

Indonesia Branch

# **AGENT NEWS**

## No.AN/012-19/SS

Jakarta, 12 September 2019

**NO SHOW FEE**

Dear Valued Agents,

Please be informed that effective on/after 02OCT19 (ticket issuance date), for all CI/AE international route tickets with HK status, no-show fee will be imposed on passengers who do not cancel their confirmes reservations on CI/AE flights before their flight depart. Details of the rules are as follows :

1. Charge Amount

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| ROUTE | RBD | NO SHOW FEE |
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| SHORT HAUL (REGIONAL) | ALL RBD (EXCEPT L RBD) | IDR 400.000 |
| RBD **L**  | IDR 800.000 |
| LONG HAUL | ALL RBD (EXCEPT L RBD) | IDR 700.000 |
| RBD **L**  | IDR 1.400.000 |

2. Rules :

* Once Passenger no show, coupon status will automatically change into “SUSPENDED”, to reopen this flight coupon, the passenger must pay no-show fee.
* No-show fee will only be collected sector by sector.

- EXAMPLE : CI762 CGK TPE NO SHOW

 CI761 TPE CGK

So the only sector that will be charged is CGK-TPE sector

* For GIT tickets, as long as the ticket is issued in the form of Group booking, regardless of whether the RBD is G or FIT RBD, it is handled in accordance with the group ticketing rule.
* No-show fee will be charged by issuing EMD through :

- CI ticketing or airport office

- Website china-airlines.com

If there are any other inquiries or questions, please do not hesitate to contact our branch office.

Thank you for your continuous support to China Airlines.

Best Regards,

**China Airlines Agent Mobile Help Desk ![Whatsapp-Icon-Logo[1]]() +62811-1793-520**  **@chinaairlinesid**

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