

# **Lion Group Terms of Use as of**

## **December 26, 2025**

### **Terms of Use for Website and/or Application**

Thank you for visiting lionair.co.id (the “**Website**”) or downloading the Lion Air application (“**Application**”). These terms of use (together with its amendments, supplements and/or modification shall be referred to as “**Terms of Use**”) constitute as an agreement between Users (“**You**”, “**Your**”, or “**Yourself**”) and Lion Air Group (including Batik Air, Lion Air, Wings Air, Malindo Air and Thai Lion Air, “**We**”, “**Us**” or “**Our**”). This Website is owned and operated by PT Lion Mentari (“**Lion Air**”), a limited liability company duly established and legally operating under the laws of the Republic of Indonesia and domiciled in DKI Jakarta, Indonesia. These Terms of Use govern Your access to or use of the Website and/or Application.

Please read these Terms of Use and the [Privacy Policy](#) carefully as these contain important information about Your rights and obligations. We reserve the right to change, modify, add and/or delete any provision of these Terms of Use and the [Privacy Policy](#), at any time, at Our sole discretion and without any prior notice to You. Changed provisions will become effective once posted on the Website and it is Your responsibility to read these Terms of Use and the [Privacy Policy](#) periodically. Your continued access to or use of the Website and/or Application after any change means You have accepted the changed provisions. If, at any time, You do not agree to any part of these Terms of Use and the [Privacy Policy](#), please immediately cease to access or use the Website and/or Application.

By accessing or using this Website and/or Application, booking any reservation for travel products or services on this Website and/or Application, or contacting Our call center agents, You acknowledge that You have read, understood and agree to these Terms of Use and Our [Privacy Policy](#), and their further amendments, which are integral parts to them.

#### **Your Account**

1. For registration purposes, We will collect and process Your personal information, such as Your name, electronic mail address and mobile phone number. You must provide Us with the accurate, complete and latest information and agree to provide Us with any proof of identity that We may reasonably request.
2. After You register, Our system will process and verify the information You provided and will create a personal Lion Air account (“**Account**”) designated for You. Your Account can only be used by You and cannot be transferred to other people for any reason. You hereby represent that You will not authorize other people to use Your identity or Your account for any reason. We reserve the right to refuse to facilitate Your orders if We know, or have sufficient reasons to suspect, that You have transferred or allowed Your Account to be used by someone else.
3. You must maintain the security and confidentiality of Your Account, including Your registered name, electronic mail address, mobile phone number and/or any information related to Your Account. All losses and risks arising from Your negligence in maintaining the security and confidentiality of Your Account are to be solely borne by You. In such cases, We will assume any use or order made through Your Account as Your legitimate request and We will continue

processing such an order. You hereby declare that We are not responsible for any loss and/or damage arising from such a misuse of Your Account.

4. If You become aware of any unauthorized use of Your Account or You no longer have control over Your Account (e.g., Your Account is hacked or Your device is stolen), You are required to notify Us immediately. We will take actions which we consider as necessary and We will act accordingly, in Our discretion, in response to Your report and/or the unconsented use of Your Account. Please note that You are responsible for the use of Your Account even if Your Account is misused by others.

## Privacy

The collection, storage, processing, use and sharing of Your personal information, such as Your name, electronic mail address and mobile phone number, which You have provided when creating the Account, making a booking or buying a flight ticket from the Website and/or Application, are subject to Our [Privacy Policy](#), which is an integral part of these Terms of Use.

## Termination

1. We have the sole and full discretion to change, postpone, discontinue or cease the Website and/or Application, including services that are made available on the Website and/or Application, any function of the Website and/or Application and/or any part thereof, at any time for any reason without prior notification to You ("Our Termination") and We shall not be liable to You or any other third party in the event of Our Termination.
2. Similarly, You may, at any time at Your sole and full discretion, delete Your Account or terminate Your access to, or use of, the Website and/or Application ("Your Termination"). We do not have any obligation to You for any matter arising from the time of Your Termination. However, You are still responsible for fulfilling Your obligations that have arisen, including but not limited to, any obligation that may arise as a result of disputes, claims or other existing legal actions, before the date of Your Termination.
3. In the event of Our Termination or Your Termination, You are still bound by the obligations in these Terms of Use, including but not limited to sections on **Termination, Your Responsibility, Disclaimer, Limitation of Liability, Indemnification, Governing Law and Dispute Resolution** and **Your Statement**, to which You have agreed to.

## Third-Party Content

The Website and/or Application may contain links to websites operated by third parties. The third-party content providers are responsible for procuring any permission necessary to display their contents. We do not endorse or recommend, nor do we have the obligation to review and/or have control over those sites, sources or third-party contents. You understand and agree that We are not responsible for the content or privacy or other activities of such sites. By clicking on those links or visiting those sites, You hereby represent, acknowledge and agree that such an action is Your voluntary action to view or enter those sites and You bear all risks by Yourself when entering those sites. You hereby release Us from and against any and all liabilities, expenses, losses or damages, either directly or indirectly caused or allegedly caused by or in connection with the use of or access to those sites, sources or third-party contents.

## **Intellectual Property**

1. The Website and/or Application, including but not limited to names, text, data, graphics, images, sounds, videos, logos, icons, software, program codes, domain name, designs, trademarks, technologies, database, business process and models, are protected by copyright, trademark, patent and other intellectual property rights available under the laws of the Republic of Indonesia, as well as other international laws and treaties, which are registered either on behalf of Us or Our affiliates. We (and Our licensors) have all the rights and interests, including rights over the selection, coordination, arrangement, and repair of any content and the original content of the Website and/or Application, and all intellectual property rights related to all features contained therein and related intellectual property rights.
2. Subject to these Terms of Use, We grant You a limited, non-exclusive, revocable (with or without any cause), non-transferrable (without the right to sublicense) license to download the Application and to access and/or use content, information and related materials available on the Website and/or Application solely for personal and not for commercial purposes. All rights and privileges that are not expressly granted herein are reserved by Us or Our licensor.
3. Any duplication, distribution, creation of derivative works, sale or offer to sell, display either in part or in full, publication, modification, reproduction or alteration, including any use which diverges from these Terms of Use, and the intended purposes determined by Us, is a violation of Our intellectual property rights, except with Our or Our licensor's prior express and written permission.
4. We reserve Our rights to bring any claim, suit, proceeding and all necessary actions, either civil or criminal or both, against such a violation for the full amount of damages or losses suffered by Us or Our licensor, including all costs and expenses incurred for bringing that claim, suit, proceeding or action.
5. The Website and/or Application may also contain intellectual property rights of other third parties. The use of any third-party's intellectual property on the Website and/or Application shall not be deemed a recommendation, sponsorship, endorsement or any kind of partnership with such a third-party, except as otherwise provided. We shall not be held responsible for any infringement of any third-party's intellectual property rights or other third-party content.
6. In creating and developing the Website and/or Application, preparing the source code and performing software support, We may license the use of open source software or third-party's software. Any use of open source software and intellectual property rights of other third parties by Us is with, and in accordance to, the necessary licenses or permits.

## **Limitation of Use**

1. The content and information on the Website and/or Application, as well as the infrastructure used to provide such content and information, is proprietary to Us or Our licensor. You may make limited copies or download extracts from the Website and/or Application for Your personal and non-commercial use only, provided that you keep intact all accompanying copyright, trademark and other proprietary notices.
2. You agree to use the Website and/or Application solely to determine the availability of goods and services, make legitimate reservations or purchases or transact business with Us. You agree to use the Website and/or Application only for personal, non-commercial use and not to make any false reservation or any reservation in anticipation of demand. We may cancel, without notice, all confirmations associated with multiple reservations to one or more destinations on or about the same date.
3. You agree to all of these Terms and Conditions, including but not limited to, full and timely payment of all amounts due and compliance with all rules concerning availability of fares, products or services. All fees, assessments, charges, taxes and duties arising out of the use of the Website and/or Application are Your sole responsibility.

