



## Fare Rule Sriwijaya

Class	X / E
The validity period of ticket	3 days ; Unused ticket expires after the expiration of
Open Date	No
Baggage free of charge	20kg
Reroute	Yes, with upgrade
Endorse	No
Rebook	Yes; pay a rebooking fee Cancellation fee (CF) applies
Upgrade	Yes; Min 2 class to the top
Cancellation fees (CF)	25% for cancellation more than 72 hours before ETD. 50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD. 90% for cancellations less than 4 hours before the ETD.
No Show Fee	90 %
Refundable	Yes
Cancellation fees Refund	25% for cancellation more than 72 hours before ETD. 50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD. 90% for cancellations less than 4 hours before the ETD and or recorded ticket noshow
Correction / Rename	Yes; pay <b>name correction / name change fee</b>

Class	G / V
The validity period of ticket	7 days ; Unused ticket expires after the expiration of
Open Date	No
Baggage free of charge	20kg
Reroute	Yes, with upgrade
Endorse	No
Rebook	Yes; pay a rebooking fee Cancellation fee (CF) applies
Upgrade	Yes; Min 2 class to the top
Cancellation fees (CF)	25% for cancellation more than 72 hours before ETD. 50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD.

	90% for cancellations less than 4 hours before the ETD.
No Show Fee	90 %
Refundable	Yes
Cancellation Fees Refund	25% for cancellation more than 72 hours before ETD. 50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD. 90% for cancellations less than 4 hours before the ETD and or recorded ticket noshow
Correction / Rename	Yes; pay <b><i>name correction / name change fee</i></b>

Class	T / Q
The validity period of ticket	14 days ; Unused ticket expires after the expiration of
Open Date	No
Baggage free of charge	20kg
Reroute	Yes, with upgrade
Endorse	Tidak
Rebook	Yes; pay a rebooking fee Cancellation fee (CF) applies
Upgrade	Yes; Min 1 class to the top
Cancellation fees (CF)	25% for cancellation more than 72 hours before ETD. 50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD. 90% for cancellations less than 4 hours before the ETD.
No Show Fee	90 %
Refundable	Yes
Cancellation fees Refund	25% for cancellation more than 72 hours before ETD. 50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD. 90% for cancellations less than 4 hours before the ETD and or recorded ticket noshow
Correction / Rename	Yes; pay <b><i>name correction / name change fee</i></b>

Class	N / M
The validity period of ticket	21 days ; Unused ticket expires after the expiration of
Open Date	No
Baggage free of charge	20kg
Reroute	Yes, with upgrade
Endorse	No
Rebook	Yes; pay a rebooking fee Cancellation fee (CF) applies
Upgrade	Yes; Min 1 class to the top
cancellation fees (CF)	25% for cancellation more than 72 hours before ETD.

	50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD. 90% for cancellations less than 4 hours before the ETD.
No Show Fee	90 %
Refundable	Yes
Cancellation fees Refund	25% for cancellation more than 72 hours before ETD. 50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD. 90% for cancellations less than 4 hours before the ETD and or recorded ticket noshow
Correction / Rename	Yes; pay <b><i>name correction / name change fee</i></b>

<b>Class</b>	<b>L / K</b>
The validity period of ticket	1 month; Unused ticket expires after the expiration of
Open Date	No
baggage free of charge	20kg
Reroute	Yes, with upgrade
Endorse	No
Rebook	Yes; pay a rebooking fee Cancellation fee (CF) applies
Upgrade	Yes; Min 1 class to the top
Cancellation Fees (CF)	25% for cancellation more than 72 hours before ETD. 50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD. 90% for cancellations less than 4 hours before the ETD.
No Show Fee	90 %
Refundable	Yes
Cancellation Fees Refund	25% for cancellation more than 72 hours before ETD. 50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD. 90% for cancellations less than 4 hours before the ETD and or recorded ticket noshow
Correction / Rename	Yes; pay <b><i>name correction / name change fee</i></b>

<b>Class</b>	<b>H / B</b>
The validity period of ticket	2 month; Unused ticket expires after the expiration of
Open Date	No
baggage free of charge	20kg
Reroute	Yes, with upgrade
Endorse	No

Rebook Upgrade	Yes; pay a rebooking fee Cancellation fee (CF) applies Yes; Min 1 class to the top
Cancellation Fees (CF)	25% for cancellation more than 72 hours before ETD. 50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD. 90% for cancellations less than 4 hours before the ETD.
No Show Fee	90 %
Refundable	Yes
Cancellation Fees Refund	25% for cancellation more than 72 hours before ETD. 50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD. 90% for cancellations less than 4 hours before the ETD and or recorded ticket noshow
Correction / Rename	Yes; pay <b><i>name correction / name change fee</i></b>

<b>Class</b>	<b>W / S / Y</b>
The validity period of ticket	3 month; Unused ticket expires after the expiration of
Open Date	No
baggage free of charge	20kg
Reroute	Ya, with upgrade
Endorse	No
Rebook Upgarde	Yes; pay a rebooking fee Cancellation fee (CF) applies Yes; Min 1 class to the top
Cancellation Fees (CF)	25% for cancellation more than 72 hours before ETD. 50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD. 90% for cancellations less than 4 hours before the ETD.
No Show Fee	90 %
Refundable	Yes
Cancellation Fees Refund	25% for cancellation more than 72 hours before ETD. 50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD. 90% for cancellations less than 4 hours before the ETD and or recorded ticket noshow
Correction / Rename	Yes; pay <b><i>name correction / name change fee</i></b>

