 

Reboot, reschedule, cancellation and open ticket policy

\*Attention! Special terms for AMS flights (at the end of the page).

Garuda Indonesia has adopted a flexible policy regarding rescheduling and rerouting mechanisms for all flight services domestic and international routes & code-share flights (except the Middle East & Africa) with the following terms & conditions:

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| **Ticket Conditions\*  Domestic Flights**  Issued on/before May 31, 2020 with travel dates from January 24, 2020 - June 30, 2020 **International Flights**  issued on/before April 23, 2020 with travel dates from January 24 2020 - December 31, 2020 **Flights to Kuala Lumpur, Malaysia**  issued on/before September 05, 2020 with travel dates from January 24 2020 - December 31, 2020 | **Ticket Conditions\*   Domestic Flights** - Issued after 31 May 2020 **or** - Issued on/before 31 Mei 2020 with travel dates after June 30, 2020  **International Flights**  - Issued after April 23, 2020 **or** - Issued on/before April 23, 2020 with travel dates after December 31, 2020  **Flights to Kuala Lumpur, Malaysia**  - Issued after September 05, 2020 **or** - Issued on/before September 05, 2020 with travel dates after December 31, 2020 |
| **Terms**   * You can choose between rescheduling or rerouting your flight for 1 time only without any rebooking fee * Reschedule without any additional charge applies only to the same route and same cabin of flight (regardless the fare class) to dates outside black-out period until December 31, 2021 If the new travel dates fall on the black-out period, fare differences and taxes apply * Reroute without any additional charge applies to a flight of equal or lesser value * If you haven’t decided your new itinerary, you may extend your ticket validity until December 31, 2021 * Refunds are possible via travel voucher\* Travel vouchers can be utilized for Garuda Indonesia flight ticket which valid until December 31, 2021, or other Garuda Indonesia products. * No show fee will be applied if the reservation is not canceled (through rescheduling/rerouting/extend ticket validity or refund) by the passenger before departure * For code-share flights with other airlines, rescheduling must be to the same fare-class. For a different fare-class, there will be an additional charge | **Terms**   * Change of schedule, route, or flight cancellations are possible by following the applied provisions of the ticket fare rules which there may be changes fee, refund fee, no show fee or other fees. * Refunds are possible via travel voucher\* after deducted by the fees Travel vouchers can be utilized for Garuda Indonesia flight ticket which valid until December 31, 2021, or other Garuda Indonesia products. |

Combination flight (International & Domestic) refers to the International Flight condition

Reschedule, reroute and refund can be done through [Garuda Indonesia 24-hour Live Chat](http://bit.ly/livechatgaruda), Call Center service (+6221 2351 9999 and 0804 1 807  807).

\*Travel agent can also ask for refund via EMD/Travel Voucher and make changes in the ticket, sending a request to [ticketing@garuda-indonesia.nl](mailto:ticketing@garuda-indonesia.nl)

Passenger could also refund your ticket into travel voucher with the [online form](https://request.garuda-indonesia.com/passenger?_ga=2.157758394.1432844358.1608027764-383224696.1605100224)

Currently, we are experiencing high volumes of inquiries and trying to work through reservations with the most urgent travel dates first. We encourage passengers with departure dates **within the next 48 hours** to contact us through our 24-hour live chat and call center. While reservations that fall beyond this time frame, please consider to contact us through E-Mail ([customer@garuda-indonesia.com](mailto:customer@garuda-indonesia.com)).

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

\*Flight cancellations from / to Amsterdam

In case GA cancelled the flight you may request a refund via RA in BSPLink (only for tickets where AMS is in the route). For other routes we refund in the form of an EMD/Travel Voucher.

Travel agents can contact [sales@garuda-indonesia.nl](mailto:sales@garuda-indonesia.nl) or [info@garuda-indonesia.nl](mailto:info@garuda-indonesia.nl)

As a follow - up to the earlier modified flight frequency, the schedule for the rest of the winter until 27 March 2021 has also been revised. The summer schedule from 28.03.2021 remains unchanged for the time being.

[Original text in Dutch](https://www.garuda-indonesia.com/nl/nl/faq-agents-nl-new)