 

INFORMATION ABOUT OPERATIONAL POLICY DUE TO THE IMPACT COVID-19 OUTBREAK

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*To get the latest information, please refer to the* [*airline page*](https://www.garuda-indonesia.com/id/en/news-and-events/kebijakan-operasional-terkait-covid19)

Thank you very much for your continued and loyal support of Garuda Indonesia. Garuda Indonesia has taken a number of anticipatory steps and issued related policies in response to the outbreak of the Novel Coronavirus (COVID-19) in order to maintain a safe, secure environment for its customers, cabin crew, and other employees.

Passenger & Document Requirements

Garuda Indonesia ensures that it fully supports the Indonesian Government policy as well as local governments in order to prevent the spread of COVID-19 in Indonesia which stated in:

* Gugus Tugas Percepatan Penanganan COVID-19 (COVID-19 Handling Acceleration Force) letter SE No. 9 of 2020 concerning Criteria and Requirement of People Movement in the New Normal Adjustment Period towards Productive & COVID-19 Safe Society
* Ministry of Health letter SE No. HK.03.01/MENKES/338/2020 concerning Health Protocol for Handling the Return of Indonesian Citizens & Arrival of Foreigners in the State Entrance and PSBB Regions
* Categories of people that are allowed to travel are as follows:

International Flight

Outbound Indonesia: requirements should refer to each destination country's policy and information on the government, embassy, and related authority's website or [IATA Travel Center here](https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm).  
According to the Singapore Authority, flight transit through Singapore Changi Airport is temporary not allowed until further notice.

Inbound Indonesia: please, check the possibility of entering to Indonesia on official government resources.

While there is no restriction for Indonesian Citizens entering Indonesian territory, as long as it follows the document requirement.

Domestic Flight  
Every person is eligible to travel as long as a Health Certificate with a COVID-19 free result is presented based on document requirements of each destination policy on the following table.  
For departures from regions that do not have a COVID-19 test facility, may substitute it with a Health Certificate that shows symptoms-free of influenza-like illnesses issued by a hospital/community health center doctor.

Health Certificate Validity

Based on COVID-19 Handling Acceleration Force letter, the acceptable period of Health Certificates based on COVID-19 test type results are as follows:   
• Health Certificate with a non-reactive Rapid test results valid maximum of 14 days from the health facility issuance  
• Health Certificate with a negative PCR/Swab test results valid maximum of 14 days from the health facility issuance  
Limited to passengers with international flight to Jakarta/Surabaya/Denpasar the PCR/Swab test results valid maximum 7 days from the health facility issuance

