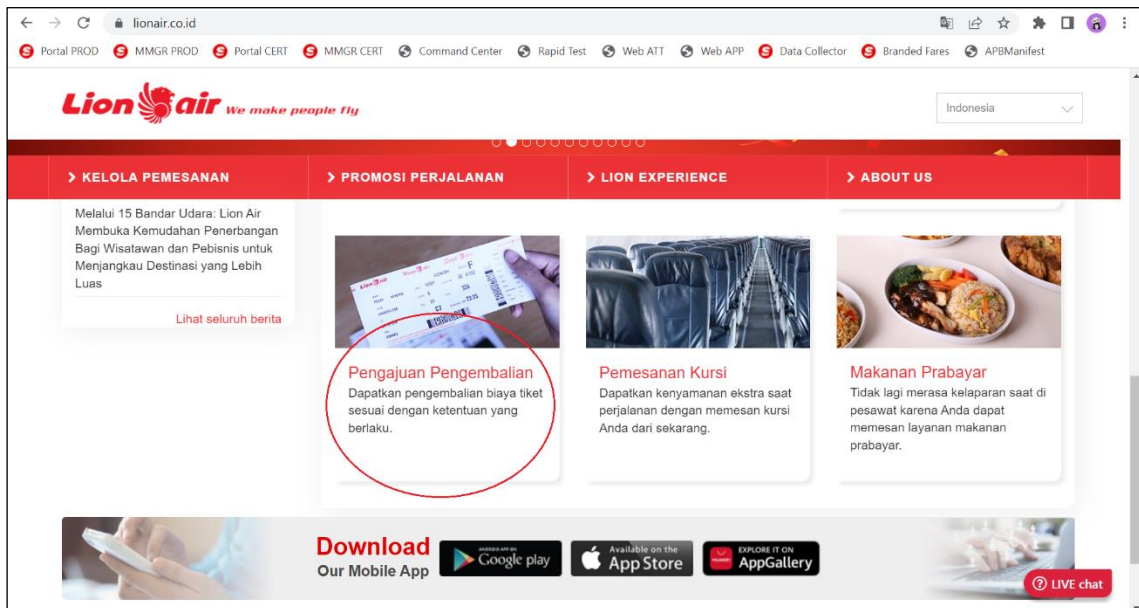
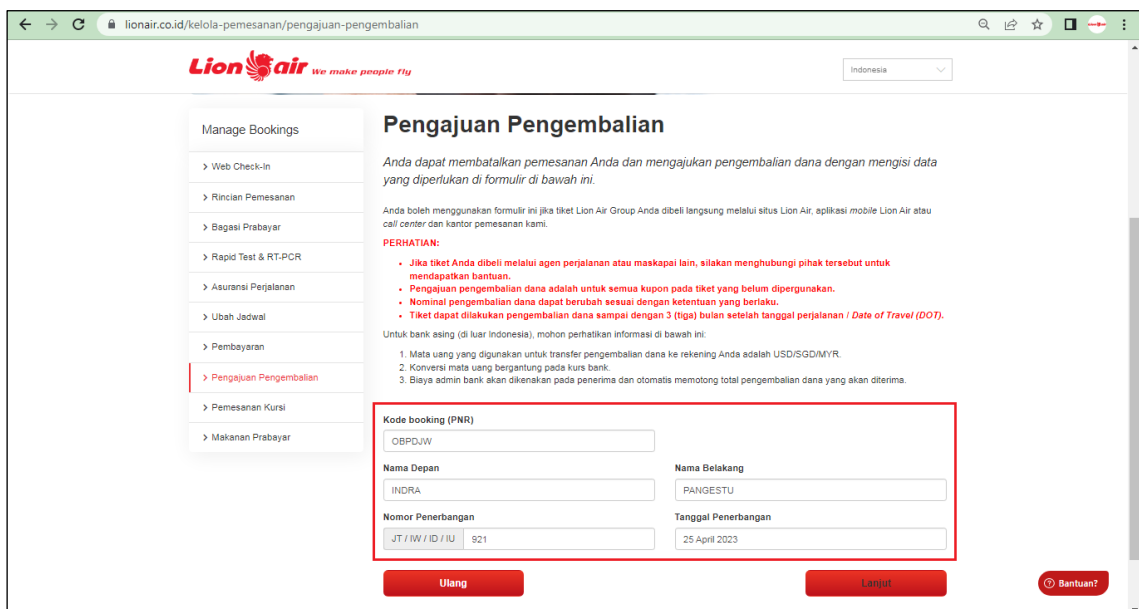


1. Anda dapat mengajukan pengembalian dana (*refund*) tiket melalui website resmi kami pada link berikut: <https://www.lionair.co.id/> sesuai syarat dan ketentuan yang berlaku.
2. Pilih menu “Kelola Pemesanan” dan pilih “Pengajuan Pengembalian”.



