



WAIVER PENALTY SUBMISSION DUE TO CORONA VIRUS (REV 22)

This GA Info supersedes GA Info: 293/GA/JKT/XII/20

Dear Partners,

We would like to inform you about ***Waiver Penalty Submission Due To Corona Virus (Revision 22)*** with the policies related to waiver submission as follows :

- a. Route : All GA Domestic Routes
 Eligibility : Individual and Group
 DOI : On/before 31 May 2020
 DOT : 24 January 2020 - 30 June 2020

- b. Route : From/to DJJ-DPS Routes
 From/to DJJ-UPG Routes
 From/to DJJ-SOQ Routes
 From/to DJJ-BIK Routes
 From/to BIK-UPG Routes
 From/to UPG-MKQ Routes
 From/to DPS-TIM Routes
 From/to TIM-UPG Routes
 From/to SOQ-UPG Routes
 From/to DJJ/BIK/TIM/MKQ/SOQ Routes
 via DPS or UPG or DPS/UPG Routes
 Eligibility : Individual and Group
 DOI : On/before 04 July 2020
 DOT : 04 July 2020 - 31 July 2020

- c. Routes : Valid for ticket with routes Outbound/Inbound DPS
 Eligibility : Individual and Group
 DOI : On/before 14 December 2020
 DOT : 18 December 2020 - 04 January 2021

- d. Route : Outbound / Inbound GNS routes
 Eligibility : Individual and Group
 DOI : On/before 18 September 2020
 DOT : 21 September 2020 - 04 October 2020

- e. Route : Outbound / Inbound PLW routes
 Eligibility : Individual and Group
 DOI : On/before 23 September 2020
 DOT : 28 September 2020 - 19 October 2020



- f. **Routes** : Valid for ticket with routes outbound/inbound
CGK / BDO/YIA/SRG/SOC/SUB/MLG/BWX
- Eligibility** : Individual and Group
- DOI** : On/before 20 December 2020
- DOT** : 21 December 2020 – 08 January 2021
- g. **Route** : All International Routes (Exclude MEA and include Interline)
- Eligibility** : Individual and Group
- DOI** : On/before 23 April 2020
- DOT** : 24 January 2020 - **31 March 2021 iso 31 December 2020**
- h. **Route** : to KUL
- Eligibility** : Individual and Group
- DOI** : On/before 04 September 2020
- DOT** : 24 January 2020 - **31 March 2021 iso 31 December 2020**
- i. **Route** : from KUL/HKG to Domestic ID
- Type of ticket** : International ticket originating KUL/HKG
- Eligibility** :
- Valid for labor passenger by showing document of working permit and applicable labor visa
 - Valid for KUL/HKG-ID routes labor passenger which holding combine international and domestic routes within 1/one ticket
 - Not valid for passenger holding KUL/HKG-ID routes in separate international and domestic ticket
 - Valid for labor passenger held PCR test in the first International arrival point in Indonesia (JKT/DPS) by showing the negative PCR test result held in JKT/DPS
- DOI** : On/before 31 December 2020
- DOT** : 25 September 2020 - **31 March 2021 iso 31 December 2020**

1. Reschedule

- Reschedule is allowed once.
 - The change fee and any difference in fare will be waived for new flights, as long as travel is rescheduled in the same cabin (any fare class) and between the same route as originally ticketed.
 - No show fee is applied when reservation is not cancelled before flight.
- DOT 19June20 – 16Dec20 iso 19Jun20 – 31Dec20
- Domestic ticket :
- First/Business class : 50% from basic fare (FIT / Group)
- Economy class : 100% from basic fare (FIT / Group)

For DOT other than 19Jun20 – 16Dec20 iso 19Jun20 – 31Dec20

Domestic ticket : Refer to after flight rules based on class used (FIT / Group)



DOT 19Jun20 –31Mar21

International ticket : USD100 per ticket (FIT / Group)

For DOT other than 19Jun20 – 31Mar21

Group : refer to FIT fare level used

International ticket : USD100 per ticket (FIT / Group)

- GA codeshare flight and other airline prime flight must using same RBD with original ticket, any fare difference if using different RBD on GA codeshare or other airline prime flight must be collected.
- Reschedule to Black out date period (refer to attachment), different fares and taxes will be collected.
- New Travel dates is only valid until 31 December 2021 (complete travelling).
- Reschedule can be done at offline channel (Travel Agent, GA ticketing Office) and call center.
- For Group, deposit will be applicable for new schedule.
- In case of corname or change name, then must be processed in Garuda Indonesia Ticketing Office by reissuing the original ticket into travel voucher (EMD voucher) with new pax name. Then the travel voucher (EMD voucher) is reissued to the new ticket with the same name as in the travel voucher (EMD voucher).