Additionally, you agree not to:

- a. delete any copyright, trademark or other proprietary notices contained in the Website and/or Application;
- b. copy, modify, adapt, translate, create derivative works from, distribute, license, sell, transfer, display in public either in part or in full, reverse engineer, transmit, move, broadcast, decompile, or disassemble any part of or in other ways to exploit the Website and/or Application or use the Website and/or Application or any content therein, including third-party content, for any commercial purposes;
- c. bypass any restrictions or any robot exclusion protocols or circumvent other measures implemented to prevent or limit access to the Website and/or Application;
- d. use site searching or retrieval applications, other manual or automatic devices for scrapping, indexing, surveying or data mining;
- e. deep-link to any portion of the Website and/or Application or otherwise incorporate any part of the Website and/or Application into other website for any purposes;
- f. launch any automated programs or scripts that might create multiple server request per second or create, in Our sole discretion, an unreasonable or disproportionately large load, heavy burdens or impede the operation and/or performance of the Website and/or Application;
- g. use or unofficially access the Website and/or Application to damage, weaken or jeopardize any aspect or related systems or networks of the Website and/or Application; and/or

- h. create any look-alike competing products or services using ideas, features, function or graphic similar to the Website and/or Application.
- 4. We have taken reasonable steps to ensure that the information provided by Us on this Website and/or Application is accurate at the time You view it. However, We cannot and have not checked the accuracy of all information provided by outside sources, for example by the providers of other information or of other third parties linked to or from the Website and/or Application.
- 5. Commentary and other materials posted on Our Website and/or Application are not intended to amount to an advice on which reliance should be placed. We, therefore, disclaim all liability and responsibility arising from any reliance placed on such materials by any visitor to Our Website and/or Application, or by anyone who may be informed or act upon any of its contents.
- 6. We aim to ensure that availability of the Website and/or Application will be uninterrupted and that transmissions will be error-free. However, due to the nature of the internet, this cannot be guaranteed and We reserve the right to withdraw or amend the service We provide on the Website and/or Application without notice. Also, Your access to or use of the Website and/or Application may occasionally be suspended or restricted to allow for repairs, maintenance, or the introduction of new facilities or services. We will attempt to limit the frequency and duration of any such suspension or restriction. We will not be liable if for any reason, Our Website and/or Application is unavailable at any time or period.

## **Actions We Consider Necessary**

1. We have the full right to temporarily or permanently de-activate, suspend, block or delete, Your Account and/or to reject, not accept or in certain cases, cancel the booking confirmation, at Our sole discretion and without prior notice or any explanation to You, if We become aware of, or have sufficient reasons to suspect, the following situation:
  - a. You have breached any provision of these Terms of Use or [Privacy Policy](#);
  - b. You have provided inaccurate, erroneous or misleading information;
  - c. You have refused to provide certain information requested by Us;
  - d. You have encountered communication difficulties, system breakdowns or other practical or technical impediments;
  - e. You have conducted any action that is prohibited by laws;
  - f. You have been alleged or reported of any criminal or fraudulent activities;
  - g. You have been alleged or reported of conducting inappropriate behaviors, threats, or insults to Us and/or Our respective agents or representatives;
  - h. You have been listed on any “blacklist” or “watch list” by the government or international organization; and/or
    - i. You have reported loss of control over Your Account, suspicious activities from Your Account or unauthorized use of Your Account by another person.
2. We can, at any time, delete or remove Your membership or activities related to the Website and/or Application, either temporarily or permanently, where in such a case, You are prohibited from attempting to access or use the Website and/or Application in any other form or manner or using any other credentials.
3. If (i) Your Account is de-activated, suspended or blocked, (ii) Your transaction is rejected, refused or cancelled, or (iii) Your membership is deleted or removed (collectively referred to as the “**Sanctions**”) and You have clear evidence that You should not be subject to such Sanctions, You may report the evidence to Us. After further examining Your report, We will, at Our sole discretion, determine to end or continue the Sanctions against You. Such Sanctions will not be continued unreasonably if We have decided that the matters triggering the Sanctions have been resolved. Please note that if Your Account is deleted, either by You or Us as a result of the Sanctions, including by Our Termination or Your Termination, then We may not be able to recover Your Account and You may need to create a new Account for accessing or using the Website and/or Application.
4. We reserve the right to take any necessary legal actions, both in civil or criminal proceedings, against You for any of Your violation toward these Terms of Use, and/or the [Privacy Policy](#), and other activities that are considered as a violation pursuant to these Terms of Use or applicable laws and You may be held liable for monetary losses and damages, including litigation costs and compensation.

## **Your Responsibility**

1. You are fully responsible for the decision to access or use the Website and/or Application, including all risks arising from the access to or use of the Website and/or Application. You shall treat Us and our agents or representatives respectfully and shall not engage in unauthorized, threatening or harassing behavior when accessing or using the Website and/or Application.
2. You are fully responsible for any loss and/or claim arising from the access to or use of the Website and/or Application, either by You or other parties who use Your Account, in a manner that is contrary to these Terms of Use and [Privacy Policy](#), including terms and conditions set forth by any third-party content provider, or applicable laws and regulations, including but not limited to the purpose of anti-money laundering, anti-terrorism financing, criminal activities, fraud in any form (including but not limited to phishing and/or social engineering activities), violations of intellectual property rights and/or other activities that are harmful to the public and/or any other parties or are considered damaging Our reputation.

## **Disclaimer**

Your access to or use of the Website and/or Application, including all materials and contents therein, is solely at Your own risk. We provide the Website and/or Application "as-is". We do not represent or warrant that the reliability, timeliness, quality, suitability, availability, accuracy, completeness or security of the Website and/or Application will fulfill Your needs and suffice Your expectations. We do not represent or warrant that the functions contain in the Website and/or Application will be uninterrupted or error-free, that defects will be corrected, that the Website and/or Application is free of any virus or other harmful elements or that the Website and/or Application is free from interferences or other forms of system disruption caused by unauthorized access by other parties. To the fullest extent permissible by applicable laws, We disclaim all warranties, express or implied, including all warranties of satisfactory quality, merchantability, fitness for a particular purpose, reasonable care and skill and non-infringement.

## **Limitation of Liability**

1. Subject to applicable laws, under no circumstances, including negligence, will We be liable for any direct, indirect, punitive, exemplary, special or consequential damages that results from the access to, use of or the inability to use, the materials in the Website and/or Application. We are not liable nor responsible for any materials provided by third parties and shall not under any circumstances, be liable for any loss, damages or injury arising from these materials.
2. If there is any direct loss due to Our violation of these Terms of Use, You agree and expressly limit the amount of Your claim as to the total amount actually incurred or paid in connection to the event.
3. Any claim You may have against Us under or in connection with the Website and/or Application or these Terms of Use must be notified to us within 1 (one) year after the event giving rise to such a claim, failing which (to the maximum extent permitted by applicable laws) You will forfeit any rights and remedies You have in respect of such a claim.

## **Indemnification**

You expressly release and agree to defend and indemnify Us, including but not limited to Our Officials, directors, commissioners, employees and agents, from any and all obligations, consequences, material or immaterial losses, claims, fees (including advocate fees) or legal responsibilities that arise or may arise from (i) Your access to, or use of, the Website and/or Application, (ii) Your violation of these Terms of Use and the [Privacy Policy](#), (iii) any interference or other forms of system disruptions, or (iv) Your use of or access to third-party contents and/or Your violation of the terms and conditions stipulated therein.

## **Force Majeure**

The Website and/or Application may be interrupted by events outside of Our authority or control ("Force Majeure"), including but not limited to natural disasters, extreme weather, electricity disruptions, telecommunication failures, breach of cyber-security, outbreak of any kind of virus or disease, riot, terrorist attacks, industrial dispute, government policies or other events. You hereby agree to release Us from any demand and responsibility, if We are not able to facilitate any services, including to fulfill instructions You have requested through the Website and/or Application, either in part or in whole, due to Force Majeure. We are not to indemnify You in case We cannot facilitate or obtain for You the services as a result of events that transpire due to Force Majeure.

## **Irregularity**

(A condition that occurs beyond the normal operational control of the airline and is not requested by the passenger)

Passenger Rights:

Passengers are given the choice of one (1) service option according to the provisions below.

### **Applicable for Flight Cancellation and Schedule Change:**

- Passengers are entitled to one (1) flight schedule change free of charge, with a maximum of 30 days from the original departure date. This does not apply during peak season.
- Passengers are entitled to a full fare refund through the original point of ticket purchase, and this remains valid even if the passenger has already checked in, without prior schedule changes or using other Service Recovery options.

