

FLY with Greater Flexibility with Garuda Indonesia for Jul2020 – R1

Dear Valued Business Partners,

Please be informed our program “FLY with Greater Flexibility with Garuda Indonesia for DOI 01JUL20 – 31JUL20” with details as follows:

a. Program :

FLY with Greater Flexibility with Garuda Indonesia for DOI 01JUL20-31JUL20.

b. Routes :

All GA Domestic & International routes (include interlining and exclude MEA).

c. Eligibility :

- Valid for FIT/Individual only.
- Not Valid for corporate pax.

d. Class : ALL SUB CLASS ON FIT FARE.

e. DOI : 01Jul20 – 31Jul20.
(fresh issued only, valid for reservation on/after 01Jul20).

f. DOT : 01Jul20 – 20Jun2021 (Complete travel).

g. Endorsment Box : **GREATER FLEXI / RZ10114GA20/xxx**
(must be put manually during reissuance)
xxx : number of changes occurred : 1st Changes / 2nd Changes

h. POI : All GA Channels.
(website, mobile, OTA, GOS, Contact Center, GASO, Gerai, Travel Agent)

i. Method : By Auto pricing

j. Penalty :

Changes

Free changes fee max 2/two times until 31 December 2020 (complete reissued)

- Valid for new DOT until 20JUN21 (complete travel)



Garuda Indonesia

Sales: (28) 39 330 777 - Ext: 3206 | gasales.sgn@transviet.com
Ticketing: (28) 39 330 777 - Ext: 3504 | ga.sgn@transviet.com

- Different fares & taxes is collected.
- Changes processed at GA ATO/ CTO/ CALL CENTER/ TRAVEL AGENT
- No show fee applied as follows :
 - ✓ **DOT 19Jun20 – 19Jul20 : Penalty will be charged based on Reservation cancelled**
 - ✓ **DOT 20Jul20 – 31Aug20 : Penalty will be charged based on Ticket Processed**
 - ✓ **For Tickets with DOT 19JUN20-31JUL20 which PNR cancelled already before 13JUL20 then all penalties scheme can be calculated based on when passenger cancel their reservation**

Domestic ticket :

First / Business Class :	50% from basic fare
Economy Class :	100% from basic fare
<u>International ticket :</u>	USD100 per ticket

DOT 01Sep20 – 20Jun21: Penalty will be charged based on Ticket Processed

Domestic ticket :

FIT F/P/A/J/C/D/I/Y :	10% from basic fare
FIT B/M/K/N/Q/T/V/S/H/L :	40% from basic fare
<u>International ticket :</u>	USD100 per ticket

Reissued On/After 01Jan2021

- Changes fee is collected refer to applicable fare rule used
- Different fares & taxes is collected.
- Changes processed at GA ATO/ CTO/ CALL CENTER/ TRAVEL AGENT

Refund :

- Refund fee is free. Refund by exchanges the ticket into travel voucher (EMD voucher) only.
- Travel voucher (EMD voucher) can be used for buying GA ticket , issued & travel until 30Jun2021 complete travel (only valid for GA operating).
- Travel voucher (EMD voucher) is not refundable for all payment method.
- If pax insist to refund to original FOP penalty applied refer to fare rule used and refer to approval GM/AM BO untuk ticket issued offline & EC/CD for poi online channel.
- Refund processed at GA ATO / CTO / CALL CENTER.
- No show fee applied as follows :
 - ✓ **DOT 19Jun – 19Jul20 : Penalty will be charged based on Reservation canceled.**
 - ✓ **DOT 20Jul – 31Aug20 : Penalty will be charged based on Ticket Processed.**
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International ticket : USD100 per ticket

k. Tour code : RZ10107GA20
Must be put manually on the ticket

Other rules and conditions, please refer to the fare class used.

Please be informed accordingly.

Thank you for your best attention and cooperation.

Best regards,
GA Sales Team



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