People who are eligible to travel as above (both Indonesian Citizens & Foreign Citizens) are required to provide the documents as follows based on their category and destination upon traveling:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Route** | **Cities** | **Health Certificate with a non-reactive Rapid Test result or negative PCR/Swab Test result\*** | **Health Certificate with a negative PCR/Swab Test result\*** | **Additional Requirements** |
| **Domestic & Domestic with transit** | To Denpasar | **✓** |  | Passengers are required to show **negative PCR-based swab test result** with a validity period 2 x 24 hours before departure, and fill out Indonesia's e-HAC.  While in Bali, the traveler is required to have a certificate of negative results of the PCR-based swab test with a **validity period of 14 (fourteen) days** from the date of issuance.  For Traveler departing from Bali, a valid PCR-based test result can be **used for a return trip to Bali**. Passengers must be able to show a valid certificate of a PCR-based swab test taken at the Bali Provincial health facility that is still valid  These provisions are referring to **Bali Governor Letter No. 2021 of 2020** and will be applied for flights departing on **December 18, 2020 until January 4, 2021** |
| To Labuan Bajo | **✓** |  | If you're traveling for leisure, you are required to register on **the online portal for tourist visits to Labuan Bajo** which information can be found [**here**](https://booking.labuanbajoflores.id/) |
| To/ from Ambon | **✓** |  | ID issued/domicile outside Ambon are accepted **without Ambon Entry/Exit Permit** *(Surat Izin Keluar Masuk Ambon)* Only Rapid Test results from one of the referred health facilities by Ambon Public Health Office will be accepted: **•** RS Al-Fatah **•** RS Sumber Hidup (GPM) **•** RS Bhakti Rahayu **•** RS Hative (Otto Kwik) **•** Laboratorium Klinik Prodia **•** Klinik Kimia Farma |
| To/from Jayapura |  | **✓** | **To Papua** • ID issued outside Papua: only negative PCR/Swab test results are accepted • ID issued in Papua (KTP/Family Card/Certificate of Domicile/Letter of Employment in Papua) including imminent family members of the worker: enclose the related ID/Letter. Both Rapid test or PCR/Swab test results are accepted **From Papua**  • ID issued outside Papua: must include statement letter of not returning to Papua within 1 year (For ID issued in Papua (KTP)/ Certificate of Domicile / Letter of Employment in Papua are not include statement letter of returning to Papua) |
| To Timika | **✓** |  | Passengers who cannot provide a COVID-19 free Health Certificate as required (expired/exceed the validity date / signed by a General Doctor without specifying a License Letter for Practice (SIP) or NIP for Government Doctors / showing a history of COVID-19 symptoms (fever/cough/runny nose) during the last 14 days), must go through a Rapid test at their own cost upon arrival at Timika according to the local authority policy, if the result is reactive, then the passenger will be isolated at the facility provided by Mimika Government and scheduled to take a PCR/Swab test at their own cost. If the passenger is proven to be positive of COVID-19, then the treatment cost will be borne by the Mimika Government. |
| To / from Merauke | **✓** |  | **•** Enclose an Letter of Employment in Merauke for those who travel on business  **•** Enclose a **Merauke Entry/Exit Permit** *(Surat Izin Keluar Masuk Merauke)* which information can be found [**here**](http://bit.ly/formsikm) |
| Intra East Nusa Tenggara (NTT) | - | - | Required to fill an E-HAC (Electronic Health Alert Card) from the Indonesian Ministry of Health |
| To Nabire |  | **✓** | **Flight to Nabire:**   * Starting December 02, 2020, every traveler who is going out or entering Nabire does not use an Entry Permit or an Exit Permit. ID/Domicile Non-Papua: must include negative PCR/Swab test result with 7 days validity period. * ID/Domicile Papua (KTP/Family Card/Certificate of Domicile) or Letter of Employment/Duty in Papua: include non-reactive rapid test result with 5 days validity period and related document (ID/Family Card/Certificate of Domicile/ Letter of Employment/Duty in Papua). * For passengers whose Rapid / PCR / Swab test results exceed the predetermined time limit, a medical examination will be carried out according to the COVID 19 protocol at the airport and all costs are the responsibility/burden of the passenger concerned.   **Flight from Nabire:**  Non-reactive Rapid Test result with validity period 5 days or negative PCR/Swab Test result with validity period 7 days since published by health facilities. |
| Final destination **EXCEPT for** Denpasar, Labuan Bajo, Ambon, Jayapura, Timika and Merauke | **✓** |  |  |
| **International** | Final destination Jakarta / Surabaya | **✓** |  | **•** Entry Requirements to Indonesia in accordance with the provisions of the [**IATA Travel Center**](https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm)  **•**Hardcopy/printed PCR Test in *Bahasa* or English with NEGATIVE results with a validity period 7 days at maximum since published by health facilities.  **•** International flight passengers destined to Indonesia who cannot provide negative PCR/Swab test result will be allowed to fly and enter Indonesia, however, the passenger must go through a PCR/Swab test & quarantine procedure by the local authority upon arrival in Indonesia. Information about PCR test upon arrival in Jakarta can be found [**here**](https://www.garuda-indonesia.com/content/dam/garuda/pdf/Form-PCR-Test-dan-Hotel-Facility-for-Intl-Inbound-Pax.pdf) More information on international passengers arrival health protocol in Jakarta (Soekarno-Hatta International Airport (CGK)) airport can be found [**here**](https://www.garuda-indonesia.com/content/dam/garuda/news/health-protocol-international-passengers-cgk-airport.pdf) |
| Final destination Denpasar | **✓** |  | **•** Entry Requirements to Indonesia in accordance with the provisions of the [**IATA Travel Center**](https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm)  **•**Hardcopy/printed PCR Test in *Bahasa*or English with NEGATIVE results with a validity period 7 days at maximum since published by health facilities.  **•** Passengers who cannot provide a negative PCR/Swab test result will be allowed to fly to Denpasar/Bali, however, the passenger must go through a PCR/Swab test upon arrival at their own cost at a health facility referred by the local authority & conduct a self-quarantine until the test result is issued **•** All passengers are required to register themselves at the **LoveBali** website [**here**](https://cekdiri.baliprov.go.id/) |