### **Applicable for Delay, Route Diversion, and Missed Connection:**

- Passengers are entitled to one (1) flight schedule change free of charge, with a maximum of 7 days from the original departure date. This does not apply during peak season.
- Passengers are entitled to a full fare refund through the original point of ticket purchase.
- For delays, a full fare refund is only applicable if the delay exceeds 60 minutes and the passenger has already checked in.

## **Governing Law and Dispute Resolution**

These Terms of Use are governed by and interpreted in accordance with the laws of the Republic of Indonesia. Any and all disputes arising from the access to or use of the Website and/or Application shall first be discussed in good faith by You and Us to reach an amicable resolution within 60 (sixty) days from the date of the notice of dispute. Should Your and Our attempts to reach a consensus fail, the dispute will be resolved in the exclusive jurisdiction of the South Jakarta District Court.

## **Your Statement**

1. You represent and warrant that You are at least 18 (eighteen) years old or are married and are not under guardianship or custody, and that You are legally capable and have the right to bind Yourself to these Terms of Use. If You do not meet those conditions but still access or use the Website and/or Application, You represent and warrant that Your act of signing up, accessing or conducting other activities within the Website and/or Application have been approved by Your parents, guardians or custodian. You, hereby, expressly waive any rights under the applicable laws to cancel or revoke any and all consents You provided according to these Terms of Use when You are deemed legally mature.
2. You agree to access or use the Website and/or Application solely for the purpose as specified in these Terms of Use and not to abuse or use the Website and/or Application for fraudulent purposes, causing inconvenience to others or other actions that may or may be deemed to cause losses in any form towards other people.
3. BY CONTINUING ACCESS TO OR USE OF THE WEBSITE AND/OR APPLICATION, YOU HEREBY AGREE TO BE SUBJECT TO AND COMPLY WITH ALL OF THE TERMS OF USE AND [PRIVACY POLICY](#), INCLUDING ALL OF THEIR AMENDMENTS. IF YOU DO NOT AGREE TO ANY PART OF THESE TERMS OF USE OR [PRIVACY POLICY](#), PLEASE IMMEDIATELY CEASE YOUR ACCESS OR USE OF THE WEBSITE AND/OR APPLICATION.

## **Online Bookings**

1. You may book tickets on the Website and/or Application for up to 9 (nine) passengers per booking, which may consist of adults and children (2 to below 12 years old). Additionally, 1 (one) infant (0 to below 2 years old) may be booked per adult passenger. You may book a flight in the class of Your choice, which is First, Business or Economy Class (where available). Bookings are subject to the applicable fare conditions and the seat vacancies in that fare group.
2. You may book flights up to 365 (three hundred and sixty-five) days before the departure date. You will be issued electronic tickets for booking made on the Website and/or Application. You may print Your electronic tickets by Yourself, at the designated counter in the corresponding airports or at the relevant check-in counter. For international flights, You will need to print out Your electronic tickets.

3. You must pay at the time of booking. Fares and taxes will be quoted and charged in the currency displayed in the quoted fare. You can make the payment using credit cards which are accepted by Our system.
4. You may make changes or cancellations to Your bookings on the Website and/or Application. You will then be subject to the fare rules that You agreed to when You confirmed the bookings and to further terms and conditions set forth in the **General Conditions for Carriage of Passenger and Baggage** set out below.

## **Carriage of Passengers and Baggage**

Any carriage or travel using a carrier operated by Us shall be subject to the terms and conditions of carriage for passengers and baggage and may also be subject to the Warsaw Convention or the Montreal Convention, which may limit the carrier's liability in certain circumstances. Please refer to the **General Conditions for Carriage of Passengers and Baggage** set out below.

## **Flight Alerts**

If You have opted to receive flight alerts via email or mobile devices from Us, these Terms of Use similarly apply. Without limiting the generality of the foregoing, We shall not be liable for non-delivery of any or all alert messages and cannot guarantee the timeliness, reliability or accuracy of any and all alert messages which You receive. We would use reasonably best efforts to ensure that You receive timely and accurate information. In case of any doubt, please check with Your travel agent or Our agent prior to the date and time of Your flight arrival and/or departure. We will not be held liable for any loss or damage, direct or indirect, which You may suffer as a result of subscribing for these flight alerts, relying on the information contained in such flight alerts or receiving or not receiving these flight alerts. We reserve the right to withdraw the flight alerts facility at any time without any reason or notification.

## **Miscellaneous**

1. You fully understand and agree that these Terms of Use constitute an electronic agreement and Your action of accessing or using the Website and/or Application and/or pressing the 'register' button when signing-up to an Account or the 'log in' button when logging-in to Your Account is Your active and unequivocal consent to enter into an agreement with Us that these Terms of Use and [Privacy Policy](#) are legally valid and binding and shall continue so long as You access or use the Website and/or Application.
2. You shall not sue, file a claim, institute a proceeding, assail, question nor object to the validity of these Terms of Use or [Privacy Policy](#) which are made in the electronic form.
3. You shall not transfer Your rights based on these Terms of Use without Our prior written consent. However, We may transfer Our rights based on these Terms of Use to any party at any time without prior approval from or advance notice to You.
4. If You do not comply with or violate any provision of these Terms of Use, and We do not take direct action, it does not mean that We are waiving Our rights to take necessary actions in the future.

5. These Terms of Use survive upon the temporary suspension, permanent suspension or expiration of this agreement between You and Us.
6. Unenforceability of any of the provisions herein will not affect the enforceability of other provisions.
7. We have created these Terms of Use in the Indonesian and English language versions. Any discrepancy will be interpreted according to the Indonesian language version.

## **General Conditions for Carriage of Passengers and Baggage Lion**

### **Air Group Flight Exemption**

Lion Air Group (Batik Air / Lion Air / Wings Air) get special flight licenses (exemption flight) from the Ministry of Transportation of the Republic of Indonesia to serve business people/businesses that are not in the context of "going home" and other operational objectives refer to PM 25 of 2020 concerning Transportation Control During the Eid Air Transport Period of 1441 Hijri Period In Order to Prevent the Spread of Corona Virus Disease 2019 (Covid-19).

The operational plan will serve domestic flight routes including cities or destinations with the status of Large-Scale Social Restrictions (PSBB) and areas with local transmission or affected areas (Red Zones) that are required to meet the Covid-19 handling protocol for:

1. Cargo transportation operations;
2. traveling for the leaders of the Republic of Indonesia's high state institutions or state guests;
3. embassy operations; consulate general; foreign consulate; representatives of international organizations that have positions in Indonesia;
4. operational law enforcement, order and emergency services
  - accelerated handling of Covid-19 services
  - defense, security and public order services
  - basic and emergency health services
  - travel services for people whose core family members are seriously ill or dead
5. special flight services (repatriation) for the repatriation of Indonesian citizens (WNI) or foreign citizens (foreigners) and student of school/university;
6. other transportation with the permission of the Director General of Civil Aviation.
7. travels of people who work in government or private institutions/company that organize:
  - service basic needs
  - support services for basic services
  - service important economic functions
8. travel for people who work on non-company businesses / institutions, both government and private who travel for work and or business that are not in the context of "going home" or returning home, in accordance with the understanding of business persons conveyed through the Ministry of Transportation Spokesperson's Press Release on April 27, 2020.

Users of flight services for special / exemption flights must meet the following requirements:

1. Fill out the statement letter as a statement that the trip is not a homecoming trip / Returning to the village. Declaration letter can be downloaded [here](#) and must be filled in before reporting his departure.
2. Attach original letter and submit a copy of Travel Certificate from Company / Agency and Travel Plan (schedule of departure, schedule at the time of assignment, and time schedule for return) as assignment of work / service and is not a homecoming trip / Returning to the Village signed by Directors / Heads of Offices / Echelon 2 Officials for ASN, TNI and Polri at the time of reporting their departure.
3. Attach an original letter and submit a copy of COVID-19 free health certificate from the local hospital through the Rapid Test / PCR / Swab Test method with negative results for a maximum period of 7 days after the results of the test come out.
4. Attach an original letter and submit a copy of the Statement signed on a stamp and known by the local Head of Village for prospective passengers who do not represent government or private institutions.
5. Attach and submit a copy of the Reference Letter from the Hospital for patients who will be taking treatment elsewhere.
6. Attach and submit a copy of the Death Certificate from the place of mourning for the purpose of visiting the family of the deceased.
7. Attach and submit a copy of the Certificate from the Protection Board for Immigrant Workers or Indonesian Representatives abroad (for passengers from abroad) for repatriation trips.
8. Attach and submit Certificate from school or university (for students and repatriation students) from Overseas.
9. Fill out the Health Alert Card or the Health Alert Card (HAC) form both offline and online by downloading the e-HAC application via playstore for Android-based devices or through the website <http://sinkarkes.kemkes.go.id/ehac/> for IOS-based devices.
10. Users of flight services must report their departure directly (not be represented) no later than 90 minutes before the time of departure to undergo health protocols and document checks.
11. Especially for Business Persons / Logistics Businesses and workers who do not have an agency / company must have a return reservation or ticket before May 24, 2020.

