1. You can request to reschedule your ticket through our official website at the below link: https://www.lionair.co.id/ following applicable terms and conditions.

2. Choose the "Manage Booking" menu and choose "Change Flight".
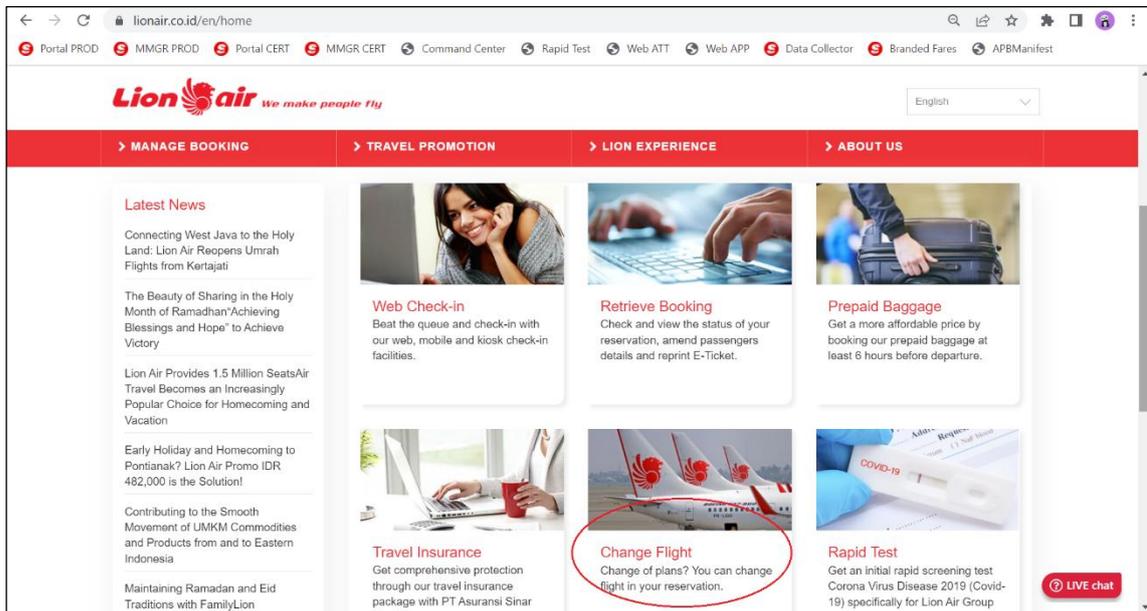
3. Please input the Booking Code (PNR), customer name, flight number and date of travel then choose the 'Retrieve' button to continue the process.
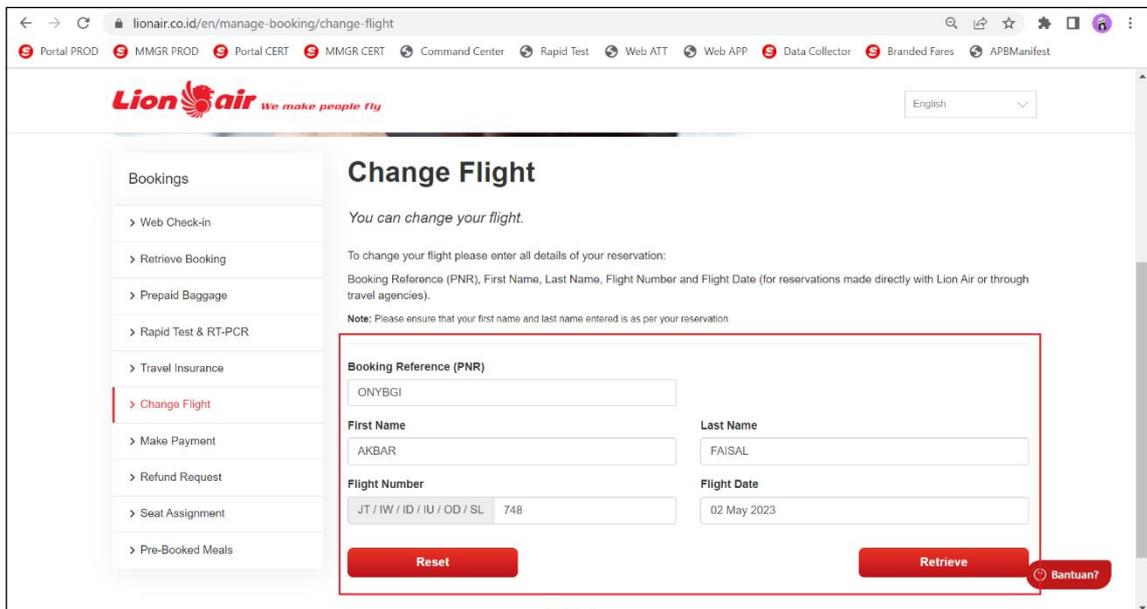
4. Your reservation successfully retrieved, please choose the "Change Flight" button to change the flight schedule.

