

NOTICE TO ALL AGENTS – FORCE MAJEURE COVID – 19

Reason for change:

- Valid for ticket issued on/before 31 March 2020 instead of 15 March 2020.
- Updated waiver code, **RZ10075WV20**

The Indonesian Government has issued new rules in relation to Covid-19 Response. All visits and transits by foreigners to Indonesia will be suspended effective 00.00LT – 02APR20 (Western Indonesia Local time) with few exceptions.

Please be advised that due to the fast-evolving situation regarding entry/transit restrictions for overseas travelers, we strongly recommend all passengers to check the travel information published by the Government of the related countries before traveling.

Due to the Corona Virus Pandemic, Garuda Indonesia has authorized the following waiver of change and refund fees for passengers affected by the situation.

Please refer to the following information regarding conditions of this waiver.
Note only applicable for GA ticket stock only (126) for:

Route: All Domestic Indonesia and International Route (Except MEA & Interlining)

Valid for ticket issued on/before **31 March 2020 instead of 15 March 2020**

Valid for travel between **24 January 2020 – 31 May 2020**

Route: to/from Australia (SWP) Route (affected by Schedule Change or Cancelled Flight)

Valid for ticket issued on/before **31 March 2020**

Valid for travel between **24 January 2020 – 31 May 2020**

A. RESCHEDULE / DATE CHANGES

Passengers holding valid tickets to travel during the above travel period can have tickets held in credit and can also apply for one time reschedule without fees, the change fee and any fare 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 cities as originally ticketed. New travel dates valid for travel until 30 June 2021 (Complete travel), some blackout dates may apply (Refer to attachment).

Reschedule to travel during blackout dates period is permitted, reissue fee is waived, Differences in fares/taxes/ surcharges must be collected during reissue. If the new fare/class is more expensive than the original fare/class, the difference is payable.

For ticketed bookings, please reissue the ticket within one year from DOI of original ticket, with **approval code RZ10075WV20** which must be in the tourcode box or Endorsement box.

For further information please contact:

GARUDA INDONESIA:

JKTRZ/10075/2020/02APR

PH: 1300 365 331

ABN 92 000 861 165

FAX: 1300 365 364

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B. REROUTINGS

Passengers holding tickets to travel during the above travel period can apply for a one-time rebooking/reissue/rerouting without fees. Passengers may choose to involuntarily rebook or reroute their ticket to another GA destination. New travel dates valid for travel until 30 June 2021 (Complete travel), some blackout dates may apply (Refer to attachment). Differences in fares/surcharges/taxes must be collected with any reissue. If the new fare/class is more expensive than the original fare/class, the difference is payable.

For ticketed bookings, please reissue the ticket within one year from DOI of original ticket, with approval code **RZ10075WV20** which must be in the tourcode box or Endorsement box.

C. OPEN TICKET (EXTENSION VALIDITY TICKET)

Passengers holding tickets to travel during the above travel period can extend the ticket validity up to **30 June 2021 (complete travel)**. Ticket should be reissued involuntary without additional charge (apply one-time only). Fare rules and conditions of the new ticket should refer to the original ticket.

For ticket that has been extended the validity (**reissue after 31MAR20**), another reschedule/date change or rerouting is permitted (apply one-time only). Reschedule/date change or rerouting follows the conditions on point A & B.

For ticketed bookings, please reissue the ticket within one year from DOI of original ticket, with approval code **RZ10075WV20** which must be in the tourcode box or Endorsement box.

D. REFUNDS

Full refund is allowed, refund will be in the form of an Travel Voucher (EMD Voucher) which can be redeemed for future GA flights with travel dates until 30 June 2021 (complete travel).

- EMD voucher can be processed at GA Ticket Office Only.
- Once EMD voucher is issued, EMD is non-refundable.
- Agents are no longer able to process refund through BSP link.
- EMD can be redeemed for a different name, a power of attorney or statutory declaration and ID of the EMD voucher owner is required upon ticketing.

For tickets already been rescheduled, rerouted or extended validity (point A,B,C), refund by Travel Voucher (EMD Voucher) is permitted.

