



Garuda Indonesia  
The Airline of Indonesia



No : 040/GA/JKT/VI/23  
Date : 13 June 2023

## Refund Procedures For Travel Agent (Rev 1)

Dear Partners,

We would like to inform you about update of **GA New Refund Procedures (Revision 1)** with details as follows:

### I. REFUND DEFINITION

"Refund" means the repayment to the purchaser of all or a portion of a fare, rate or charge for unused carriage of service. Sector to refund must be OPEN FOR USE (O) in the validating carrier's data

### II. REFUND TYPE

There are two refund categories:

#### 1. Involuntary refund

A refund of an unused ticket or portion thereof or an unused miscellaneous charges document under the conditions or conduct of the passenger carriage is refused such as flight cancellation.

#### 2. Voluntary refund

A refund of an unused ticket or portion thereof or an unused miscellaneous charges document, other than an involuntary refund.

### III. REFUND COMPONENT

#### A. Ticket Components

There are two components on the ticket that purchaser paid to airline:

1. Basic fare
2. Taxes (fuel charge, country tax, penalty fee, service fee and other surcharges)

#### B. Ticket Conditions

There are two ticket conditions:

1. Refundable ticket — Basic fare and refundable taxes can be refunded.
2. Non-refundable ticket — Basic fare cannot be refunded meanwhile only refundable taxes can be refunded, except
  - a. Penalty fee, service fee, and admin fee cannot be refunded.
  - b. For Corporate ticket with tax registration number (NPWP), ID Tax (PPN) is not refundable
  - c. Other nonrefundable taxes



#### IV. REFUND CHANNEL

##### 1. REFUND PROCESS FOR CHANNEL DISTRIBUTION TRAVEL AGENT

Travel agent can only process for ticket with original POI on Travel agent.

###### 1. Auto Refund Process

###### a. Travel Agent oblige to:

- 1) Cancel the associate segment in the PNR
- 2) Ensure the applicable fare rules for refund
- 3) Perform auto refund process in GDS system
- 4) Ensure the refund calculation is correct
- 5) Ensure e-ticket status has changed from "O" (Open to use) to "R" (Refund)
- 6) Refund amount will be appearing in the sales report

###### b. Auto Refund conditions

- 1) Valid for individual and Group ticket
- 2) Valid for fully unused ticket (see ticket rule)
- 3) Not valid for irregularity case

###### 2. Non-Auto Refund / Manual Refund

###### a. Travel agent **In Indonesia** oblige to:

- 1) Cancel the associate segment to the ticket in the PNR.
- 2) Ensure the applicable fare rules for refund
- 3) Change e-ticket status from "O" (open for use) to "R" (Refund)
- 4) Send refund request via BSP Link

2. For original POI ticket is Travel Agent but the latest POI ticket is GA Channel, please refer to "GAINFO 029/GA/JKT/IV/23 – Refund to original Form of Payment Rev1".

3. In case of incorrect calculation by travel agent, GA will issue ADM (consist of: the difference amount, ADM fee and audit fee) to Travel Agent via BSP Link after the status changes into "R" (Refund).

#### V. REFUND CALCULATION

##### • DOMESTIC

- 1) Refund Penalty is Calculated based on when passenger refund process of the ticket
- 2) Penalty Application
  - a) Totally unused ticket
    - 1 Pricing unit — Highest percent among the fare component in a pricing unit
    - More than 1 Pricing Unit — Highest percent among the fares component in each pricing unit then Summed Up
    - The refund fee imposition is also considered local time of departure
    - Total Basic Fare will be refunded