5. Choose the passenger that wants to change the flight schedule and choose the new flight schedule as your wish.

6. Choose your new flight and then click the 'Continue' button.
   Tips: You can also to using other available Lion Group airlines such as Batik Air or Super Air Jet for your new flight.

7. After that you will get the itinerary details or your original and new flight schedule with a changes fee.

8. At the "Payment Details" panel, you can make payments according to the available payment methods.

    8.1 ATM payment methods.

        8.1.1 Attach your email address and click the 'passenger agreement'.
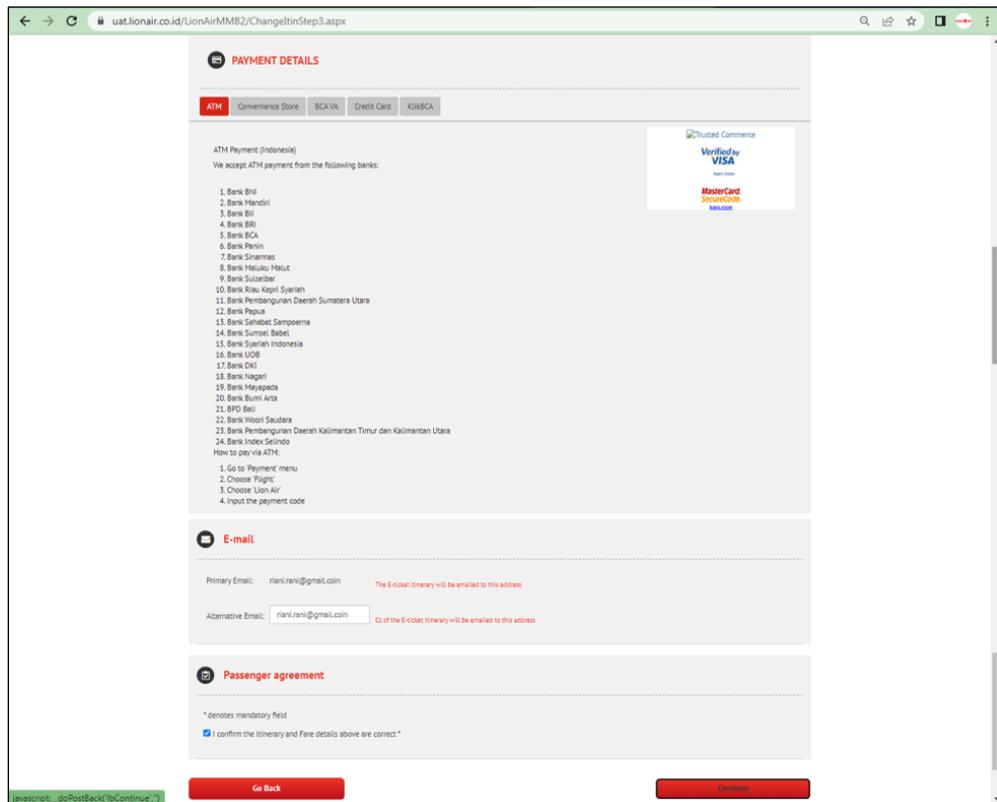
        8.1.2 OTP will be sent to the WhatsApp number attached to the reservation. If there are have more than 1 number in the reservation, please choose the number to send the OTP, click the 'Send OTP' button
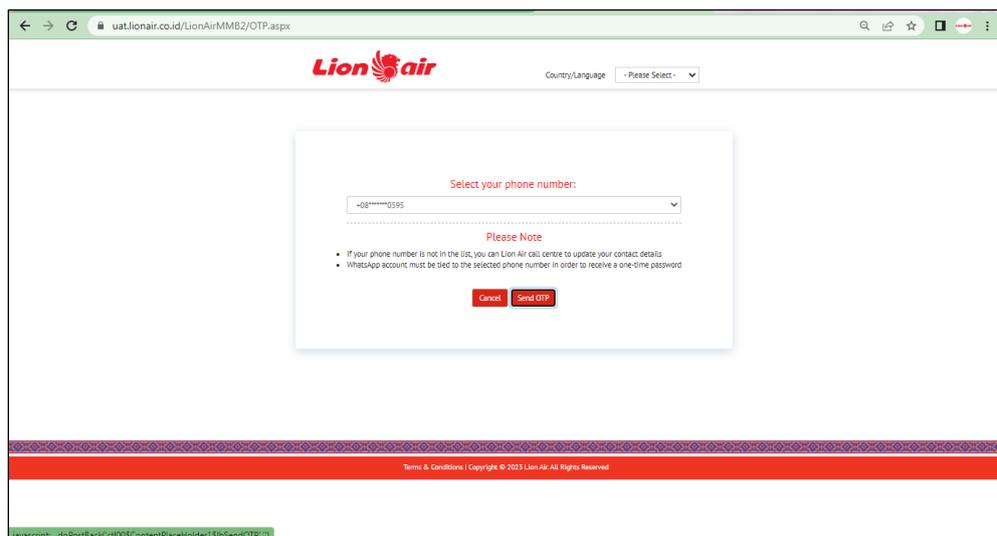
8.1.3 You will get the OTP from our official Whatsapp number, please do not share the OTP with anyone.

