days	30 days - up to departure
Series	high	25% from agreed fare	0%	25%	100%
Incentive	high	40% from agreed fare	0%	25%	100%
Series and Incentive	low	15% from agreed fare	0%	25%	100%

4.2.2 Origin : Indonesia
Destination : Japan, Korea and China.
South West Pacific (SWP) and Europe

GROUP TYPE	SEASONALITY	DEPOSIT/PAX	PENALTY (from total deposit paid) before departure		
			≥ 47 days	46 – 31 days	30 days - up to departure
Series	high	20% from agreed fare	0%	25%	100%
Incentive	high	30% from agreed fare	0%	25%	100%
Series and Incentive	low	15% from agreed fare	0%	25%	100%

4.2.3. Origin : ASA (SIN, KUL, BKK, DVO),
JKC (Japan, Korea, China), HKG, and CAN.
Destination : to All GA destinations.

SEASONALITY	ORIGIN	DEPOSIT/PAX	PENALTY
			(from the total deposit paid) before departure
			≤ 30 days
LOW	SIN, DVO	SGD 30 (Southeast Asia Destination)	100%
		SGD 70 (Others)	100%



SEASONALITY	ORIGIN	DEPOSIT/PAX	PENALTY	
			(from the total deposit paid) before departure	
			≤ 30 days	
HIGH	SIN, DVO	SGD 60 (Southeast Asia Destination)	100%	
		SGD 100 (Others)	100%	

SEASONALITY	ORIGIN	DEPOSIT/PAX	PENALTY	
			(from the total deposit paid) before departure	
			≥ 47 days	46-31days
LOW	KUL	MYR 75 (Southeast Asia destination.)	50%	100%
		MYR 150 (others)		
	BKK	THB 1700	50%	100%
	HKG	HKD 380	50%	100%
	CHINA	CNY 380	50%	100%
	JAPAN	JPY 5.000	50%	100%
	KOREA	KRW 100.000	50%	100%
	OTHERS	USD 50	50%	100%
HIGH	KUL	MYR 150 (Southeast Asia destination.)	100%	100%
		MYR 250 (others)		
	BKK	THB 2500	100%	100%
	HKG	HKD 580	100%	100%
	CHINA	CNY 580	100%	100%
	JAPAN	JPY 5.000	100%	100%
	KOREA	KRW 100.000	100%	100%
	OTHERS	USD 50	100%	100%

4.2.4. Origin : AMS and LON
Destination : to All GA destinations.

SEASONALITY	ORIGIN	DEPOSIT/PAX	PENALTY
			(from the total deposit paid before departure)
All-season	LON	GBP 70	< 30 days
			100%
	AMS	EUR 90	100%



4.2.5. Origin : SWP (Southwest Pacific)
Destination : to All GA destinations.

SEASONALITY	ORIGIN	DEPOSIT/PAX	PENALTY (from the total deposit paid before departure)		
			≥ 47 days	46 – 31 days	30 days - up to departure
LOW	SWP	AUD 100	25%	50%	100%
HIGH			50%	100%	100%

4.3. Deposit and ticket time limit for International Route

- The deposit time limit generates to PNR and actively cancel if no deposit information is in the booking.
- The ticket time limit generates to PNR and actively cancel the un-ticketed segment and passenger.

4.3.1. Deposit and ticket time limit for origin-destination: ASIA, HKG, and CAN

BOOKING PERIOD (Prior To Departure)	LOW SEASON TIME LIMIT		HIGH SEASON TIME LIMIT	
	DEPOSIT (after confirmed)	TICKET (before confirmed)	DEPOSIT (after confirmed)	TICKET (before confirmed)
Above 60 days	14 days	10 days	10 days	30 days
60 - 31 days	10 days	5 days	7 days	10 days
30 - 11 days	5 days	3 days	3 days	5 days
10 - 3 days	-	12 hours after confirmed	-	1 day after confirmed
2 days - up to departure	-	3 hours after confirmed	-	3 hours after confirmed

4.3.2. Deposit and ticket time limit for origin-destination: JAPAN, KOREA, CHINA (Excl. HKG, CAN), AUSTRALIA and EUROPE.

BOOKING PERIOD (Prior To Departure)	LOW SEASON TIME LIMIT		HIGH SEASON TIME LIMIT	
	DEPOSIT (after confirmed)	TICKET (before confirmed)	DEPOSIT (after confirmed)	TICKET (before confirmed)
Above 75 days	21 days	30 days	14 days	45 days
75 - 46 days	14 days	21 days	7 days	30 days
45 - 30 days	7 days	14 days	5 days	21 days
29 - 17 days	5 days	10 days	3 days	14 days
16 - 8 days	-	7 days	-	7 days
7 days - up to departure	-	6 hours after confirmed	-	6 hours after confirmed



5. Seat Materialization

Utilization is calculated based on a sales (ticket issued) per-group basis.

5.1. Seat Materialization Domestic route

The materialization rate for all group types traveling within Indonesia is set at **85%** on the low season and **95%** on a high season per-group basis.

5.1.1. If the final materialization is below 85 percent of the group size, the deposit penalty is applied for the seats wasted (the difference between the deposit paid for the group size and the final sales). The head office Group desk may review or upsell the fare if necessary.

E.g. A group of 35 passengers, the final sales (materialization) number is 23 passengers.

The calculation will be:

Materialization = 85% x 35 passengers = 30 passengers

Final sales = 28 passengers

Cancel = 7 passengers (35-28)

Since it needs 2 more passengers to get minimum materialization number (30), thus the Deposit penalty applies for 2 passengers only and **doesn't apply** for 5 passengers.

The deposit can be recalled for these 5 passengers. The head office Group desk may review or upsell the fare if necessary.

5.2. Seat Materialization International route

The materialization rate for all group types is set at **80%** on the low season and **90%** on a high season per-group basis.

5.1.2. If the materialization achieves at least 80 percent of the group size at the final uplift, there will be no billing of seat wasted.

E.g. A group of 35 passengers, the final sales (materialization) number is 19 passengers.

The calculation will be:

Materialization = 80% x 35 passengers = 28 passengers

Final sales = 28 passengers

Cancel = 7 passengers (35-28)

Deposit penalty **doesn't apply** for 7 passengers. Deposit can be recalled for these 7 passengers.

Note:

"The carrier is not responsible for visa issues, authenticity, and accuracy of documents, issued by the respective state and other competent agencies to submit them for transportation, including the expiry date of documents".



Please disregards **GA Info: 134/GA/JKT/VII/19**

Please be informed accordingly.

Thank you for your kind attention and cooperation

Happy Selling...

GA Info can be accessed through the GATE portal: <https://gate.garuda-indonesia.com/> More detail info can contact your Sales PIC.

Branch Office Jakarta

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