| From Indonesia to Other Countries |  |  | Requirements should refer to each destination country's policy which information can be found on [**IATA Travel Center here**](https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm) or visit each destination country official website (government, embassy, and related authority's) as follows: • [**Singapore - Changi International Airport (SIN)**](https://www.ica.gov.sg/covid-19)  Information about health protocol to Singapore airport can be found [**here**](https://safetravel.ica.gov.sg/indonesia/rgl/faq#annexa). Passengers destined to Singapore are required to fill SG Arrival Card with Electronic Health Declaration on [**Website**](https://eservices.ica.gov.sg/sgarrivalcard/)**/** [**Android Play Store**](https://play.google.com/store/apps/details?id=com.idemia.eac)**/** [**Apple App Store**](https://apps.apple.com/id/app/sg-arrival-card/id1453116053)  • [**Kuala Lumpur - Kuala Lumpur International Airport (KUL)**](https://www.kln.gov.my/documents/8390448/8392184/BI_GARIS+PANDUAN+PROSES+KEMASUKAN+DAN+KUARANTIN+PERSON+UNDER+SURVEILLANCE+%28PUS%29+YANG+TIBA+DARI+LUAR+NEGARA+BERMULA+24+JULAI+2020.pdf/50bfb333-a1ed-4bfb-8602-b7a29907a6aa) • [**Tokyo - Haneda International Airport (HND) & Osaka - Kansai International Airport (KIX)**](https://www.mofa.go.jp/ca/fna/page4e_001053.html) - All foreign nationals passengers, destined to Tokyo & Osaka are required to have PCR exam COVID negative result within 72 hours prior to departure for more detail, please see [**here**](https://www.mofa.go.jp/ca/cp/page22e_000925.html)  Also before departure, Passengers destined to Tokyo & Osaka are required to fill in Questionnaire of the Digital Health Declaration [**here**](https://arqs-qa.followup.mhlw.go.jp/#/)  • [**Hong Kong - Hong Kong International Airport (HKG)**](https://www.coronavirus.gov.hk/eng/inbound-travel.html)  • [**Seoul - Incheon International Airport (ICN)**](http://www.immigration.go.kr/immigration_eng/1832/subview.do?enc=Zm5jdDF8QEB8JTJGYmJzJTJGaW1taWdyYXRpb25fZW5nJTJGMjI5JTJGNTIyNjQ5JTJGYXJ0Y2xWaWV3LmRvJTNG)  • [**Amsterdam - Schipol International Airport (AMS**)](https://www.government.nl/topics/coronavirus-covid-19/tackling-new-coronavirus-in-the-netherlands/travel-and-holidays/visiting-the-netherlands) - passengers destined to Amsterdam are required to fill the to fill the Negative Test Declaration Form [**[download here]**](https://www.garuda-indonesia.com/content/dam/garuda/pdf/Negative%2bTest%2bDeclaration%2bCOVID-19.pdf) and Travel Health Declaration of Netherland form [[download here]](https://www.garuda-indonesia.com/content/dam/garuda/pdf/Traveller-Public-Health-Declaration-Netherland.pdf)  **•**[**Australia - Perth International Airport (AMS) & Sydney International Airport (SYD)**](https://covid19.homeaffairs.gov.au/coming-australia)**-** passengers would need to complete Australia Travel Declaration at least 72 hours before departure for Australia from 09/12/2020. Passengers can find information [**here**](https://covid19.homeaffairs.gov.au/australia-travel-declaration)  Especially for International Flight to Other Countries (Outbound Indonesia) which require PCR test result document requirements with a Date of Travel (DOT) starting from November 28, 2020 onwards, the implementation of the PCR test for passengers must be carried out on the following facility:   * The Garuda Indonesia Partner health service facility, information on partner health service facilities of Garuda Indonesia can be accessed on the link [https://www.garuda-indonesia.com/PCRtest](https://www.garuda-indonesia.com/content/garuda/id/en/special-offers/sales-promotion/terbang-sehat-ke-luar-negeri-dengan-pcr-test-dimitra-garuda-indonesia.html) * Health Service facility listed on Decree of the Minister of Health of the Republic of Indonesia Number HK.01.07 / MENKES / 405/2020 concerning the Corona Virus Disease 2019 (COVID-19) Laboratory Network [[download here]](https://www.garuda-indonesia.com/content/dam/garuda/pdf/KMK%20No.%20HK.01.07-MENKES-405-2020%20ttg%20Jejaring%20Laboratorium%20Pemeriksaan%20COVID-19.pdf) * Health Service facility listed on Decree of the Director-General of Disease Prevention and Control Number HK.02.02 / 1/10979/2020 concerning the Establishment of a Laboratory for Corona Virus Diseases 2019 (COVID-19) Examination in the Context of Travel Corridor Arrangement (TCA) [[download here]](https://www.garuda-indonesia.com/content/dam/garuda/pdf/Kepdirjen%20P2P%20ttg%20Penetapan%20Laboratorium%20Pemeriksa%20Covid%2019%20dalam%20rangka%20TCA.pdf) * For certain routes that have official provisions from the embassy/related authority that are specific for the destination country, it can refer to the official provisions of the list of health facilities from the embassy/related authority of the destination country (for example, BKK destinations) |
| **International with Transit** | International to domestic destination **EXCEPT for** Denpasar, Labuan Bajo, Gorontalo, Ambon, Jayapura, Timika and Merauke | **✓** |  | Final destination **Denpasar, Labuan Bajo, Ambon, Jayapura, Timika and  Merauke** should follow each destination's requirements for domestic flights above.  Passengers with flight transiting in Jakarta (Soekarno-Hatta International Airport (CGK)) who cannot provide a negative PCR/Swab test result, will be allowed to fly from the origin country to enter Indonesia. However, upon arrival at CGK airport, the passenger must go through a PCR/Swab test & quarantine procedure by the local authority until a negative PCR result is issued before continuing their journey. Information on international passengers' arrival health protocol in CGK airport can be found [**here**](https://www.garuda-indonesia.com/content/dam/garuda/news/health-protocol-international-passengers-cgk-airport.pdf). |
| Domestic to international | **✓** |  | Additional document requirements should refer to each destination country's policy and information on the government, embassy, and related authority's website or [**IATA Travel Center here**](https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm) |

