

EXTENSION IMPLEMENTATION DOMESTIC PENALTIES FOR DOT 19JUN20 – 31AUG20

Dear Valued Business Partners,

Please find our domestic penalties revision with details as follows :

1. Eligibility :
- a. Valid for domestic ticket only
 - b. Valid for general pax and GFF member (FIT and group)
 - c. Not valid for corporate passenger's ticket (penalties rules refer to each corporate agreement)

2. Penalties Scheme :

Changes (Rebooking / Reissue)

TIME	F/J/C	D/I	Y	B/M	K/N	Q/T/V/S/H/L
≥ 72 Hours	-	-	-	-	10%	100%
24 - < 72 Hours	-	10%	-	10%	25%	100%
2 - < 24 Hours	-	10%	-	10%	25%	100%
< 2 Hours up to departure	-	10%	-	80%	80%	100%
After Flight	50% iso 10%	50% iso 25%	100% iso 10%	100% iso 80%	100% iso 80%	100%

Refund

TIME	F/J/C	D/I	Y	B/M	K/N	Q/T/V/S/H/L
≥ 72 Hours	10%	10%	10%	25%	25%	25%
24 - < 72 Hours	20%	30%	20%	30%	40%	50%
2 - < 24 Hours	20%	30%	20%	30%	50%	70%
< 2 Hours up to departure	40%	40%	40%	80%	80%	90%
After Flight	50% iso 40%	50% iso 40%	90% iso 40%	90% iso 80%	90% iso 80%	90%

3. General Conditions :

a. DOT 19Jun – 19Jul20

All penalties scheme (changes and refund) must be calculated based on when passenger cancel their reservation.

b. DOT 20Jul – 31Aug20

All penalties scheme (changes and refund) must be calculated based on when passenger reissue / refund their ticket (based on transaction), not from when passenger cancel their reservation.

c. For tickets with DOT 19Jun20-31Jul20 and already cancelled their PNR before 13Jul20, All penalties scheme (changes and refund) can be calculated based on when passenger cancel their reservation.



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Other DOT as mention above are still maintain refer to IOC JKTRZ/10059/2019 dated 30Apr19

This IOC supersedes IOC JKTRZ/10100/2020.

Please be informed accordingly.

Thank you for your best attention and cooperation.

Best regards,
GA Sales Team



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