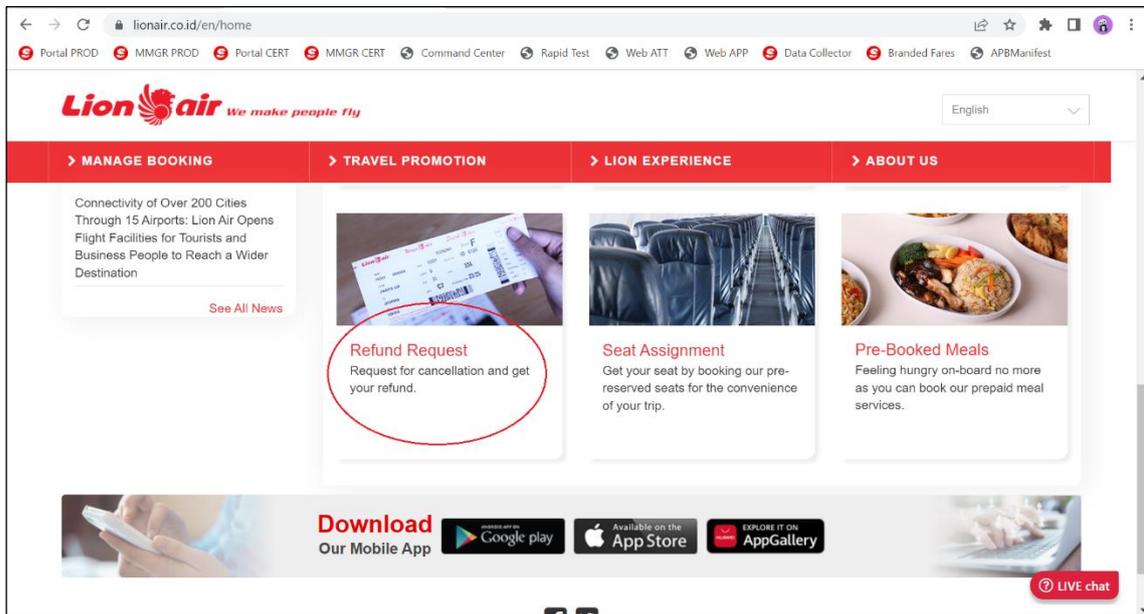
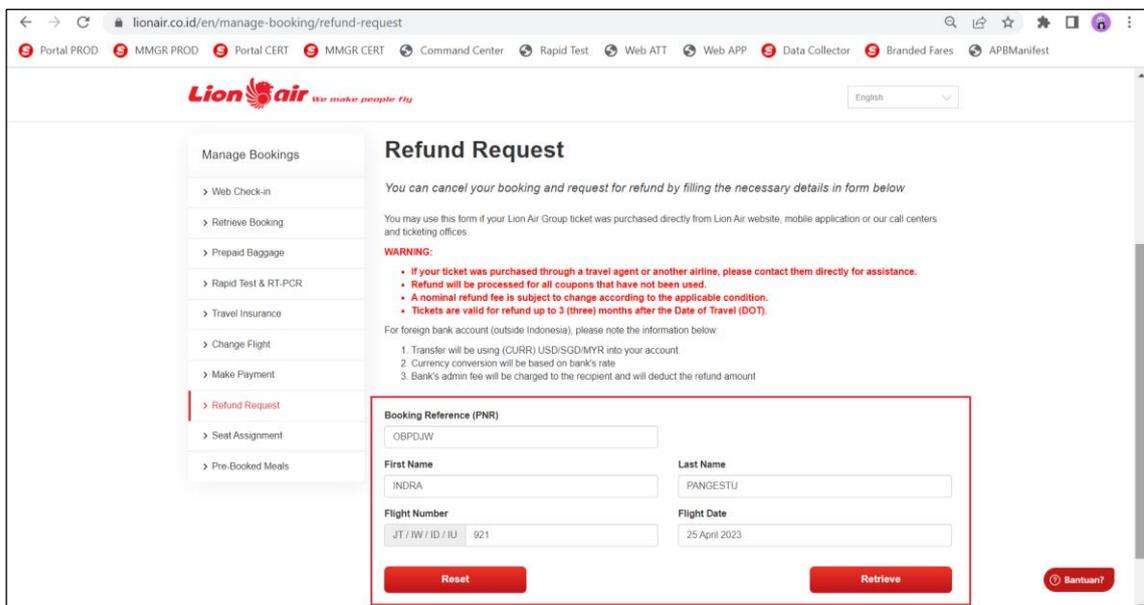


1. Your refund request can be submitted through our official website at the link below: <https://www.lionair.co.id/en/home> following the applicable terms and conditions.
2. Choose the “Manage Booking” menu and choose “Refund Request”.



3. Please input your Booking Code (PNR), customer name, flight number, and date of travel, then click the ‘Retrieve’ button to continue the process.

Tips: Only tickets purchased at Airline Representative Office (Town Office or Airport) and our official Website or mobile apps can be submitted through the website. If you purchased the ticket from Travel Agent, you can directly request it to the related travel agent.



- Your reservation successfully retrieved, please choose the “Refund” menu to submit the refund request.

uat.lionair.co.id/LionAirMMB2/MyBooking.aspx

Lion air Country/Language - Please Select -

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 INDRA RANGESTU	NA	9902153856286	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 Ops **Refund**

- Choose the passenger that wants to refund, then click the ‘Continue’ button.

uat.lionair.co.id/LionAirMMB2/RefundStep1.aspx

Lion air Country/Language - Please Select -

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 INDRA RANGESTU	NA	9902153856286	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. Attached is a detailed estimate of your ticket refund, please click 'Continue' if agreed.

Booking Reference (PNR)
OBPDW

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. Please fill out the refund form.

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)
OBPDW

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. Refund request has been done.

uat.lionair.co.id/LionAirMMB2/RefundForm.aspx

Lion air Country/Language - Please Select -

Refund Request

Email Address : Indra@gmail.com
 Phone Number : 62000085445234432
 Reason Of Refund : TESTING SUBMIT
 REFUND WEBSITE

Refund Request Passengers

Booking Reloc	Passenger Name	Ticket Number	Baggage EMD Number
1. OBDPW	PANGESTU/INDRA	9902153856286	

We have received your refund request, you will receive an email shortly with your refund request details.

Home

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You will receive an email from Lion Group on your refund request. If the attached data is completed and appropriate, you will get your refund as below:

PAYMENT METHODS	REFUND DURATION	
	Indonesia's Local Bank	Foreign Bank
Cash	15 (fifteen) working days	60 (sixty) working days
Convenience Store	15 (fifteen) working days	-
Payment Code	30 (thirty) working days	60 (sixty) working days
Credit Card	30 (thirty) working days	60 (sixty) working days
Debit Card	30 (thirty) working days	-