



## Fare Rule Citilink

Warm greetings from Citilink Indonesia, Pointing PM 185 2015 which came into effect on January 11, 2016, hereby convey as following :

- A. Citilink implement a refund policy in accordance with the PM 185 2015 commencing 11 January 2016.
- B. On receipt of an email request for Refund to Citilink, as a basis for determination Refund magnitude at point C.
- C. Conditions refund referring to article 10 PM 185 2015 as follows:
  - 1. Return above 72 hours before the scheduled departure time to get a refund of 75% of Basic Fare
  - 2. Refund under 72 hours up to 48 hours prior to scheduled departure get a refund of 50% of Basic Fare.
  - 3. Refund under 48 hours up to 24 hours prior to scheduled departure get a refund of 40% of Basic Fare.
  - 4. A return below the 24 hours up to 12 hours prior to scheduled departure get a refund of 30% of Basic Fare.
  - 5. Refunds under 12 hours up to 4 hours prior to scheduled departure get a refund of 20% of Basic Fare.
  - 6. Refunds under 4 hours until the Close Check In Flight Ops, etc, get a refund of 100% of Basic Fare.
  - 7. Request for refund resulting from the state of Force Majeure, charged Administration of 10% of Basic Fare.