## Important Notes as applicable to E- Tickets

Please read the notes below carefully, if you need any clarifications, please contact our reservation & ticketing counters or email us at [customercare@lionairgroup.com](mailto:customercare@lionairgroup.com)

**E-Ticket Passenger Itinerary/Receipt:** Please note that you are required to keep a printed copy of this "E-Ticket Itinerary" with you throughout the journey as it is required for entry into the airport, check-in, refunds or exchanges.

To enter the airport and for check-in, you must present this itinerary receipt along with Official Government issued photo identification such as passport, identity card or Indonesians KTP. This E-Ticket Itinerary will have to be presented along with valid photo identification at the time of refund or exchanges.

This E-Ticket Itinerary does not constitute a document for carriage and in the event of any difference between it and the record of booking in the Lion Air reservation system, the latter shall prevail.

Fare(s) subject to cancellation charges, if any. Please contact Lion Air Reservation and Ticketing for details.

Passengers are required to understand and comply with the terms and conditions applicable to the airline operating their flight. Please visit the Terms and Conditions page on the following websites and ensure that you read all the information carefully according to the airline operating your flight:

| Terms and Conditions       |   |
|----------------------------|---|
| <b>Lion Air</b>            | <a href="https://www.lionair.co.id/en/terms-conditions">https://www.lionair.co.id/en/terms-conditions</a>                 |
| <b>Wings Air</b>           | <a href="https://www.lionair.co.id/en/terms-conditions">https://www.lionair.co.id/en/terms-conditions</a>                 |
| <b>Batik Air Indonesia</b> | <a href="https://www.batikair.com/en/Terms">https://www.batikair.com/en/Terms</a>   |
| <b>Super Air Jet</b>       | <a href="https://www.superairjet.com/en/term-and-condition.php">https://www.superairjet.com/en/term-and-condition.php</a> |
| <b>Batik Air Malaysia</b>  | <a href="https://www.batikair.com.my/terms-and-conditions">https://www.batikair.com.my/terms-and-conditions</a>           |
| <b>Thai Lion Air</b>       | <a href="https://www.lionairthai.com/en/Terms-And-Conditions">https://www.lionairthai.com/en/Terms-And-Conditions</a>     |

By booking this ticket/fare, you agree and accept all terms and conditions, cancellation and ticket exchanges rules of this ticket/fare.

## I. E-Ticket Changes and Cancellations

### Penalties of Exchange and Refund

Lion Air (JT), Wings Air (IW), Batik Air Indonesia (ID) at **Indonesia (ID)**:

| Process                           | Business<br>C/D/I/Z  | Economy<br>Y/A/G/W/S/B/H/K/L/M/N/Q                          | Promo<br>T/V/X/R/O/U |  |  |
|-----------------------------------|--|---|----------------------|--|--|
| <b><u>Changes</u></b>             |  |   |                      |  |  |
| Outside 72 hours before departure | Fare difference  | Administration of IDR 100.000 per Ticket + Fare difference. |                      |  |  |
| 72 - 4 hours before departure     | Fare difference  | Charged 50% of base fare + fare difference, per-coupon      |                      |  |  |
| Within 4 hours before departure   | Fare difference  | Charged 90% of base fare + fare difference, per-coupon      |                      |  |  |
| No Show<br>(PNR still active)     | Charged 90% of base fare + fare difference, per-coupon   |   |                      |  |  |
| <b><u>Refund</u></b>              |  |   |                      |  |  |
| Outside 72 hours before departure | Charged 25% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| 72 - 4 hours before departure     | Charged 50% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| Within 4 hours before departure   | Charged 90% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| No Show                           | Only Airport Taxes   |   |                      |  |  |
| Others                            | Changes are allowed within the same or higher RBD//Downgrades are not permitted//Name changes are not allowed//There is no change fee for infants//Minimum payment applies as per the ticket location processed. |   |                      |  |  |

**Penalties of Exchange and Refund**

Lion Air (JT), Wings Air (IW), Batik Air Indonesia (ID) at **Malaysia (MY)**:

| Process                           | Business<br>C/D/I/Z  | Economy<br>Y/A/G/W/S/B/H/K/L/M/N/Q                        | Promo<br>T/V/X/R/O/U |  |  |
|-----------------------------------|--|---|----------------------|--|--|
| <b><u>Changes</u></b>             |  |   |                      |  |  |
| Outside 72 hours before departure | Fare difference  | Administration of MYR 30.00 per Ticket + Fare difference. |                      |  |  |
| 72 - 4 hours before departure     | Fare difference  | Charged 50% of base fare + fare difference, per-coupon    |                      |  |  |
| Within 4 hours before departure   | Fare difference  | Charged 90% of base fare + fare difference, per-coupon    |                      |  |  |
| No Show<br>(PNR still active)     | Charged 90% of base fare + fare difference, per-coupon   |   |                      |  |  |
| <b><u>Refund</u></b>              |  |   |                      |  |  |
| Outside 72 hours before departure | Charged 25% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| 72 - 4 hours before departure     | Charged 50% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| Within 4 hours before departure   | Charged 90% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| No Show                           | Only Airport Taxes   |   |                      |  |  |
| Others                            | Changes are allowed within the same or higher RBD//Downgrades are not permitted//Name changes are not allowed//There is no change fee for infants//Minimum payment applies as per the ticket location processed. |   |                      |  |  |

## **Penalties of Exchange and Refund**

Lion Air (JT), Wings Air (IW), Batik Air Indonesia (ID) at **Thailand (TH)**:

| Process                           | Business<br>C/D/I/Z  | Economy<br>Y/A/G/W/S/B/H/K/L/M/N/Q                      | Promo<br>T/V/X/R/O/U |  |  |
|-----------------------------------|--|---|----------------------|--|--|
| <b><u>Changes</u></b>             |  |   |                      |  |  |
| Outside 72 hours before departure | Fare difference  | Administration of THB 750 per Ticket + Fare difference. |                      |  |  |
| 72 - 4 hours before departure     | Fare difference  | Charged 50% of base fare + fare difference, per-coupon  |                      |  |  |
| Within 4 hours before departure   | Fare difference  | Charged 90% of base fare + fare difference, per-coupon  |                      |  |  |
| No Shows<br>(PNR still active)    | Charged 90% of base fare + fare difference, per-coupon   |   |                      |  |  |
| <b><u>Refund</u></b>              |  |   |                      |  |  |
| Outside 72 hours before departure | Charged 25% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| 72 - 4 hours before departure     | Charged 50% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| Within 4 hours before departure   | Charged 90% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| No Show                           | Only Airport Taxes   |   |                      |  |  |
| Others                            | Changes are allowed within the same or higher RBD//Downgrades are not permitted//Name changes are not allowed//There is no change fee for infants//Minimum payment applies as per the ticket location processed. |   |                      |  |  |