For revalidation by GA, Email: reservations@garuda-indonesia.net.au

Please ensure all correct passenger contact details such as mobile numbers and email addresses are added to your bookings.

Garuda Indonesia is constantly monitoring the situation and will update as required. We thank you for your cooperation and should you have any queries please contact your nearest GA Reservations office. Reservations: 1300 365 330.

Attachment – Blackout Dates

Domestic Indonesia Route					
2020/2021	15MAY20 – 07JUN20, 18DEC20 – 03JAN21, 07MAY21 – 26MAY21				
SIN/KUL/BKK					
From-To	Departure Dates	Return Dates	From-To	Departure Dates	Return Dates
CGK-SIN	15-24MAY20, 15-30DEC20 07-12MAY21	27MAY-07JUN20, 01-10JAN21 15MAY-23MAY21	SIN-CGK	25MAY-07JUN20, 01-10JAN21, 15MAY-23MAY21	-
DPS-SIN	29MAY20-04JUN20, 20JUL20-31AUG20, 29DEC20-10JAN21, 20JUL-31AUG21	19-25MAY20, 02JUL-20AUG20, 18-30DEC20, 01JUL-20AUG21	SIN-DPS	01JUL-20AUG20, 20-29DEC20, 01JUL-20AUG21	20JUL-31AUG20, 01-10JAN21, 20JUL-31AUG21.
SUB-SIN	18-24MAY20, 16-31DEC20, 07MAY-12MAY21	16MAY20-24MAY20, 27MAY-06JUN20, 18-24DEC20, 01-10JAN21, 15MAY-23MAY21	SIN-SUB	15-28MAY20, 25-31DEC20, 01-10JAN21, 15MAY-23MAY21	-
CGK-BKK	15-24MAY20, 10-28DEC20, 06-13MAY21	28MAY-07 JUN20 01-07JAN21, 16-25MAY21	BKK-CGK	25MAY-07JUN20 01-10JAN21, 16-25MAY21	-
CGKKUL	15MAY-24MAY20, 15-30DEC20 06-13MAY21	26MAY-11JUN20, 15-21DEC20, 25DEC20-10JAN21, 16-31MAY21	KUL-CGK	25MAY-07JUN20, 01JAN-10JAN21, 16-31MAY21.	-
TYO/OSA/SEL					
From-To	Departure Dates	Return Dates	From-To	Departure Dates	Return Dates
CGK-HND	18MAY-23MAY20, 19DEC-31DEC20, 01-08JAN21, 21MAR-09APR21, 06MAY-15MAY21,	26MAY-31MAY20 02JAN-15JAN21, 25MAR-18APR21, 14MAY-23MAY21,	HND-CGK	02MAY-03MAY20, 23JUL20-12AUG20, 26DEC-30DEC20, 29APR-01MAY21,	28JUN-19JUL20, 01JAN-07JAN21, 30APR-10MAY21,
DPS-NRT			NRT-DPS	02-03MAY20, 18-24JUL20, 08-12AUG20, 26DEC-30DEC20, 29APR-01MAY21	06-10MAY20, 22-31JUL20, 12-19AUG20, 01JAN-07JAN21, 30APR-10MAY21.
CGK/DPS-KIX			KIX-CGK/DPS		
CGK-ICN	18MAY-23MAY20, 19DEC-31DEC20 01-08JAN21, 21MAR-09APR21, 06-15MAY21	26MAY-03JUN20, 02JAN-15JAN21, 25MAR-18APR21, 14MAY023MAY21.	ICN-CGK	19JUL-16AUG20, 26SEP-09OCT20, 20DEC20-31JAN21, 06FEB-11FEB21.	25JUL-23AUG20, 30SEP-14OCT20, 25DEC20-07FEB21, 13FEB-17FEB21.
DPS-ICN			ICN-DPS		
AMS					
From-To	Departure Dates	Return Dates	From-To	Departure Dates	Return Dates
CGK-AMS	15-25MAY20, 18DEC20-31DEC20, 06-12MAY21	06-13JUN20, 01-05JAN21, 15-22MAY21	AMS-CGK	08JUL-06AUG20, 20DEC-24DEC20	25JUL-30AUG20, 01-05JAN21