2. Reroute (for a change in departure or via or destination city)

- Reroute is allowed once.
 - Reroute is permitted to same or higher RBD, difference fare is collected, **except for:**
 - Reroute from/to DJJ/BIK/TIM/MKQ/SOQ Routes via DPS or UPG or DPS/UPG Routes into same origin and destination with different via point on DOT 04 July – 31 July 2020. Difference fare is not collected.
 - Routes : Outbound/Inbound DPS
 - DOI : On/before 14 December 2020
 - DOT : 18 December 2020 – 04 January 2021
 - Free reroute 3 times
 - Difference fares and taxes will be collected
 - Black out date is not applied
 - Routes : **Valid for ticket with routes outbound/inbound CGK/BDO/YIA/SRG/SOC/SUB/MLG/BWX**
 - DOI : **On/before 20 December 2020**
 - DOT : **21 December 2020 – 08 January 2021**
 - Free reroute 3 times
 - Difference fares and taxes will be collected
 - Black out date is not applied
 - No show fee is applied when reservation is not cancelled before flight.
- DOT 19Jun20 – 16Dec20 iso 19Jun20 – 31Dec20



Domestic ticket :
 First/Business class : 50% from basic fare (FIT / Group)
 Economy class : 100% from basic fare (FIT / Group)

For DOT other than 19Jun20 – 16Dec20 iso 19Jun20 – 31Dec20
 Domestic ticket : Refer to after flight rules based on class used (FIT / Group)

DOT 19Jun20 – 31Mar21
 International ticket : USD100 per ticket (FIT / Group)

For DOT other than 19Jun20 – 31Mar21
 Group : refer to FIT fare level used
 International ticket : USD100 per ticket (FIT / Group)

- Reroute to Black out date period (refer to attachment), different fares and taxes will be collected.
- Reroute fee will be waived.
- New Travel dates is only valid until 31 December 2021 (complete travelling).
- Reroute can be done at offline channel (Travel Agent, GA ticketing Office) and call center.
- For Group, deposit will be applicable for new route.

3. Open Ticket (Extend Ticket Validity)

- Passengers are allowed once to extend the ticket validity up to 31 December 2021 (complete travelling). The ticket should be reissued involuntarily without additional charge (Extend ticket validity is not categorized as point 1 and point 2).
- No show fee is applied when reservation is not cancelled before flight.

DOT 19Jun20 – 16Dec20 iso 19Jun20 – 31Dec20
 Domestic ticket :
 First/Business class : 50% from basic fare (FIT / Group)
 Economy class : 100% from basic fare (FIT / Group)

For DOT other than 19Jun20 – 16Dec20 iso 19Jun20 – 31Dec20
 Domestic ticket : Refer to after flight rules based on class used (FIT / Group)

DOT 19Jun20 – 31Mar21
 International ticket : USD100 per ticket (FIT / Group)

For DOT other than 19Jun20 – 31Mar21
 Group : refer to FIT fare level used
 International ticket : USD100 per ticket (FIT / Group)

- For extend validity ticket which already reissued using GA Info Waiver due to Corona Virus, ticket is permitted to reschedule or reroute one time.
 The terms and conditions of the new ticket should refer to the original ticket.



- Extend ticket validity can be done at offline channel (Travel Agent, GA ticketing Office) and call center.

4. Refund by Exchange to Travel Voucher (*Electronic Miscellaneous Document (EMD) Voucher*)

After point 1-3 are offered and passenger still insists to refund the ticket, then the refund conditions are applied as follows.

Full Refund is allowed for reservation cancelled before flight with following conditions :

- 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.