## Penalties of Exchange and Refund

Lion Air (JT), Wings Air (IW), Batik Air Indonesia (ID) at **India (IN)**:

| Process                           | Business<br>C/D/I/Z  | Economy<br>Y/A/G/W/S/B/H/K/L/M/N/Q                        | Promo<br>T/V/X/R/O/U |  |  |
|-----------------------------------|--|---|----------------------|--|--|
| <b><u>Changes</u></b>             |  |   |                      |  |  |
| Outside 72 hours before departure | Fare difference  | Administration of INR 1,500 per Ticket + Fare difference. |                      |  |  |
| 72 - 4 hours before departure     | Fare difference  | Charged 50% of base fare + fare difference, per-coupon    |                      |  |  |
| Within 4 hours before departure   | Fare difference  | Charged 90% of base fare + fare difference, per-coupon    |                      |  |  |
| No Shows (PNR still active)       | Charged 90% of base fare + fare difference, per-coupon   |   |                      |  |  |
| <b><u>Refund</u></b>              |  |   |                      |  |  |
| Outside 72 hours before departure | Charged 25% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| 72 - 4 hours before departure     | Charged 50% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| Within 4 hours before departure   | Charged 90% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| No Show                           | Only Airport Taxes   |   |                      |  |  |
| Others                            | Changes are allowed within the same or higher RBD//Downgrades are not permitted//Name changes are not allowed//There is no change fee for infants//Minimum payment applies as per the ticket location processed. |   |                      |  |  |

**Penalties of Exchange and Refund**Lion Air (JT), Wings Air (IW), Batik Air Indonesia (ID) at **Singapore (SG)**:

| Process                          | Business<br>C/D/I/Z  | Economy<br>Y/A/G/W/S/B/H/K/L/M/N/Q                        | Promo<br>T/V/X/R/O/U |  |  |
|----------------------------------|--|---|----------------------|--|--|
| <b><u>Changes</u></b>            |  |   |                      |  |  |
| Before schedule departure time   | Fare difference  | Administration of SGD 75.00 per Ticket + Fare difference. |                      |  |  |
| No Show                          | Administration of SGD 150.00 per Ticket + Fare difference.   |   |                      |  |  |
| <b><u>Refund</u></b>             |  |   |                      |  |  |
| Outside 4 hours before departure | Charged SGD 150.00 per-ticket  |   | Only Airport Taxes   |  |  |
| Within 4 hours before departure  | Only Airport Taxes   |   |                      |  |  |
| Others                           | Changes are allowed within the same or higher RBD//Downgrades are not permitted//Name changes are not allowed//There is no change fee for infants//Minimum payment applies as per the ticket location processed. |   |                      |  |  |

**Penalties of Exchange and Refund**Lion Air (JT), Wings Air (IW), Batik Air Indonesia (ID) at **Australia (AU)**:

| Process                                    | Business<br>C/D/I/Z  | Economy<br>Y/A/G/W/S/B/H/K/L/M/N/Q                        | Promo<br>T/V/X/R/O/U |
|--|--|---|----------------------|
| <b><u>Changes</u></b>                      |  |   |                      |
| Outside 4 hours before departure           | Fare difference  | Administration of AUD 80.00 per Ticket + Fare difference. |                      |
| Within 4 hours before departure            | Administration of AUD 160.00 per Ticket + Fare difference.   |   |                      |
| <b><u>Refund</u></b>                       |  |   |                      |
| Outside 4 hours before departure           | Charged AUD 160.00 per-Ticket  |   | Only Airport Taxes   |
| Within 4 hours before departure or No Show | Only Airport Taxes   |   |                      |
| Others                                     | Changes are allowed within the same or higher RBD//Downgrades are not permitted//Name changes are not allowed//There is no change fee for infants//Minimum payment applies as per the ticket location processed. |   |                      |

**Penalties of Exchange and Refund**Lion Air (JT), Wings Air (IW), Batik Air Indonesia (ID) at **Taiwan (TW)**:

| Process                                    | Business<br>C/D/I/Z  | Economy<br>Y/A/G/W/S/B/H/K/L/M/N/Q              | Promo<br>T/V/X/R/O/U |
|--|--|---|----------------------|
| <b><u>Changes</u></b>                      |  |   |                      |
| Outside 4 hours before departure           | Fare difference  | Charged TWD 1,700 per Ticket + Fare difference. |                      |
| Within 4 hours before departure or No Show | Charged TWD 3,400 per Ticket + Fare difference.  |   |                      |
| <b><u>Refund</u></b>                       |  |   |                      |
| Outside 4 hours before departure           | Charged TWD 3,400 per Ticket   |   | Only Airport Taxes   |
| Within 4 hours before departure or No Show | Only Airport Taxes   |   |                      |
| Others                                     | Changes are allowed within the same or higher RBD//Downgrades are not permitted//Name changes are not allowed//There is no change fee for infants//Minimum payment applies as per the ticket location processed. |   |                      |

## Penalties of Exchange and Refund

Lion Air (JT), Wings Air (IW), Batik Air Indonesia (ID) at **Other Countries:**

| Process                           | Business<br>C/D/I/Z  | Economy<br>Y/A/G/W/S/B/H/K/L/M/N/Q                        | Promo<br>T/V/X/R/O/U |  |  |
|-----------------------------------|--|---|----------------------|--|--|
| <b><u>Changes</u></b>             |  |   |                      |  |  |
| Outside 72 hours before departure | Fare difference  | Administration of USD 30.00 per Ticket + Fare difference. |                      |  |  |
| 72 - 4 hours before departure     | Fare difference  | Charged 50% of base fare + Fare difference, per-coupon    |                      |  |  |
| Within 4 hours before departure   | Fare difference  | Charged 90% of base fare + Fare difference, per-coupon    |                      |  |  |
| No Shows (PNR still active)       | Charged 90% of base fare + Fare difference, per-coupon   |   |                      |  |  |
| <b><u>Cancel / Refund</u></b>     |  |   |                      |  |  |
| Outside 72 hours before departure | Charged 25% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| 72 - 4 hours before departure     | Charged 50% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| Within 4 hours before departure   | Charged 90% of base fare per-coupon  |   | Only Airport Taxes   |  |  |
| No Show                           | Only Airport Taxes   |   |                      |  |  |
| Others                            | Changes are allowed within the same or higher RBD//Downgrades are not permitted//Name changes are not allowed//There is no change fee for infants//Minimum payment applies as per the ticket location processed. |   |                      |  |  |

Notice: Carriage and other services provided by the carrier are subject to General Condition of carriage which are hereby incorporated by reference

If the Passenger's journey involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention may be applicable and the Convention governs and, in most cases, limits the liability of carriers for death or personal injury and in respect of loss or damage to baggage.

Please note that this ticket is further subject to all other terms and conditions of carriage as given below, which are deemed to be incorporated herein.

## **II. General Information**

### **Reporting and Closing Time Check-in**

For Indonesia Domestic Flights, Reporting Time Check-in starts 2 (two) hours prior to departure, and check-in counters close 30 (thirty) minutes before departure time for all classes of passengers.

For International Flights, Reporting Time Check-in starts 2 hours prior to departure and check-in counter close 45 minutes before departure time for all classes of passengers.

Certain formalities are required to be completed by the passengers at the airport before or after being accepted for the flight. To complete these formalities and the check-in process, passengers are required to arrive at the airport sufficiently before the departure time of the flight.

In order to maintain schedules, the boarding gate will be closed 15 (fifteen) minutes before departure time.

Passengers, who do not report at the boarding gate at the requested boarding time, will not be boarded on the said flight and will be considered no-show passengers.

In the event of delays and misconnection of flights not within the reasonable control of Lion Air; Lion Air will disclaim any liability towards the same.

Passengers who arranges own connections with other airlines are advised to leave sufficient time for connections or terminal transfer or baggage re-claim and re-check- in. Lion Air will not be liable for any misconnection with other airlines outside reasonable control of Lion Air.

### **No-Show Passengers**

Confirmed passengers who do not present themselves for their booked flight are termed as 'No - Shows' If for some reason you are unable to undertake travel on flight for which you have a confirmed booking, please contact Lion Air Reservation & Ticketing as early as possible to avoid penalty.

## **Overbooking**

In the event of overbooking, Lion Air will make every effort to provide seats for which confirmed reservation have been made, however, no absolute guarantee of seats availability is denoted by the expression reservations, bookings, status OK or HK, and the timings attached to them.

## **Payment Fares**

Must be paid in full before the given time limit expires. In the event that the fare has not been paid in full for any reason whatsoever, Lion Air reserve the right to cancel the reservation/ticket prior to check-in and/or to deny you to board the flight.

## **Infants**

We reserve the right not to carry infants less than two (2) days-old and Infant aged between three (3) and seven (7) days require Medical Certificate to confirm that the Infant is fit to travel on air transport. The Medical certificate must have been issued 72 hours before the standard departure time. Maximum age for Infant is less than 2 years old. Infant traveling on Lion Air must have the Form of Indemnity (F) signed by the parents.