- b) Partially used ticket
  - Penalty is applied per fare component and then summed up
  - Infant without a seat penalty is 10 Percent from adult penalty
  - The refund fee imposition is also considered local time of departure
  - Total basic fares is deducted with OW fares of flown coupon or sum of flown coupons
  - Basic fares for deducted using historical basic fares when the latest ticket issued
- 3) Infant without a seat penalty is 10 Percent from adult penalty, child / infant with seat penalty is 100 percent from adult penalty
- 4) Unsequence ticket is not permitted to refund and status ticket must be changed into final status (Z) by helpdesk
- 5) Refund fee —11 Percent VAT or PPN for refund fee must be collected
- INTERNATIONAL (include MEA)
  - 1) Refund penalty is calculated based on when passenger refund process of the ticket
  - 2) Penalty Application
    - For totally unused and partially used ticket consist of
      - a) 1 Pricing Unit
        - Apply the highest refund fee from among all fare components in a pricing unit
      - b) More than 1 Pricing Unit
        - Apply the highest refund fee from among all fare components in each pricing unit then summed up
  - 3) All penalties are calculated as adult penalty
  - 4) Penalty for children / infant with seat charge 75 percent from adult penalty
  - 5) Penalty for infant without seat charge 10 percent from adult penalty
  - 6) When base fare is less than refund fee then the base fare will be calculated as refund fee and all other refundable taxes are refunded to pax
  - 7) Basic fare to be refunded for totally unused ticket — all basic fare paid will be used for calculation
  - 8) Basic fare to be refunded for partially used ticket — basic fare paid less applicable basic fare for sectors flown/used, basic fare for sectors flown/used using historical basic fare when the latest ticket issued
  - 9) Unsequence ticket is not permitted to refund and status ticket must be changed into final status (Z) by helpdesk.



## VI. REFUND PERIOD

Maximum refund period as per table below

Ticket	RBD	From DOT of First Coupon in the Latest Ticket	Unit
<b>International</b>	<b>All RBD</b>	<b>18</b>	<b>Months</b>
<b>Domestic</b>	<b>F</b>	<b>7</b>	<b>Months</b>
	<b>P/A/J/C/Y</b>	<b>4</b>	<b>Months</b>
	<b>D/I/B/M/K/N</b>	<b>2</b>	<b>Months</b>
	<b>Q/T</b>	<b>40</b>	<b>Days</b>
	<b>V/S/H/L</b>	<b>37</b>	<b>Days</b>

## VII. OTHER

### a. REFUND PROCESS FOR IRREGULARITY CONDITION

Irregularities by GA (Schedule Change, Change Aircraft, Flight cancelled or technical reasons)  
Penalty fee is not apply.

Refund payment process ;

1. Refund at the airport on the date of the irregularity :
  - a. Authorized by Station Manager (KK); Telex/email number of irregularity notice from operation unit must be stated at refund receipt
  - b. Agent commission must be recall for ticket issued by travel agent
2. Refund request to GA Sales Office (after date of the irregularity) :
  - a. GASO Verify telex/email number of irregularity notice from operation unit
  - b. Perform Refund at the system
  - c. Sales office must report to after the refund process
3. **Refund request by Travel Agent** (after date of the irregularity) :  
GA SALES ACCOUNTING will give refund authorization via RA BSP LINK after cross checking with irregularity information telex which sent by Station Manager (KK) in the case of flight irregularity.

In case passengers don't agree with GA reaccommodating, passengers are eligible for refund without penalty





#### **b. REFUND FOR TICKET DOUBLE ISSUE**

Double issued is condition when one passenger holding two tickets with the same PNR, Itinerary and issuing office in the same date of issued or double issued due to system error (proven in the LOG system).

In case of one passenger holding two tickets which is issued from different booking code, issuing offices and different date of issued, it is not categorized as double issued.

Refund request proposal time (non refundable ticket) :

1. Request above 24 Hours before departure, cancel/refund fee is not apply.
2. Request within 24 Hours before departure, refund fee is USD 100 per ticket.

Refund request proposal time (refundable ticket) :

1. Request above 24 Hours before departure, cancel/refund fee is not apply.
2. Request within 24 Hours before departure, refund amount refer to general refund procedures.

In case system error, penalty is not applied.

#### **3. REFUND IN CASE OF NEW FARE LOWER THAN ORIGINAL FARE TICKET**

##### **A. Domestic Sector**

Refund procedure must be applied when the situation is new fare lower than original fare ticket caused by:

1. New fare policy implementation either from government or GA management or;
2. Reroute case where the new fare is lower than original fare ticket.

Refund process must be done at issuing office.

##### **B. International Sector**

Refund procedure must be applied when the situation is new fare lower than original fare ticket caused by:

1. New fare policy implementation either from government or GA management or;
2. Reroute case where the new fare is lower than original fare ticket.

If the passenger insist to reroute the ticket, the new fares will be considered same level as the original ticket fares.

Refund process must be done at issuing office.

