



The following conditions refer to the waiver penalty submission due to corona virus exclusion policy for AMS & LON passengers when a LON or AMS flight is on the ticket only.

A. Ticket with conditions :

DOI : **on/before 23Apr20** iso 31Mar20

DOT : **24Jan20 – 30Sep20** iso 24Jan20 - 31May20

Route : from/to/via AMS/LON

Point of Issued : Europe

Policy :

o Reschedule/reroute/open ticket/refund policy as stated in the IOC Waiver Penalty Submission Due To Corona Virus.

o No show fee USD 100 per ticket applied when reservation is not cancelled before flight.

o New travel date validity for reschedule/reroute/open ticket

The first departure date of travel : 1 year after on the last day of the departure month on the original ticket.

The return flight : refer to the maximum stay of the original fare.

o For reschedule GA codeshare flight and other airline prime flight must using same RBD with original ticket, any fare & tax difference if using different RBD on GA codeshare or other airline prime flight must be collected.

B. In case of NOOP flights, passenger have the options of full refund to the original form of payment (FOP) or travel voucher (EMD voucher).

In case of voluntary cancellation, refund can only be done to the travel voucher (EMD voucher), and no option for refund to the original FOP.

C. Travel voucher (EMD voucher) policy is applied as follows :

1) In case NOOP, amount to be refunded to travel voucher (EMD voucher) is calculated based on the unused portion of the ticket plus (+) bonus or additional value 10% from the total amount of the ticket.

2) In case voluntary refund

a. Ticket with DOT 24JAN20-31MAY20, amount to be refunded to travel voucher (EMD voucher) is calculated based on the unused portion of the ticket only.

b. Ticket with DOT 01JUN20-31AUG20, amount to be refunded to travel voucher (EMD voucher) is calculated based on the unused portion of the ticket plus(+) bonus or additional value 10% of the total ticket amount.

3) Travel voucher (EMD voucher) can be issued for different Individual name or under corporate name, travel agent, event organizer, etc with attach a power of attorney and identity card of pax on the original ticket.

4) The minimum validity of the travel voucher (EMD voucher) is 12 months after date of issue.

5) Travel voucher (EMD voucher) can be redeem for GA ticket with DOT until 12 months after voucher is redeem or any other GA product.

6) 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 be attached upon ticketing.

7) Travel voucher (EMD voucher) redemption can be done at GA ATO/CTO/Gerai/Call centre. Call centre only accept travel voucher (EMD voucher) redemption according to the name stated on the travel voucher (EMD voucher).

8) Travel voucher (EMD voucher) can be refunded. The travel voucher (EMD voucher) amount to be refunded is only the unused portion of the original ticket only, without the bonus 10%.

9) The bonus 10% in the travel voucher (EMD voucher) is not refundable and can only be used for redemption on GA product.



10) Unused Travel voucher (EMD voucher) with passenger's name can be refunded ultimately 12 months + 7 days after travel voucher (EMD voucher) issued for all payment method.

11) Travel voucher (EMD voucher) with other than passenger' name (corporate name, travel agent, event organizer, etc) can be refunded ultimately 6 months after travel voucher (EMD voucher) issued for all payment method.

All other conditions should refer to IOC JKTRZ with subject WAIVER PENALTY SUBMISSION DUE TO CORONA VIRUS.

Tourcode : RZ10092WV20