## Pregnant Passengers

Pregnant passengers are required to inform Lion Group about the progress of their pregnancy at the check-in counter.

To fly with Lion Group, pregnant passengers must provide the required documents as follows:

| Pregnancy Stage                       | Pregnancy Type                        | Flight Status | Required Document   |
|---------------------------------------|---------------------------------------|---------------|---|
| 0 – 32 Weeks                          | Uncomplicated<br>(Single or Multiple) | Accepted      | 1. Form of Indemnity (FOI): Must be completed as provided by the company/AOC.   |
| 32 Weeks + 1 Day<br>up-to<br>35 Weeks | Uncomplicated<br>(Single or Multiple) | Accepted      | 1. Form of Indemnity (FOI), and one of the following:<br>a) Doctor's Certificate: <ul style="list-style-type: none"><li>• Valid for 7 days from issuance.</li><li>• <b>Must state fitness for air travel, gestational age, and number of previous pregnancies.</b></li></ul> b) BBKK / KKP Letter: <ul style="list-style-type: none"><li>• Valid for 2 days from issuance.</li><li>• Accepted in the absence of a doctor's certificate.</li><li>• Must state fitness for air travel and specify the passenger's last destination.</li></ul> |
| 35 Weeks + 1 Day<br>Onwards           | Uncomplicated<br>(Single or Multiple) | Not Accepted  | Passengers at this stage are not accepted onboard.  |
| All Stages                            | Complicated<br>(Single or Multiple)   | Not Accepted  | Passengers with complicated pregnancies are not accepted onboard.   |

### Notes:

- Must state fitness for air travel, gestational age, and number of previous pregnancies.
- FOI: Form of Indemnity provided by the airline at check-in.
- BBKK/KKP: Balai Besar Kekarantinaan Kesehatan (Health Quarantine Office) letter, used if a private doctor's note is unavailable.
- Validity: Note that a Doctor's Certificate expires after 7 days, whereas a BBKK/KKP letter expires after only 2 days.

### III. Cabin Baggage Regulations

| AIRLINES / AIRCRAFT TYPE |                   | MAXIMUM WEIGHT | DIMENSION (CM) | REMARKS                        |
|--------------------------|-------------------|----------------|----------------|--------------------------------|
| LION AIR (JT)            | BOEING/AIRBUS     | 7 KG           | 40 x 30 x 20   |                                |
| BATIK AIR (ID)           | BOEING/AIRBUS     | 7 KG           | 40 x 30 x 20   |                                |
| WINGS AIR (IW)           | ATR               | 7 KG           | 35 x 30 x 20   |                                |
| JT or ID connect IW      | BOEING/AIRBUS/ATR | 7 KG           | 35 x 30 x 20   |                                |
| IW connect JT or ID      | ATR/BOEING/AIRBUS | 7 KG           | 35 x 30 x 20   | 1 Piece and<br>1 Personal item |

Cabin baggage is accepted subject in the cabin subject to availability of space in the overhead bin. Restricted stowage space is also available under the front seat. In the event no space being available in the aircraft to stow cabin baggage, it will be necessary to remove and load the same in the baggage hold as per safety regulations.

#### **Articles (Personal items) which may be carried free in addition to the free baggage allowance (subject to security regulation).**

1. A Lady's handbag, pocketbook or purse, which is appropriate to normal traveling dress and is not being used as a container for the transportation of articles which would otherwise be regarded as baggage.
2. An overcoat, wrap or blanket.
3. A small camera and/or a pair of binoculars.
4. Infant's food for consumption in flight
5. Infant's carrying basket.
6. An umbrella or walking stick.
7. A reasonable amount of reading matter for the flight.
8. A fully collapsible invalid's wheelchair and/or pair of crutches and/or braces or other prosthetic device for the passenger's use, provided that the passenger is dependent upon them.

## Free Baggage Allowance Lion Air Group

| No | Airlines                 | Class of Service | Indonesia Domestic Route   | International Route | FBA (Infant) |  |
|----|--------------------------|------------------|----------------------------|---------------------|--------------|--|
|    |                          |                  | FBA                        | FBA                 |              |  |
| 1. | Lion Air (JT)            | Economy          | 10 KG                      | 10 KG               |              |  |
| 2. | Super Air Jet (IU)       | Economy          | 10 KG                      | 10 KG               |              |  |
| 3. | Wings Air (IW)           | Economy          | NIL                        | NIL                 |              |  |
| 4. | Batik Air Indonesia (ID) | Business         | 30 KG                      | 30 KG               |              |  |
|    |                          | Economy          | 20 KG                      | 20 KG               |              |  |
| 5. | Thai Lion (SL)           | Economy          | FBA stated on the E-Ticket |                     |              |  |
| 6. | Batik Air Malaysia (OD)  | Business         |                            |                     |              |  |
|    |                          | Economy          |                            |                     |              |  |

Please note Infant without a seat are not entitled for Free Checked-in Baggage allowance and no seat will be allocated for infant traveling with Lion Air.

## **Safety Regulations**

According to safety regulations, passengers are advised:

1. Not to accept any packets from unknown passengers
2. Not to leave baggage unobserved at any time, especially within airport area. Unattended baggage may be removed by airport security staff as an object of suspicion.
3. To declare before checking-in, if carrying any arms or explosive substances. Concealment is an offence under the Aircraft Act and Rules.

## **Prohibited Articles**

Also carriage of dry cell batteries, knives, scissors, sharp instruments, tools, fire arms, ammunition, and their toy replicas are prohibited in the passenger cabin.

## **Valuable Articles**

Currency, precious metals, jewelry, negotiable instruments, securities, personal identification documents and other items of value are best carried with the passengers in the cabin. Lion Air assumes no liability for any valuable articles carried.

## **Restricted Articles**

Medicines and toiletries in limited quantities which are necessary or appropriate for the passenger during the journey, such as hair spray, perfumes and medicines containing alcohol may be carried. Many of these listed articles can be carried as air cargo provided they are packed in accordance with cargo regulations

## **Dangerous Articles in Baggage**

For safety reasons, dangerous articles such as those listed below, must not be carried in passenger's baggage.

1. Briefcases and attaché cases with installed alarm devices.
2. Compressed gases – (Deeply refrigerated, flammable, non- flammable and poisonous) such as butane, oxygen, and liquid nitrogen, aqualung cylinders and compressed gas cylinders.
3. Corrosives – such as acids, alkalis, mercury and wet cell batteries and apparatus containing mercury.
4. Explosives – ammunitions, fireworks and flares. Ammunition including blank cartridges, hand guns, fireworks, and pistol cabs.
5. Flammable liquids and solid solids such as lighter refills, lighter fuel, matches, paints, thinners, fire-lighters that need inverting before ignition.
6. Radioactive material
7. Oxidizing materials such as bleaching powder and peroxides
8. Poisons and infectious substances such as insecticides, weed-killers and live virus materials.
9. Other dangerous articles such as magnetized materials, offensive or irritating materials
10. Etiologic agents (bacteria, viruses, etc).
11. Apparatus containing mercury must not be carried in baggage

## **Schedule change**

Lion Air reserves the right to cancel or change the planned departure, schedule, route, aircraft or stopping places of any flight for which fares have been paid, at any time and from time to time, for any reason, without notice to any Passengers affected thereby and, in connection therewith, the Carrier shall not be liable to any Passenger in respect of such cancellation or change, whether or not resulting from an Event of Force Majeure; provided that, the Carrier may and reserves the right, at its sole discretion, to provide any Passengers affected by such cancellation or change with :

1. Within a reasonable period of time re- routing to the destination shown on the Passenger's Ticket by the Carrier's own services; or
2. To otherwise refund to such Passenger, an amount which shall not be greater than the fare paid by that Passenger in respect of that flight