3. Silahkan input Kode Booking (PNR), nama pelanggan, nomor serta tanggal penerbangan, pilih tombol ‘Lanjut’ untuk melanjutkan proses.

*Tips: Hanya tiket yang dibeli dari kantor perwakilan maskapai (kantor kota maupun bandara) serta pembelian tiket dari website atau mobile apps yang dapat diajukan refund melalui website. Apabila anda melakukan pembelian tiket melalui Travel Agent, anda dapat langsung mengajukan refund ke Travel Agent terkait.*



- Reservasi Anda berhasil di *retrieve*, silahkan pilih menu “Refund” untuk mengajukan pengembalian dana.

Your booking details are as follows. Please verify the same and continue to manage your booking.

**Booking Reference (PNR)**

OBPDW

**Passenger name(s)**

Name	FF Number	Ticket Number	Meal Preference	Special Request
1. MR INDRANGESTU	NA	990215385286	NA	NA

**Itinerary details**

Flight	Departing	Arriving	Details	Class	Meals	Status
JT921 737-900ER	Denpasar (Bali) (DPS) 14:55 Tue, 25 Apr Terminal 1	Surabaya (SUB) 14:55 Tue, 25 Apr	0 stops 1h 0m Aircraft: 739	Economy	N/A	Confirmed
JT990 737-900ER	Surabaya (SUB) 09:10 Sat, 29 Apr Terminal 1	Denpasar (Bali) (DPS) 11:05 Sat, 29 Apr	0 stops 0h 55m Aircraft: 739	Economy	N/A	Confirmed

**Fare Details**

Base Fare	IDR	895,000
Total Taxes	IDR	468,680
TOTAL TICKET	IDR	1,363,680
TOTAL AMOUNT	IDR	1,363,680

**Please Note:**  
The itinerary details above will display only unutilized segments in your booking. If the status of your booking is either checked-in, used or refunded, the same will not be displayed here.

Go Back Change Flight Add Ons **Refund**

- Pilih penumpang yang ingin diajukan refund lalu klik tombol ‘Continue’.

Your booking details are as follows. Please verify the same and continue to online to issue your e-ticket.

**Booking Reference (PNR)**

OBPDW

**Passenger name(s)**

Name	Lion Passport No./Batik Miles No.	Ticket Number	Special Meal Request	Special Request
1. MR INDRANGESTU	NA	990215385286	NA	NA <input checked="" type="checkbox"/>

**Itinerary details**

Flight	Departing	Arriving	Details	Class	Meals	Status
JT921 737-900ER	Denpasar (Bali) (DPS) 14:55 Tue, 25 Apr Terminal 1	Surabaya (SUB) 14:55 Tue, 25 Apr	0 stops 1h 0m Aircraft: 739	Economy	N/A	Confirmed
JT990 737-900ER	Surabaya (SUB) 09:10 Sat, 29 Apr Terminal 1	Denpasar (Bali) (DPS) 11:05 Sat, 29 Apr	0 stops 0h 55m Aircraft: 739	Economy	N/A	Confirmed

Back **Continue**

6. Terlampir perkiraan detail *refund* tiket anda, silahkan klik 'Continue' jika anda setuju.

**Booking Reference (PNR)**  
0BPDW

**Passenger name(s)**

Name	Lion Passport No./Batik Miles No.	Ticket Number	Special Meal Request	Special Request
1. MR INDRA PANGESTU	NA	9902153856286	NA	NA

**Itinerary details**

Flight	Departing	Arriving	Details	Class	Meals
J1921 737-900ER	Denpasar (Bali) (DPS) 14:55 Tue, 25 Apr Terminal 1	Surabaya (SUB) 14:55 Tue, 25 Apr	0 stops 1h 0m Aircraft: 739	Economy	N/A
J1990 737-900ER	Surabaya (SUB) 09:10 Sat, 29 Apr Terminal 1	Denpasar (Bali) (DPS) 11:05 Sat, 29 Apr	0 stops 0h 55m Aircraft: 739	Economy	N/A

**Refund Details**

Total Fare Paid	: IDR	1,363,680
Less Cancellation Charges	: IDR	223,750
Total Amount Refunded	: IDR	1,139,930

Go Back Continue

7. Silahkan lengkapi formulir *refund* dibawah ini.

**Refund Request**

You can cancel your booking and request for refund by filling the necessary details in form below  
You may use this form if your Lion Air Group ticket was purchased directly from Lion Air website, mobile application or our call centers and ticketing offices.