8.1.4 Input OTP.
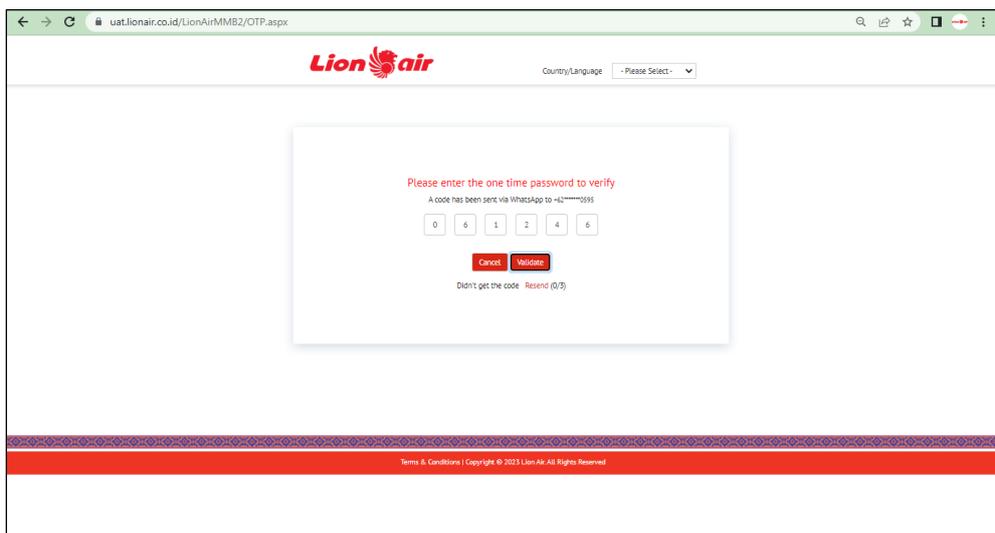
8.1.5 Payment code generated.
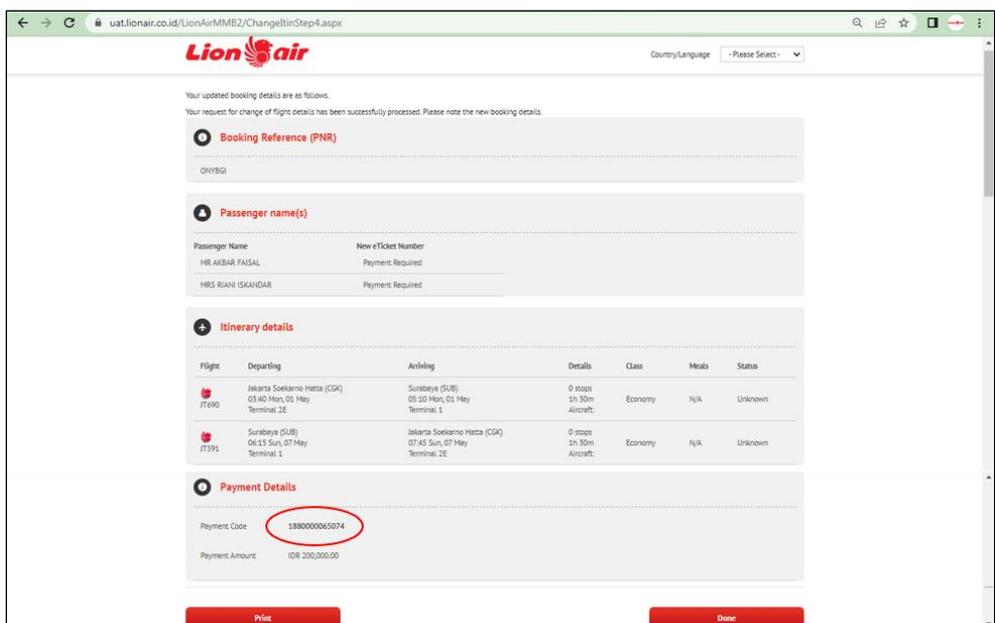
8.1.6 You can make a payment through the nearest ATM.
8.1.7 Input the company code (201914) + Payment Code (13 digit).
For example: 20191xxxxxxxxx7915