## **IV. Transportation Of A Person with a Disability**

1. A Passenger with a disability requiring any special assistance should inform the Carrier at the time of his or her booking of his or her special needs. The Carrier will carry such a Passenger where arrangements have been made to provide for that Passenger's special needs. If such a Passenger does not inform the Carrier at the time of booking of his or her special needs, the Carrier will nevertheless use reasonable efforts to accommodate that Passenger's special needs. Passengers with disabilities who have advised the Carrier of any special requirements they may have at the time of booking, and been accepted by the Carrier, shall not subsequently be refused carriage on the basis of such disability or special requirements, but the Carrier's regulations or government regulations may apply to the transportation of such Passengers.
2. The Carrier may require that a Passenger with a disability travels with his or her own Assistant if it is essential for safety or that Passenger is unable to assist in his or her evacuation of the aircraft or is unable to understand safety instructions.
3. The Carrier will refuse to transport, or will remove at any point, any Passenger whose actions or inactions prove to the Carrier that his or her mental or physical condition is such as to render him incapable of caring for him or herself without assistance, unless he or she is accompanied by an Assistant who will be responsible for caring for him or her en route and, with the care of such an Assistant, he or she will not require unreasonable attention or assistance from the air crew.
4. The Carrier reserves the right to require a medical clearance from medical authorities if travel involves any unusual risk or hazard to the Passenger or to other persons (including, in cases of pregnant Passengers, unborn children).
5. Passengers with a disability will not be permitted to occupy seats in designated emergency exit rows or in over-wing emergency exit rows.
6. The Carrier reserves the right to cease accepting Passengers who must travel on a stretcher on any flight.
7. The Carrier will not refuse to carry passenger wheelchairs or other disability-assistive devices, unless such carriage would be inconsistent with safety or safety requirements. In addition to the regular free baggage allowance, the Carrier will accept such passenger wheelchairs or other disability-assistive devices as priority checked baggage without charge.

## **V. Refusal to Transport**

The Carrier may reserve the right to refuse to transport or may remove from any flight any Passenger for any reason, including but not limited to the following:

1. Government Request or Regulations - whenever such action is necessary to comply with any government regulation or to comply with any government regulation, or to comply with any governmental request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond its control (including but without limitation, acts of God, or events of force Majeure, strikes, civil commotions, embargoes, wars, hostilities or disturbances) actual, threatened or reported.
2. Search of Passenger or Property – if a Passenger refuses to permit search of his person or property for explosives or a concealed, deadly or dangerous weapon or article.
3. Proof of Identity/Age – If a Passenger refuses to provide proof of age or identity as requested by the Carrier, the Carrier may, at its discretion and at any time, refuse to transport the Passenger. In addition, when a Passenger is traveling on a fare which has a particular age requirement for qualification, proof of age may be required. Acceptable forms of proof of identity are a valid driver's license, birth/baptismal certificate, passport or provincial health care card. Failure to provide proof as requested constitutes grounds for refusal to transport.
4. Travel Documentation Requirements – The Carrier will refuse to transport any Passenger, where in the Carrier's opinion:
  - a. the travel documents of such Passenger are not in order;
  - b. such Passenger's entry into, transit through or embarkation or any other point would be unlawful.
  - c. Pasport must be valid at least 6 (six) months.
5. Passenger's Conduct/Behavior – The Carrier may impose sanctions on any person who engages in or has engaged in any conduct or behavior on the Carrier's aircraft, or to the knowledge or reasonable belief of the Carrier, on any airport property or other Carrier's aircraft, that the Carrier determines, in its reasonable judgment, may have a negative effect on the safety, comfort or health of that person, Passengers, the Carrier's employees or agents, aircrew or aircraft or the safe operations of the Carrier's aircraft (the "Prohibited Conduct").
  - (a) Examples of Prohibited Conduct that could give rise to the imposition of sanctions include:
    - i. significant impairment arising from the consumption or use of alcohol or drugs prior to boarding or while on board an aircraft of the Carrier

- ii. engaging in belligerent, lewd or obscene behavior toward a Passenger or employee or agent of the Carrier.
- iii. threatening, harassing, intimidating, assaulting or injuring a Passenger or employee or agent of the Carrier
- iv. tampering with or willfully damaging an aircraft, its equipment or other property of the Carrier.
- v. failing to comply with all instructions, including all instructions to cease Prohibited Conduct, given by the Carrier's employees
- vi. unauthorized intrusion or attempted intrusion onto the flight deck of an aircraft.
- vii. smoking or attempted smoking in an aircraft
- viii. swearing or carrying dangerous or deadly weapons on aircraft (other than on duty escort or peace officers who have complied with the Carrier's guidelines)

6. The sanctions the Carrier may impose on a person may be any one or combination of the following:

- i. Written or verbal warning;
- ii. refusal to permit boarding of an aircraft
- iii. removal from an aircraft at any point;
- iv. requiring the person, to undertake in writing to refrain from repeating the Prohibited Conduct in question and from engaging in any other Prohibited Conduct as a prerequisite to further travel with the Carrier during the probationary period that will not normally exceed one year;
- v. refusal to transport the person on a one time basis, for an indefinite period or permanently, as determined by the Carrier.

7. The Carrier reserves the right, in its reasonable discretion, to impose the sanction or sanctions it considers appropriate in the circumstances of each case considering the severity of the Prohibited Conduct.

8. Prohibited Conduct described in paragraphs:

(a) iii, iv, vi, or viii will usually entail the imposition of an indefinite or permanent ban from travel with the Carrier. The Carrier's customer care staff, security staff, airport customer service staff and aircrew are individually authorized in their reasonable discretion to impose sanctions described in paragraphs (b) i, ii, or iii above. Members of the Carrier's customer care and security departments are authorized in their reasonable discretion to impose sanctions described in paragraphs (b) iv or v above. and will review the circumstances of each case prior

to their imposition of any such sanctions. The Carrier will provide a person with written notice of the imposition of a sanction under paragraphs (b) iv or v above

9. Any person who is given a sanction pursuant to paragraph (b) v. may respond in writing to the Carrier with reasons why the Carrier should remove the sanction. The Carrier may remove a sanction imposed on a person pursuant to paragraph (b) v, if the Carrier's reasonable discretion and considering the person's previous conduct, the Carrier determines that the person will not engage in further Prohibited Conduct and the Carrier will communicate its decision to the person within a reasonable time.
10. Despite anything written elsewhere in this Tariff the Carrier's sole liability to a person whom the Carrier refuses to carry following an incident of Prohibited Conduct is to provide a refund to the person of the unused portion or portions of the person's fare.
11. Liability of Carrier for Refusing Carriage of a Passenger.
12. Except as otherwise provided for in this Rule 8 and to the extent permitted by law, the Carrier shall not be liable to any Passenger or other person for refusing to board or transport that Passenger or any person on an aircraft of the Carrier or for otherwise removing a Passenger from the aircraft at any point in the flight; nor shall the Carrier be liable to any of the Passengers or other person for exercising its discretion not to refuse to board or transport or remove any Passenger or other person on or from the aircraft.

## **VI. Domestic Travel**

1. Carriage hereunder is subject to the regulations of the Indonesian Air Transport Act (1939/100) and to the applicable conditions of carriage, tariffs, time tables (except the time of departure and arrival stated therein) and other regulations of the carrier, which form an inseparable part hereof and which are available for inspection at the carrier's booking offices.
2. This passenger's ticket is valid only for the person named hereon and is not transferable. The passenger agrees that the carrier reserves the right to check, if necessary, whether this ticket is utilized by the rightful person. If anyone other than the person named on the ticket travels or endeavors to travel on this ticket, the carrier is entitled to refuse such transportation and the right of transportation on this ticket by the person entitled on the carriage will lapse.
3. The carrier reserves the right to substitute other carriers for the execution of the contract and to alter agreed stopping places.
4. The carrier is not liable for any damage whatsoever arising out of cancellation and/or delay in transportation, including delay in arrival of passengers and delay in delivery of baggage.
5. Checked baggage carried hereunder will only be delivered to the passenger on production of the baggage claim tag.
6. The carrier is liable for the damage and loss on the passenger's baggage subject to the Indonesian Air Transport Act (1939/100) and the conditions of carriage of the carrier
7. A baggage is regarded received in good order and condition by the passenger unless the passenger claims otherwise upon receipt of his/her baggage.
8. All claims are subject to proof of amount of loss. The liability for lost or damaged baggage is limited to Rp. 200,000,- (two hundred thousand rupiah) per kilogram.
9. The carrier assumes no liability for fragile/perishable articles and live animals if carried as baggage.
10. No agent, employee or representative of the carrier has authority to alter or waive either wholly or partly any provision of the applicable conditions of carriage, tariffs, time tables and other regulations of the carrier
11. The passenger named here on is insured with P.T.Asuransi Kerugian Jasa Raharja in accordance with Act No. 33/1964 juncto its implementation regulations

