

# E-ticket

Departure Flight



Citilink  
Subclass E ( Economy )

Sunday, 7 February 2021

12:20 ● Jakarta (CGK)  
Soekarno Hatta International Airport - Terminal 3

14:05 ○ Batam (BTH)  
Hang Nadim - Terminal Domestic

Traveloka Booking ID  
**676466312**

Airline Booking Code (PNR)  
**L8KKQI**

**REFUNDABLE**



Present e-ticket and valid identification at check-in



Check-in **at least 90 minutes** before departure



All times shown are in local airport time

No.	Passenger(s)	Route	Flight Facilities
1	Mr. ELICOHEN DIMA SAGALA (Adult)	CGK - BTH	20 kg

FOR ANY QUESTIONS, VISIT TRAVELOKA HELP CENTER:

[trv.lk/help](http://trv.lk/help)

BOOKING ID

676466312



### No Need to Print

Save trees, go paperless!  
View and use your item upon redemption or entry by going to My Booking in Traveloka App.



### Real-Time Flight Status

Updates on the latest flight status are available in My Booking in Traveloka App. You can also share this info with friends and family!



## Traveloka COVID-19 Protection included!

CHUBB®

This free insurance from Traveloka Protect will help cover you in case you get infected with COVID-19 during your travels. It is exclusively applicable to **Indonesian citizens age 18 – 70 years old** on the date of departure. To learn more about its coverage and claim procedure, go to [trv.lk/free-insurance](http://trv.lk/free-insurance).

## Passenger Details

No.	Passenger(s)	Route
1	Mr. ELICOHEN DIMA SAGALA	Jakarta - Batam

## Get a Free Rapid Antigen Test from Citilink

### How to Redeem

Just show this e-ticket to one of Klinik Pintar's locations as listed in <https://klinikpintar.id/partner/citilink>.

### Redemption Period

From 14 days before until 30 days after the flight's departure date, as written on this e-ticket.

### Eligibility

The free Rapid Antigen Test is applicable for adult and child passengers (2 years or older), but not for infants (below 2 years old).

## Special COVID-19 Regulations for Passengers

INFO: Regulations might change from time to time, as determined by local and national authorities. To make sure that you find the most updated regulations, please visit <https://trv.lk/safe-travel>.

Based on Circular Letter No. 9/2020 from Indonesia's Task Force for the Acceleration of COVID-19 Mitigation, from 26 June 2020 onwards the following regulations apply to any domestic flight passengers and international passengers arriving in Indonesia.

### For domestic passengers

- At the departure airport, present a valid ID (KTP/other official identity document).
- At the departure airport, present a letter that confirms a negative result for COVID-19 upon testing with a swab test /PCR (Polymerase Chain Reaction) or rapid diagnostic test. The letter must be issued within 14 days before your departure date.
- For passengers from an area with no PCR/swab test or rapid test facility, present a letter from a hospital or a local health clinic (Puskesmas), stating that you are in good health and free from influenza-like symptoms.
- Fill in a statement letter provided by the airline. For more details about the statement letter, please visit <https://trv.lk/safe-travel> or contact the airline directly.
- Upon arrival, fill in the Health Alert Card (HAC) form and submit it to the Port Health Office (KKP) officials or a representative from the local health department.
- Comply with the airline's travel policy, including the policy to wear a mask onboard and around the airport area.

- Comply with additional regulations from regional authorities. Please read the complete terms and conditions in <https://trv.lk/safe-travel>.

#### For international arrivals

- Present a letter that confirms a negative result for COVID-19 upon testing with a swab/PCR test. Passengers who fail to present the letter must take a swab/PCR test upon arrival and undergo a quarantine at a designated facility while awaiting the result.
- Comply with other regulations from the Indonesian government and local/regional authorities at your departure and arrival points.

Please make sure you can fulfill all the requirements. The airline and government officials will review your documents at the airport. Should you fail to present the complete and correct documents, you may be deemed as non-compliant with the relevant air travel laws/regulations, and may not be allowed to board the flight. If you are denied boarding for this act of non-compliance, you might not be able to request a refund for your ticket. All refunds are subject to the airline's approval.

The decision to onboard a passenger, either at the departing airport or during transit, lies solely with the airline and officials at the airport. Traveloka will not be responsible for any consequences that may arise from the passenger's failure to comply with the laws/regulations.

Please read the complete terms and conditions in <https://trv.lk/safe-travel>

---

## Airline Conditions of Carriage

Please read and understand the following airline's conditions of carriage

**Citilink** Citilink : <http://traveloka.com/x/coc/qg>

Passenger sitting in the Green Zone or Regular Zone must also read <https://www.citilink.co.id/en/green-zone>

Important Notice for Pregnant Passengers

- Pregnant passengers are required to submit a medical certificate and sign a Limited Liability Statement at the airport check-in counter.
- The medical certificate must state the age of the pregnancy and that the passenger is fit to travel. The medical certificate must be issued within seven (7) days before flight departure.

---

## How to Reschedule

1. Log in to your Traveloka account via <https://www.traveloka.com/login>, or your Traveloka App.
2. Go to **My Booking** and open the booking you want to reschedule. If rescheduling is available for your booking, click **Request Reschedule**.
3. Don't worry, your initial booking will still be valid until your new e-ticket is issued.
4. Select the flight and passenger you want to reschedule.
5. Enter your new preferred flight details. Then, select your new flight.
6. Check your booking details and click **Continue** to submit your reschedule request.
7. If the price was not available when you were selecting your new flight, wait for your new ticket price to be confirmed.
8. If you need to pay for the fare difference or rescheduling fee, please complete your payment within the given time limit.
9. After your payment is successful, you will receive your new e-ticket in **My Booking** and email.

## How to Refund

1. Log in to your Traveloka account via <https://www.traveloka.com/login>, or your Traveloka App.
2. Go to **My Booking** and open the booking you want to refund. Then, click **Request Refund**.
3. Don't worry, your booking will still be valid until you have submitted your refund request.
4. Read the general refund info about your booking. If your flight is refundable, click **Start My Refund** to begin your refund process.
5. Select your refund reason and the passenger you want to refund.
6. Complete your refund requirements, such as uploading your refund documents or filling in your bank account details.
7. Review your refund details and click **Submit Refund**.
8. We will review your refund request and forward it to the airline.
9. You will be notified of every progress of your refund. But, you can also keep track of your refund status via **My Booking**.

All refund should be processed through Traveloka. Otherwise, refund will not be approved by airline.