8.2 Convenience Store payment methods.
    8.2.1 Attach your email address and click the 'passenger agreement'.
    8.2.2 Input the OTP from your WhatsApp message.
    8.2.3 Payment code generated.
    8.2.4 You can make a payment through the nearest Convenience Store.
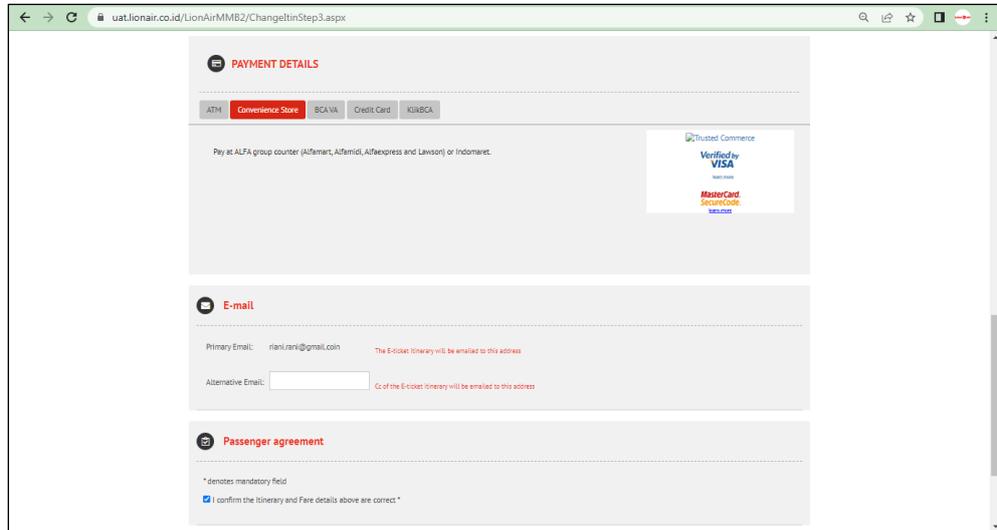
8.3 Metode pembayaran BCA Virtual Account.
    8.3.1 Attach your email address and click the 'passenger agreement'.
    8.3.2 Input the OTP from your WhatsApp message.
    8.3.3 Payment code generated.
    8.3.4 You can make a payment through BCA Virtual Account.
    8.3.5 Input the company code (201914) + Payment Code (13 digit).
        For example: 20191xxxxxxxxx7915
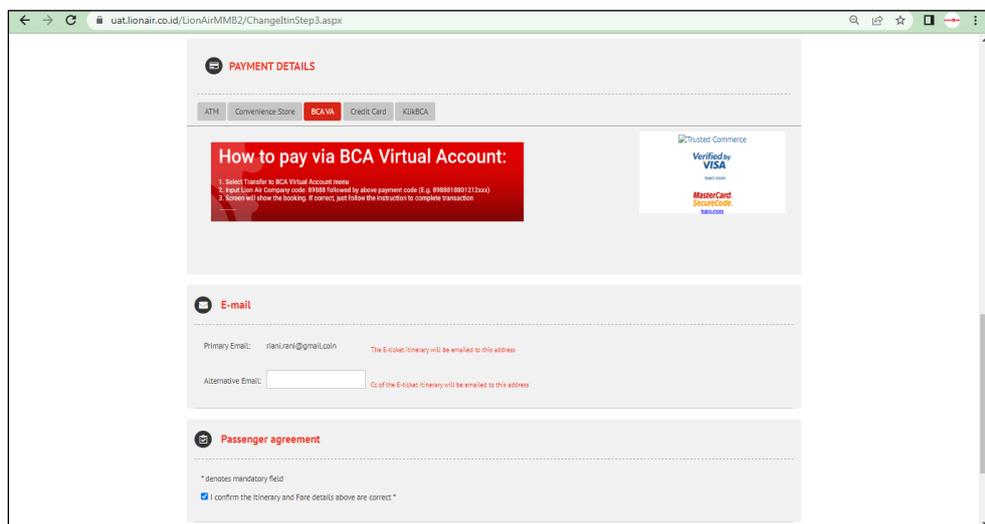
8.4 Credit Card payment methods.
    8.4.1 Attach your credit card number, name, expired date, CVN and email address.
    8.4.2 Click the 'passenger agreement'.
    8.4.3 You will direct to OTP panel from Bank
    8.4.4 If the payment successful, you will get the transaction detail and your new ticket for new flight schedule.

8.5 Metode pembayaran KlikBCA.
    8.5.1 Input User ID fro KlikBCA and your email address.
    8.5.2 Click the 'passenger agreement'.
    8.5.3 Input the OTP from your WhatsApp message.
    8.5.4 Payment code generated.
    8.5.5 You can make a payment through Klik BCA.
    8.5.6 Input the company code (201914) + Payment Code (13 digit).
        For example: 20191xxxxxxxxx7915