#### **4. REFUND REQUEST FOR NAME CORRECTION**

Ticket which need to be corrected by based on passenger name at passport (or ID Card for Domestic) is permitted without fee by refund and issue new ticket procedure.



Passport (ID Card for Domestic) must be shown during procedure and copy passport (ID Card for Domestic) must be attached.

- a. International route ticket, new ticket can use old fare and conditions including tourcode (original ticket fare and rules). Different taxes must collected for new ticket.

Exception for ticket origin SIN

- Name correction within 3 characters will be charged SGD 45 as refund fee
  - Name correction more than 3 characters will be charged SGD 75 as refund fee
- b. Domestic route ticket, new ticket must use the equal or higher fare amount than previous ticket at the same RBD. Different taxes must collected for new ticket.

GA has right to reject in case supporting document does not comply and if it is total name correction / name change / changed pax.

**For Ticket origin travel agent and correction name process at Travel agent**

Recall commission apply and commission apply for new ticket.

**5. REFUND FOR SICKNESS**

Full refund may apply when passenger is sick and need to be hospitalized on the date of travel (proven by medical certificate/doctor memo from listed under ministry of health) or positive covid (proven by PCR result) on date of travel by attaching document from medical institution.

Immediate family whom travel together with the sick passenger will be imposed 50% of cancellation fee if they require to refund the ticket.

Immediate family : shall be limited to spouse, children, parents, brothers, sisters, grandparents, grand children, father in law, mother in law, brother in law, sister in law, son in law and daughter in law.

Supporting document (also stating passenger has been examined and physically unfit for air transportation) must be attached.

**6. REFUND FOR DEATH PASSENGER OR IMMEDIATE FAMILY**

**A. Death of Passenger**

The following procedures may apply when a passenger dies.

- In case of death before commencement of travel, refund/cancel fee may not apply.
- In case of death after commencement of travel, arrange for any necessary refund calculation using half return fares without any fees imposed.

Immediate family whom travel together with the death passenger will be imposed 50% of cancellation fee if they require to refund the ticket.





Immediate family : shall be limited to spouse, children, parents, brothers, sisters, grandparents, grand children, father in law, mother in law, brother in law, sister in law, son in law and daughter in law.

Supporting document must be attached.

B. Death of Immediate Family

In the case of immediate family (whom not travel with passenger) death, 14 days before or after date of travel, passenger will be imposed 50% of cancellation fee if they require to refund the ticket.

Immediate family : shall be limited to mother, father, child, spouse, father in law, mother in law.

supporting document must be attached.

**7. REFUND TICKET AGENT CAUSED BY DOWN GRADE**

a) Involuntary Down Grade

Refund process is permitted as long as the document can be fulfilled.

- Ticket process before flight : GA must reissue the ticket according to the procedure and issue EMD refundable balance or Stamp Boarding Pass as INVOL DOWNGRADE at Boarding Gate.
- Ticket process after flight GA office at Departure Station should give GA official stamp with signature, complete name and GA ID number of authorized person (GA supervisor) at the boarding pass. Then GA office at Arrival Station can do refund and reported manually at MSR Refund.

Fares and taxes must be recalculated. Fares of the lower cabin must be referred to Economy Normal Fare.

b) Voluntary Down Grade

In case of passenger holding Business class ticket and want to fly in Economy class, the passenger should refund the business class ticket (charge/fee refer to applicable rule of refund) and issue new ticket in economy class ticket as requested. Refund must be processed at original issuing office.

**8. REFUND IN CASE OF VISA PROBLEM**

**For MEA :**

Rejected VISA :

- Non refundable ticket : not permitted for refund.
- Refundable ticket : permitted to refund with penalty refer to applicable rule



**Other than MEA**

Rejected VISA :

- Non refundable ticket : permitted to refund with fee USD 100 per ticket by attaching supported document.
- Refundable ticket : permitted to refund with fee 50% of refund fee by attaching supported document

This GA Info Supersede **GA INFO: 083/GA/JKT/IX/2017 & 032/GA/JKT/V/2023 'Refund Procedures For Travel Agent'**

Please be informed accordingly.

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.

**Corporate & Channel Management (JKTNT) Unit Agency Sales (JKTNTA)**

Ref: PIN No. : JKTND/002/APR/2023; JKTOT/005/MAR/2023;