

NOTICE TO ALL AGENTS – FORCE MAJEURE

MT AGUNG VOLCANIC ACTIVITY

Garuda Indonesia would like to advise that the following flights will be operating as scheduled subject to conditions at Bali (Denpasar) airport:

GA728/01DEC	DPS 1915	PER 2255
GA727/02DEC	PER 1155	DPS 1545 * DELAYED DEPARTURE
GA718/01DEC	DPS 2105	MEL 0600+1
GA719/02DEC	MEL 0910	DPS 1210
GA714/01DEC	DPS 2225	SYD 0725+1
GA715/02DEC	SYD 1000	DPS 1325

Unless advised differently, please assume Garuda Indonesia flights to/from Bali for the weekend will be operating normally as per schedule.

If there is a change, passengers will be notified directly.

Please ensure all passenger contact information including Mobile phone numbers & Email addresses have been correctly entered into your passenger's bookings.

We request that all passengers that are booked on these flights check in at the airport 3 hours before the departure of their flight.

Please note that volcanic activity is unpredictable and flights may be cancelled at short notice. Passenger and aircraft safety is paramount and we appreciate your patience and understanding.

CANCELLED FLIGHT REFUND/REISSUE FEE WAIVER

Due to the Mount Agung volcanic activity and the cancellation of Garuda Indonesia flights to/from and via Denpasar (DPS). Garuda Indonesia has authorized the following waiver of change and refund fees for passengers directly affected by the following flight cancellations

GA715/27NOV	SYD 1000	DPS 1330	-CANCELLED NOOP
GA719/27NOV	MEL 0910	DPS 1210	-CANCELLED NOOP
GA727/27NOV	PER 0750	DPS 1130	-CANCELLED NOOP
GA714/27NOV	DPS 2225	SYD 0725+1	-CANCELLED NOOP
GA715/28NOV	SYD 1000	DPS 1325	-CANCELLED NOOP
GA718/27NOV	DPS 2130	MEL 0600+1	-CANCELLED NOOP
GA719/28NOV	MEL 0910	DPS 1210	-CANCELLED NOOP
GA734/29NOV	DPS 0055	SYD 1000	-CANCELLED NOOP
GA735/29NOV	SYD 1215	DPS 1540	-CANCELLED NOOP
GA718/28NOV	DPS 2300	MEL 0735+1	-CANCELLED NOOP
GA719/29NOV	MEL 0910	DPS 1210	-CANCELLED NOOP
GA728/28NOV	DPS 1915	PER 2225	-CANCELLED NOOP
GA727/29NOV	PER 0750	DPS 1130	-CANCELLED NOOP
GA714/29NOV	DPS 2225	SYD 0725+1	-CANCELLED NOOP
GA715/30NOV	SYD 1000	DPS 1325	-CANCELLED NOOP
GA718/29NOV	DPS 2130	MEL 0600+1	-CANCELLED NOOP

Please refer to the following information regarding conditions of this waiver:

1. REFUNDS

Passengers holding tickets issued in Australia on GA documents, on or before *27NOV2017 for travel to/from Bali on 27NOV2017 - 30NOV2017 Only, can apply for full refund without fees. **All refunds must be completed by 31DEC2017.**

2. DATE CHANGES/REROUTINGS

Passengers holding tickets issued on GA document on or before *27NOV2017 to travel to/from or via Bali between 26NOV2017-05DEC2017 can apply for a one time rebooking/reissue without fees. All changes must be completed within 30 days of original ticketed departure date.

Date changes/re-routings are permitted without fees for *ticketed passengers.

Travel can be deferred for up to 6 months from the original ticketed departure date (one-time change only) within ticket validity.

Passengers may choose to involuntarily reroute their ticket to another GA destination.

Reissue, by Agent and Revalidation, by GA must be completed no later than 30 days of original ticketed departure date.

Differences in fares/surcharges/taxes must be collected with any reissue. If the new fare/class is more expensive than the original fare/class, the difference is payable by the passenger.

For free Refund/Reissue by Agent (**ref. GA17124 noted in endorsement box**)

Email: reservations@garuda-indonesia.net.au (for revalidation by GA).

Please ensure all correct passenger contact details such as mobile numbers and email addresses are added to your bookings.

Garuda Indonesia is constantly monitoring the situation and will update as required.

We thank you for your cooperation and should you have any queries please contact your nearest GA Reservations office. Reservations: 1300 365 330

For further information please contact:

GARUDA INDONESIA:
SYDCK/GA17124e/01DEC17

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