**WARNING: If your ticket was purchased through a travel agent or another airline, please contact them directly for assistance.**

For foreign bank account (outside Indonesia), please note the information below:  
1. Transfer will be using (CURR) USD/SGD/MYR into your account.  
2. Currency conversion will be based on bank's rate  
3. Bank's admin fee will be charged to the recipient and will deduct the refund amount

Booking Reference (PNR)  
0BPDW

**PASSENGER 1**

First Name: INDRA Last Name: PANGESTU Ticket Number: 9902153856286

Prepaid Baggage EMD Number (if exists):

Total Fare Paid : IDR 1363680  
Less Total Used Amount : IDR 0  
Less Cancellation Charges : ( IDR 223750 )  
Refundable Ancillaries : IDR 0  
Total Amount Refunded : IDR 1139930

**Refund Reason**  
TESTING SUBMIT REFUND WEBSITE

Country Code: Indonesia (+62) Area Code: 000 Phone Number: 0854452214432

Email Address: indra@gmail.com

Refund Option:  
 Bank Account  Credit Card

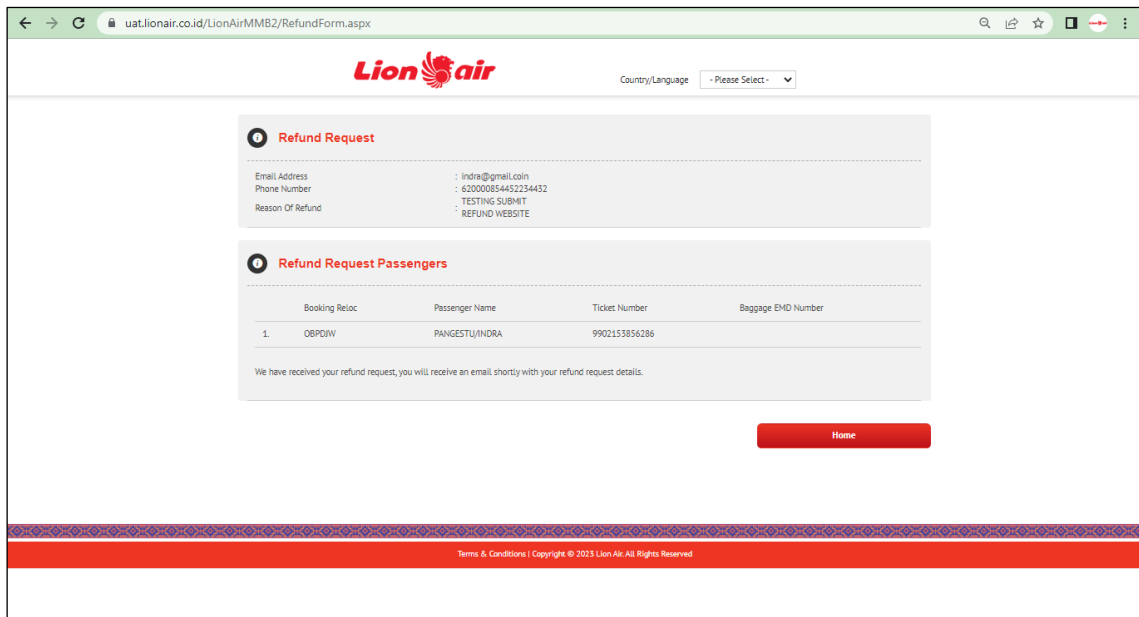
Credit Card Number (Last 4 Digit): 4444 Credit Card Name: indra pangestu

Identity / Passport Number: 32710044226671264 Upload Identity / Passport: Choose File

Upload Power of Attorney (required if account owner is not one of passengers): Choose File No file chosen Upload Health Document Result (required if Reactive or Positive): Choose File No file chosen

Back Submit

8. Pengajuan *refund* selesai.



Anda akan menerima email dari Lion Group atas pengajuan refund anda. Apabila data yang dilampirkan sudah lengkap dan sesuai, maka anda akan mendapatkan dana refund sebagai berikut:

METODE PEMBAYARAN	DURASI REFUND	
	Lokal Bank Indonesia	Bank Asing
Cash	15 (fifteen) Hari Kerja	60 (sixty) Hari Kerja
Convenience Store	15 (fifteen) Hari Kerja	-
Payment Code	30 (thirty) Hari Kerja	60 (sixty) Hari Kerja
Credit Card	30 (thirty) Hari Kerja	60 (sixty) Hari Kerja
Debit Card	30 (thirty) Hari Kerja	-