CAN/HKG/BJS/SHA					
From-To	Departure Dates	Return Dates	From-To	Departure Dates	Return Dates
DPS-CAN	17-23MAY20, 22-24DEC20, 07-24JAN21, 01-14MAY21.	27MAY-02JUN20, 18-24DEC20, 03-24JAN21, 15-21MAY21.	CAN-DPS	28SEP-03OCT20, 01JAN21, 29JAN-12FEB21, 07-14FEB21.	04-09OCT20, 07-17FEB21
JKT-CAN	19-25MAY20, 20-23DEC20 01-14MAY21.	27-31MAY20, 20-21DEC20, 01-08JAN21. 15-21MAY21.	CAN-JKT	27SEP-03OCT20, 01JAN21, 01-10FEB21, 07-14FEB21.	04-12OCT20, 01-07FEB21
DPS-BJS	17-23MAY20, 18-22DEC20, 01-24JAN21, 01-14MAY21.	27MAY-02JUN20, 20-23DEC20, 01-24JAN21, 15-21MAY21.	BJD-DPS	27SEP-03OCT20, 01JAN21, 22JAN-12FEB21 07-14FEB21.	04-12OCT20, 22JAN-12FEB21
CGK-HKG	17-26MAY20, 21-30DEC20, 01-14MAY21.	25MAY-01JUN20, 20-22DEC20, 02-08JAN21, 15-21MAY21.	HKG-JKT	28SEP-03OCT20, 29JAN-12FEB21, 01JAN21, 07-14FEB21.	05-08OCT20
DPS-HKG	17-23MAY20, 20-22DEC20, 01-06JAN21, 01-14MAY21.	27MAY-02JUN20, 20-22DEC20, 01-06JAN21, 15-21MAY21.	HKG-DPS	27SEP-04OCT20, 01JAN21, 02-11FEB21, 07-14FEB21.	04-12OCT20, 06-16FEB21
JKT-SHA	17-25MAY20 20-21DEC20, 01-14MAY21.	27MAY-06JUN20, 15-21MAY21.	SHA-JKT	30SEP-03OCT20, 01JAN21, 30JAN-10FEB21, 07-14FEB21.	03-06OCT20, 07-11FEB21
DPS-SHA	17-25MAY20 23-24DEC20 01-03JAN21, 01-14MAY21.	27MAY-06JUN20, 21-22DEC20, 01-03JAN21, 15-21MAY21.	SHA-DPS	30SEP-03OCT20, 01JAN21, 29JAN-12FEB21, 07-14FEB21.	03-06OCT20, 02-16FEB21
SYD/MEL/PER					
From-To	Departure Dates	Return Dates	From-To	Departure Dates	Return Dates
CGK/DPS-SYD	15MAY-25MAY20 18DEC-31DEC20, 06MAY-15MAY21.	26May-07JUN20, 26DEC20-07JAN21, 12MAY-23MAY21	SYD-DPS	08APR-20APR20, 27JUN-15JUL20, 19SEP-05OCT20, 11DEC20-11JAN21, 30MAR-10APR21, 21JUN-03JUL21.	12-27APR20, 08-22JUL20, 02-12OCT20, 17DEC20-18JAN21, 07-17APR21, 28JUN-10JUL21.
CGK/DPS-MEL			MEL-DPS	26MAR-08APR20, 18JUN-12JUL20, 17SEP-03OCT20, 12DEC20-11JAN21, 30MAR-10APR21, 21JUN-03JUL21.	04-19APR20, 26JUN-19JUL20, 25SEP-10OCT20, 19DEC20-18JAN21, 07-17APR21, 28JUN-10JUL21
CGK/DPS-PER			PER-DPS	08APR-17APR, 01JUL-12JUL, 23SEP-03OCT, 16DEC-30DEC20, 30MAR-10APR21, 30JUN-10JUL21.	18-27APR, 08-19JUL, 02-10OCT, 23DEC20-07JAN21, 07-17APR21, 07JUL-17JUL21

For further information please contact:

GARUDA INDONESIA:
JKTRZ/10075/2020/02APR

PH: 1300 365 331
ABN 92 000 861 165

FAX: 1300 365 364
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