DOT 19Jun20 – 16Dec20 iso 19Jun20 – 31Dec20

Domestic ticket :

First/Business class : 50% from basic fare (FIT / Group)

Economy class : 100% from basic fare (FIT / Group)

For DOT other than 19Jun20 – 16Dec20 iso 19Jun20 – 31Dec20

Domestic ticket : Refer to after flight rules based on class used (FIT / Group)

DOT 19Jun20 – 31Mar21

International ticket : USD100 per ticket (FIT / Group)

For DOT other than 19Jun20 – 31Mar21

Group : refer to FIT fare level used

International ticket : USD100 per ticket (FIT / Group)

- Refund will be done by exchanging the ticket with Travel Voucher (EMD Voucher) (detail document regarding EMD will be released separately) which can be redeemed for all GA products (except Sales On Board (SOB) & Sales On Ground (SOG) products) with DOT until 31 December 2021 (complete travelling).
- Refund processed at Garuda Indonesia Ticketing Office/Call Centre.
- Travel Voucher (EMD Voucher) is not refundable (for all payment method).
- In case of Travel Voucher (EMD voucher) is used for different name, a power of attorney and copy of identity card of Travel Voucher owner must attached upon ticketing.
- In case of the ticket already rescheduled, rerouted, or extended validity using GA Info Waiver due to Corona Virus, refund by travel voucher (EMD voucher) is permitted. Refund fee is not applied.
- For ticket issued at Online Travel Agents (OTA), please contact their respective Garuda Indonesia PIC regarding the details of EMD Refund Process.
- Travel voucher (EMD voucher) which already issued with NVA before 31 December 2021, can be extended and redeemed for all GA Products (except Sales On Board (SOB) & Sales On Ground (SOG) products) with DOT until 31 December 2021 (complete travelling).



Tour code **RZ10075WV20** must be put manually

Others

Dealing steps conditions as above are not valid for :

a. Domestic routes ticket

- Fresh issued tickets DOI after 31 May 2020
- Tickets DOI on/before 31 May 2020 and DOT after 30 June 2020

b. Route

: From/to DJJ-DPS Routes
 From/to DJJ-UPG Routes
 From/to DJJ-SOQ Routes
 From/to DJJ-BIK Routes
 From/to BIK-UPG Routes
 From/to UPG-MKQ Routes
 From/to DPS-TIM Routes
 From/to TIM-UPG Routes
 From/to SOQ-UPG Routes
 From/to DJJ/BIK/TIM/MKQ/SOQ Routes via DPS
 or UPG or DPS/UPG Routes

- Fresh issued tickets DOI on/after 04 July 2020
- Tickets DOI on/before 04 July 2020 and DOT after 31 July 2020

c. Routes : Outbound/Inbound DPS

- Fresh issued ticket DOI on/after 14Dec20
- Ticket DOI on/before 14 December 2020 and DOT after 04 January 2021

d. Route : Outbond / Inbound GNS routes

- Fresh issued ticket DOI after 18 September 2020
- Ticket DOI on/before 18 September 2020 and DOT after 04 October 2020

e. Route : Outbund / Inbound PLW routes

- Fresh issued ticket DOI after 23 September 2020
- Ticket DOI on/before 23 September 2020 and DOT 01 July 2020 – 27 September 2020 / after 19 October 2020

f. Routes : Valid for ticket with routes outbound/inbound CGK/BDO/YIA/SRG/SOC/SUB/MLG/BWX

- Fresh issued ticket DOI on/after 20 December 2020
- Ticket DOI on/before 21 December 2020 and DOT after 08 January 2021



g. International routes ticket (exclude MEA, Include Interline)

- Fresh issued tickets DOI after 23 April 2020
- Tickets DOI on/before 23 April 2020 and DOT after 31 March 2021 *iso* 31 December 2020

h. Route : to KUL

- Fresh issued ticket DOI after 04 September 2020
- Ticket DOI on/before 04 September 2020 and DOT after 31 March 2021 *iso* 31 December 2020

i. Route : from KUL/HKG to Domestic ID

- Fresh issued ticket DOI after 31 December 2020
- Ticket DOI on/before 31 December 2020 and DOT after 31 March 2021 *iso* 31 December 2020
- Passenger cannot show the document of working permit and applicable labor visa
- Passenger holding KUL/HKG-ID routes in separate ticket
- Labor passenger do not hold PCR test in the first International arrival point in Indonesia (JKT/DPS)

For those tickets issued voluntary, changes and cancel penalty refer to general rules class used.