**Besides the above requirements, upon arrival at the destination airport, passengers are possible to go through additional health checks or to fill other forms/statement letters required by local authorities/local government.**

Passengers are expected to prepare a copy and original copy of the documents prior to arrival at the departure airport and present it upon check-in. Garuda Indonesia is not responsible for any lack or mistake on any of the required documents and has the right to cancel the flight of any passenger that does not meet the requirement.

### Wear Masks Onboard & in Airport Area

Every passenger is required to put on a mask at the airport and during flight. Garuda Indonesia also urges passengers to prepare their own masks as well as their own personal hygiene kits according to their individual needs before the flight.

### Electronic Health Alert Card (E-HAC)

For those of you entering Indonesia and or flying domestic flights within Indonesia, you are required to fill a Health Alert Card from the Indonesian Ministry of Health. It is no longer possible to fill in manually, therefore we suggest using E-HAC (Electronic Health Alert Card) that can be accessed on:  
**•**[Indonesian Ministry of Health official web](https://inahac.kemkes.go.id/)  
**or** you can also install the E-HAC app on your smartphone that can be downloaded on the following links:  
  **•** [Android Play Store](https://play.google.com/store/apps/details?id=com.kemenkes.inahac)  
**•** [Apple App Store](https://apps.apple.com/id/app/ehac-indonesia/id1516837421)E-HAC filling can be done before you travel, during the departure or during the arrival process before the Port Health Authority (KKP) checkpoint.

### Health Certificate Verification & Validation

For domestic flights, on some airports, passengers are required to go through a Health Certificate verification & validation process by Health Port Authority or local authorities.  
For flights departing from Soekarno-Hatta International Airport (CGK), the verification & validation process will be done by Soekarno-Hatta Health Port Authority at Gate 3 Terminal 3 building.

### Install PeduliLindungi App

Every passenger is suggested to install the official PeduliLindungi app from the Indonesian government on their phone that can be downloaded on the following links:  
  •  [Android Play Store](https://play.google.com/store/apps/details?id=com.telkom.tracencare&hl=en)  
  •  [Apple App Store](https://apps.apple.com/id/app/pedulilindungi/id1504600374)

https://www.garuda-indonesia.com/id/en/news-and-events/kebijakan-operasional-terkait-covid19