<b>Class</b>	<b>I / D / C</b>
The validity period of ticket	3 month; Unused ticket expires after the expiration of
Open Date	No

baggage free of charge	30kg
Reroute	Yes
Endorse	No
Rebook	Yes; <b>FREE</b>
Upgarde	Cancellations made at any time (before check-in)
Cancellation Fees (CF)	<b>FREE</b>
No Show Fee	50 %
Refundable	Yes
Cancellation Fees Refund	25% for cancellation more than 72 hours before ETD. 50% for cancellation 72 hours to 48 hours before ETD. 60% for cancellation 48 hours to 24 hours before ETD. 70% for cancellation 24 hours to 12 hours before ETD. 80% for cancellation 12 hours to 4 hours before ETD. 90% for cancellations less than 4 hours before the ETD and or recorded ticket noshow
Correction	Yes; <b>FREE</b>
Rename	Yes; pay <b>name change fee</b>

## INFANT

1. Rates of infant 10% of basic adult fare (fare applicable), plus 10% VAT and insurance (IWJR).
2. Baggage free of charge: NIL (not eligible).
3. The validity period of 3 months of infant tickets.
4. If cashed the refund fee will be charged only Rp 20,000.
5. Executive class infant; full refund.
6. If the data infant in accordance with actual conditions, but the infant physically large that does not allow rests with the parents, then upgrade infant to adult classes according to the reservation.
7. If the data does not correspond infant, the infant to class upgrade available.

## CANCELATION

1. Accordance with government regulations (PM 18S / 2015) cancellation fees (d) charged on the ticket with the following conditions;
  - o Economy Class;
    - a. 25% of the basic fare, for cancellation more than 72 hours before departure.
    - b. 50% of the basic fare, to the cancellation of 72 to 48 hours before departure.
    - c. 60% of the basic fare, to the cancellation of 48 to 24 hours before departure.
    - d. 70% of the basic fare, to the cancellation of 24 to 12 hours before departure.
    - e. 80% of the basic fare, for cancellation from 12 to 4 hours prior to departure.
    - f. 90% of the basic fare, for cancellations less than 4 hours before departure.
  - o Executive Class; anytime
2. Bookkeeping book keeping no show is not canceled until the time of check-in is closed (or the

corresponding provision in the system des closing time).

3. Late check-in subject to a no show fee
4. Cancellation of tickets already check-in: Scorched

## **REFUND**

1. Request for refund by direct passengers, can be received all over Sriwijaya Air sales offices; good for tickets purchased directly or through an agent
2. Request for refund by the travel agent can only be accepted at the sales office / district where was registered travel agents or directly carried out by the system.
3. Cancellation for refund fee is calculated on the basic fare on the ticket.
4. Ticket refund process since submitted;
  - a. Purchase of cash is a maximum of 15 (fifteen) days,
  - b. Purchase with a credit / debit card maximum of 30 (thirty) days,
  - c. As for who made directly by the agency refund the money will go straight to the top up agent.
5. Refunds can only be processed along the ticket is still valid / valid (corresponding period of validity of the ticket) and ticket status "open for use".
6. To process the refund, tickets can be accepted up to 2 days after the ticket expires, both the submission of the Representative Office and filing through b2b portals agent.
7. Tickets at direct (through fare) can not be cashed in part, unless there irregularity.
8. To refund the tickets with multi-segment, the segment that will be cashed acceptable after another segment flown (If different class, expiry date following the expiry of the longest of them).
9. Tickets are expired, be expired and can not be cashed

## **REROUTE**

1. Reroute only done throughout ticket is still valid.
2. Reroute take into account the value of old tickets, whether there cf or no show fee.
3. Reroute not restore the old ticket value if there is an excess.
4. Class on the new ticket with a minimum equal to the class of the old ticket.
5. Prices in the new ticket is the price corresponding new route.

## **REBOOK**

For advanced rebook conditions (leave early) allowed, with records;

1. Seat still available
2. In case of an upgrade, then follow the provisions upgrade

3. The validity period is calculated from the date of ticket new

#### **UPGRADE**

1. Upgrade tickets were only conducted in a representative Sriwijaya Air.
2. Executive class upgrade does not apply; if the appropriate grade full but seat tickets are still available; may be requested to rebook to a corresponding class in the ticket (same class).
3. For tickets case for upgrading from economy class to executive class is not charged a cancellation fee (CF), if noshow noshow fixed fee is charged.

#### **ADM FEE**

1. Rebookfee 50,000 / USD5 / MYR20 per date.
2. E-ticket Void 20,000 / USD2 / MYR10 per ticket.
3. Free ticket Rp.55.000/ USD5 / MYR20 per ticket

#### **PSC / AIRPORT TAX**

1. PSC / Airport Tax is already included in the ticket valid for an adult ticket and children.
2. PSC refunded if the ticket is not so used (not check-in], applies to refundable tickets and non ~ fundable.

#### **NAME CORRECTION and CHANGE NAME**

1. After ticketing correction and rename allowed to pay a name change fee and upgrades in accordance with upgrade.
2. Name change fee charged if a change of more than three letters.
3. Change Name Fee Rp. 200,000 / US 20/ MYR 100.
4. Gender correction charge (free).
5. Before ticketing; allowed corrections name (max 3 letters), renaming is not allowed.
6. Correct name / change name is not valid for ticket return / multi segment that has been used most.