For those tickets issued involuntary changes with irregularities by Garuda Indonesia (Schedule Change, Change Aircraft, Flight cancelled or technical reasons) Changes/Rebooking/Refund/Cancel fee is not apply.

For all refund payment method, please using Travel Voucher (EMD voucher) and processed at Garuda Indonesia Ticketing Office Only.

Travel Voucher (EMD voucher) can be used for all GA products.

Please disregard **GA Info 293/GA/JKT/XII/20**

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

Ref: IOC JKTRZ/10199/2020

Domestic Black Out Dates

2020	15May20 - 31May20
	01Jun20 - 07Jun20
	18Dec20 - 31Dec20
2021	01Jan21 - 03Jan21
	07May21 - 26May21
	23Dec21 - 31Dec21

International Black Out Dates

No	Region	Route	Outbound	Return Flight	Route	Outbound	Return Flight
1	ASA	CGK-SIN	15 Dec-30 Dec 20 7 May 21 - 12 May 21 15 Dec-30 Dec 21	01 - 10 Jan 21 15 May 21 - 23 May 21 01 - 10 Jan 22	SIN-CGK	01 Jan - 10 Jan 21 15 May 21 - 23 May 21 01 Jan - 10 Jan 22	-
		DPS-SIN	20 Jul - 31 Aug 20 29Dec 20 - 10 Jan 21 20Jul21 - 31Aug21 29Dec21-10Jan22	01 Jul - 20 Aug 20 18 - 30 Dec 20 01Jul21 - 20Aug21 18-30 Dec 21	SIN-DPS	01Jul20 - 20Aug20 20 - 29 Dec20 01Jul21 - 20Aug21 20 - 29 Dec 21	20 Jul-31 Aug 20 29Dec20 - 10 Jan 21 20Jul21 - 31Aug21 29Dec21 - 10Jan22
		SUB-SIN	16-31 Dec 20 7 May 21 - 12 May 21 16-31 Dec 21	25 - 31 Dec 20 01 - 10Jan 21 15May21 - 23May21 01 - 10 Jan 22	SIN-SUB	25 - 31 Dec 20 01 Jan - 10 Jan 21 15May21 - 23May21 01 - 10 Jan 22	
		CGK-BKK	10 - 28 Dec 20 06 - 13may21 10 - 28 Dec 21	01 - 07 Jan 21 16 - 25May21 01 - 07 Jan 22	BKK-CGK	01 Jan - 10 Jan 21 16 - 25May21 01 Jan - 10 Jan 22	
		CGK-KUL	15 - 30 Dec 20 06 - 13may21 15 - 30 Dec 21	15 - 21 Dec 20 25 Dec 20 - 10 Jan 21 16 - 31May21 25 Dec 21 - 10 Jan 22	KUL-CGK	01 Jan - 10 Jan 21 16 - 31May21 01 Jan - 10 Jan 22	
2	JPK	CGK-HND	19 Dec - 31 Dec 20 01 - 08 Jan 21 21 Mar - 09 Apr 21 06 May - 15 May 21 19 - 30 Dec 21	02 Jan - 15 Jan 21 25 Mar - 18 Apr 21 14 May - 23 May 21 31 Dec 21 - 05 Jan 22	HND-CGK	02 May - 03 May 20, 23 Jul - 12 Aug 20, 26 Dec - 30 Dec 20 29 Apr - 01 May 21 07 Aug - 11 Aug 21 25 - 30 Dec 21	28 Jul - 19 Aug 20 01 Jan - 07 Jan 21 30 Apr - 10 May 21 10 Aug - 31 Aug 21 01 Jan - 07 Jan 21
		DPS-NRT			NRT-DPS		
		CGK-KIX	19 Dec 20 - 31 Dec 20 01 - 08 Jan 21 21 Mar - 09 Apr 21 06 May - 15 May 21 19 - 30 Dec 21	02 Jan - 15 Jan 21 25 Mar - 18 Apr 21 14 May - 23 May 21 31 Dec 21 - 05 Jan 22	KIX-CGK	02 - 03 May 20 18 - 24 Jul 20 08 - 12 Aug 20 26 Dec - 30 Dec 20 29 Apr - 01 May 21 07 Aug - 11 Aug 21 25 - 30 Dec 21	06 - 10 May 20 22 - 31 Jul 20 12 - 19 Aug 20 01 Jan - 07 Jan 21 30 Apr - 10 May 21 10 Aug - 31 Aug 21 01 Jan - 07 Jan 21
		DPS-KIX			KIX-DPS		
		CGK-ICN	19 Dec - 31 Dec 20 01 - 08 Jan 21 21 Mar - 09 Apr 21 06 May - 15 May 21 19 - 30 Dec 21	02 Jan - 15 Jan 21 25 Mar - 18 Apr 21 14 May - 23 May 21 31 Dec 21 - 05 Jan 22	ICN-CGK	19 Jul 20 - 16 Aug 20, 26 Sep - 09 Oct 20 20 Dec 20 - 31 Jan 21 06 Feb 21 - 11 Feb 21	25 Jul - 23 Aug 20 30 Sep - 14 Oct 20 25 Dec 20 - 07 Feb 21 13 Feb 21 - 17 Feb 21
		DPS-ICN			ICN-DPS		

