



Fare Rule Lion Air

Aturan Pembatalan (*CANCEL*), Pemesanan Ulang (*RE-BOOK*) dan Refund (*REFUND*)

A. Cancel Rebook

1. **It should be processed at the office of Lion Air.**
2. The process of exchange with the cancellation of up to 24 hours:
 1. Ticket Promo: accordance with the provisions
 2. Ticket Non Promo: Free CF for the first time do ticket reissued
 3. Ticket Business: Free CF every time do the exchange
3. Terms of the Exchange for all Economy Class: :
 1. Changes over 72 hours are charged only for the administration and the difference in price if there.
 2. Changes under 72 hours to 4 hours before DEP – CF charged by 50% of BF and the difference in price if there.

B. Refund.

1. Process refund will be charged based on the time of cancellation done as follows :
 1. Cancellation over 72 hours charged at 25% of CF Base Fare.
 2. Cancellation under 72 hours to 4 hours before departure charge CF of 50% of the Base Fare.
 3. Cancellations less than 4 hours before departure and behind schedule departure passengers request a refund for air transport services.
 4. For conditions force (Force Major) such as natural disasters which caused passengers to request a refund of air transport services (refund ticket) then can be returned to 90% of Base Fare.

C. The addition of Batik Air baggage for Domestic and International Airport: :

1. Economy Class : 20 KG
2. Business Class : 30 KG