## **VII. International Travel**

1. Terms and conditions of carriage applicable to International travel only: Subject to conditions of contract in this ticket. This ticket is not valid and will not be acceptable for carriage unless purchased from the issuing carrier or its authorized travel agent.
2. Notice of government and airport imposed taxes, fees and charges: The price of the ticket may include taxes, fees and charges which are imposed on air transportation by government authorities. These taxes, fees and charges which may represent a significant portion of the cost of air travel, are either included in the fare, or shown separately in the "TAX/ FEE/ CHARGE" box (es) of this ticket. You may also be required to pay taxes, fees and charges not already collected

### **Conditions of Contracts:**

1. As used in this contract "ticket" means this passenger ticket and baggage check, of which these conditions and the notices form part, "carriage" is equivalent to "transportation", "carrier" means all air carriers that carry or undertake to carry the passenger or his baggage hereunder or perform any other service incidental to such air carriage. "WARSAW CONVENTION" means the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw, 12th October 1929, or that Convention as amended at The Hague, 28th September 1955, whichever may be applicable.
2. Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw Convention unless such carriage is not "international carriage" as defined by that Convention.
3. To the extent not in conflict with the foregoing carriage and other services performed by each carrier are subject to: (i) provisions contained in this ticket, (ii) applicable tariffs, (iii) carrier's conditions of carriage and related regulations which are made part hereof (and are available on application at the offices of carrier), except in transportation between a place in the United States or Canada and any place outside thereof to which tariffs in force in those countries apply.
4. Carrier's name may be abbreviated in the ticket, the full name and its abbreviation being set forth in carrier's tariffs, conditions of carriage, regulations or timetables; carrier's address shall be the airport of departure shown opposite the first abbreviation of carrier's name in the ticket; the agreed stopping places are those places set forth in this ticket or as shown in carrier's timetables as scheduled stopping places on the passenger's route; carriage to be performed hereunder by several successive carriers is regarded as a single operation.
5. An air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its agent.
6. Any exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representatives of carrier and any person whose aircraft is used by carrier for carriage and its agents, servants and representatives.

7. Checked baggage will be delivered to bearer of the baggage check. In case of damage to baggage moving in international transportation complaint must be made in writing to carrier forthwith after discovery of damage and, at the latest, within 7 days from receipt; in case of delay, complaint must be made within 21 days from date the baggage was delivered. See tariffs or conditions of carriage regarding non-international transportation.
8. The fare for carriage hereunder is subjected to change prior to commencement of carriage. Carrier may refuse transportation if the applicable fare has not been paid.
9. Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and form no part of this contract. Carrier may without notice substitute alternate carriers or aircraft, and may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without notice. Carrier assumes no responsibility for making connections.
10. Passenger shall comply with Government travel requirements, present exit, entry and other required documents and arrive at airport by time fixed by carrier or, if no time is fixed, early enough to complete departure procedures.
11. No agent, servant or representative of carrier has authority to alter, modify or waive any provision of this contract. Carrier reserves the right to refuse carriage to any person who has acquired a ticket in violation of applicable law or carrier's
12. tariffs, rules or regulations. Issued by the carrier and subject to tariff regulations.

## **VIII. Passports and Visas**

### **Responsibility of Passenger**

1. Each Passenger desiring transportation across any international boundary shall be responsible for obtaining all necessary travel, health and other documents required by laws, regulations, orders, demands or requirements of the countries to be flown from, into or over and for complying with the laws of each country from, through or to which he desires transportation, and unless applicable laws provide otherwise, shall indemnify the Carrier for any loss, damage, or expense suffered or incurred by the Carrier by reason of such Passenger's failure to do so. The Carrier shall not be liable for any aid or information given by any agent or employee of the Carrier to any Passenger in connection with obtaining such documents or complying with such laws, whether given orally or in writing or otherwise; or for the consequences to any Passenger resulting from his failure to obtain such documents or to comply with such laws.
2. Subject to applicable laws and regulations, the Passenger shall pay the applicable fare whenever the Carrier, on Government or immigration authority order, is required to return a Passenger to his point of origin or elsewhere due to the Passenger's inadmissibility into or deportation from a country, whether of transit or of destination. The fare applicable will be the fare that would have been applicable had the original ticket designated the revised destination on the new ticket. In such circumstances the Carrier will not refund any fare to the Passenger for flights with the Carrier that the Passenger is unable to fly for these reasons. If the Carrier is required to pay or deposit any fine or penalty or to incur any expenditure by reason of the Passenger's failure to comply with laws, regulations, orders, demands or other travel requirements of the countries to be flown from, into or over or to produce the required documents, the Passenger shall on demand reimburse to the Carrier any amount so paid or expenditure so incurred or to be paid. The Carrier may apply towards such payment or expenditure the value of any carriage unused by the Passenger, or any funds in the Carrier's possession.

## **IX. Advice To International Passengers On Limitation Of Liability**

Passengers on a journey involving an ultimate destination or a stop in a country other than the country of origin are advised that the provisions of a treaty known as the Warsaw Convention may be applicable to the entire journey, including any portion entirely within the country of origin or destination.

For such passengers on a journey to, from, or with an agreed stopping place in the United States of America, the Convention and special contracts of carriage embodied in applicable tariffs provide that the liability of certain carriers parties to such special contracts for death of or personal injury to passengers is limited in most cases to proven damages not to exceed US \$75,000 per passenger\* and that this liability up to such limit shall not depend on negligence on the part of the Carrier.

For such passengers traveling by a Carrier not a party to such special contracts or on a journey not to, from, or having an agreed stopping place in the United States of America, liability of the Carrier for death or personal injury to passengers is limited in most cases to approximately US \$10,000 or US \$20,000.

The names of carriers, parties to such special contracts, are available at all ticket offices of such carriers and may be examined on request. Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the carrier's liability under the Warsaw Convention or such special contracts of carriage. For further information, please consult your airline or insurance company representative.

\*Note: The limit of liability of US \$75,000 above is inclusive of legal fees and costs except that in the case of a claim brought in a state where provision is made for separate award of legal fees and costs, the limit shall be the sum of US \$58,000 exclusive of legal fees and costs.

### **NOTICE OF BAGGAGE LIABILITY LIMITATIONS:**

Liability for loss, delay, or damage to baggage is limited unless a higher value is declared in advance and additional charges are paid.

For most international travel (including domestic portions of international journeys) the liability limit is approximately US \$9.07 per pound (US \$20.00 per kilo) for checked baggage and US \$400.00 per passenger for unchecked baggage.

For travel wholly between U.S. points, Federal rules require any limit on an airline's baggage liability to be at least US \$1,250.00 per passenger. Excess valuation may not be declared on certain types of articles.

Some carriers assume no liability for fragile, valuable or perishable articles. Further information may be obtained from the carrier.

For more information, log on to: [www.lionair.co.id](http://www.lionair.co.id) Issued by Lion Air

## **X. Lion Air Pre-Booked Meals**

1. Pre-Booked Meals (PBM) can be ordered no later than 24 hours before Scheduled Time of Departure (STD), together with ticket reservations and or after PNR being ticketed.
2. PBM that have been ordered will be listed on the customer's ticket receipt and can be claimed to our cabin crew during the flight, according to the route listed on the receipt.
3. If passenger's order is damaged or anything else that causes the order cannot be consumed, Lion Air will be exchanged with another menu with the same value.
4. Paid Pre-Book Meals cannot be canceled, transferred, or exchanged.
5. Every conditions/force majeure beyond the ability of PT. Lion Air, which causes food not to be accepted by passengers, Lion Air is not obliged for the replacement.
6. PBM orders will be refunded if a one-sided flight cancellation occurs by Lion Air.
7. Actualmeal may vary. Pictures are for illustrative purposes only.
8. Meals served on Lion Air's flights may contain traces of nuts or other allergens.

### **Contact Us**

You may contact Us by electronic mail at [customercare@lionairgroup.com](mailto:customercare@lionairgroup.com) or by WhatsApp number (+62) 811 1938 0888. All Your correspondences will be noted, recorded and stored for Our records.

*I have read and understood all of the Terms of Use and their consequences, and hereby accept any right, obligation and condition stipulated therein.*