No	Region	Route	Outbound	Return Flight	Route	Outbound	Return Flight
3	CTH	DPS-CAN	30 Juli - 2 Aug 20 22 -24 Dec 20	4 - 6 Aug 20 26 - 29 Dec 20	CAN-DPS	28 Sep - 3 Oct 20 21 -27 Dec 20	02 - 07 Oct 20 25 - 31 Dec 20
		JKT-CAN	01 - 14 Feb 21 07 - 14 May 21 23 - 28 Dec 21	5 - 18 Feb 21 11 - 18 May 21 27 Dec 21 - 2 Jan 22	CAN-JKT	01 - 14 Feb 21 29 Sept - 7 Oct 21 24-27 Dec 21	5 - 18 Feb 21 3 - 11 Oct 21 29 Dec 21 - 2 Jan 2022
		DPS-BJS			BJS-DPS		
		JKT-HKG			HKG-JKT		
		DPS-HKG	30 Juli - 2 Aug 20 22 - 31 Dec 20 01 - 14 Feb 21 07 - 14 May 21 23 - 31 Dec 21	4 - 6 Aug 20 26 Dec - 4 Jan 21 5 - 18 Feb 21 11 - 18 May 21 27 Dec 21 - 4 Jan 22	HKG-DPS	28 Sep - 3 Oct 20 18 -31 Dec 20 01 - 14 Feb 21 29 Sept - 7 Oct 21 18-31 Dec 21	02 - 07 Oct 20 25 - 31 Dec 20 5 - 18 Feb 21 3 - 11 Oct 21 22 Dec 21 - 4 Jan 2022
		JKT-SHA	30 Juli - 2 Aug 20	4 - 6 Aug 20	SHA-JKT	28 Sep - 3 Oct 20	02 - 07 Oct 20
		DPS-SHA	22 -24 Dec 20	26 - 29 Dec 20	SHA-DPS	21 -27 Dec 20	25 - 31 Dec 20
4	SWP	CGK/DPS-SYD	18 Dec - 31 Dec 20	26 Dec 20 - 07 Jan 21	SYD-DPS	18 Dec - 31 Dec 20	26 Dec 20 - 07 Jan 21
		CGK/DPS-MEL	06 May - 15 May 21	12 May - 23 May 21	MEL-DPS	06 May - 15 May 21	12 May - 23 May 21
		CGK/DPS-PER	17 Dec 21 - 31 Dec 21	26 Dec 21 - 10 Jan 22	PER-DPS	15 Dec - 8 Jan 22	20 Dec - 15 Jan 22
5	EUR	CGK-AMS	18 Dec - 31 Dec 20	01 - 05 Jan 21	AMS-CGK	18 Dec - 24 Dec 20	01 - 05 Jan 21
			06 - 12 May 21	15 - 22 May 21		14 Jul - 12 Aug 21	01 Aug - 31 Aug 21
			17 - 28 Dec 21	01 - 08 Jan 22		16 - 23 Dec 21	01 - 08 Jan 22