



Garuda Indonesia Group

Register Office: Jln. Kebon Sirih No.46A, Gambir, Jakarta Pusat. 10110 (Gedung Garuda Indonesia )  
NPWP : 02.827.597.2-093.000

## AIR TICKET

### Travel Itinerary Information

Booking Code : X9WPTB  
Reference Number : 123610310403  
Booking Date : Rab, Jan 15, 2025

### Flight Details

QG 89  
A320

Kam - 16 Jan 2025

🕒 12.30 PM

PLM - Palembang

Sultan Mahmud Badarudin International Airport  
- Domestic Terminal



Kam - 16 Jan 2025

🕒 13.45 PM

HLP - Jakarta

Halim Perdanakusuma International Airport - Domestic  
Terminal

### Passenger Details

No.	Passenger	Route	Check-Bge	Cabin Bge	Seat	Miscellaneous
1	MR Budi Setiawan	PLM - HLP	15 kg	7kg (1pcs)	18C	



#### Contact Center

Tanya Linka (WhatsApp) : 0811 1011 0808  
Contact Center 24 Jam : 0804 1 080808  
International Contact Center : +6221 5088 6390  
Email : [customercare@citilink.co.id](mailto:customercare@citilink.co.id)

#### ONLINE CHECK-IN

Available 48 hours - 1 hours before departure  
Check-In Here : [Web Check-in](#) | [Mobile Check-in](#)

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## Terms and Condition

1. Konter penerbangan domestik dibuka 2 jam dan ditutup 30 menit sebelum keberangkatan. Khusus Bandara Internasional Soekarno Hatta ditutup 45 menit sebelum keberangkatan. Konter penerbangan Internasional dibuka 3 jam dan ditutup 1 jam sebelum keberangkatan. Akan lebih baik jika Anda tiba di bandara lebih awal dari perkiraan. Untuk *web/mobile check-in* hanya untuk penerbangan domestik mulai dari 48 Jam sebelum waktu keberangkatan.  
*Domestic flight counters open 2 hours and close 30 minutes before departure. Especially for Soekarno Hatta International Airport, it closes 45 minutes before departure. International flight counters open 3 hours and close 1 hour before departure. It is even better to arrive at the airport earlier than expected. Web/mobile check-in available only for domestic flights starting from 48 hours before departure time.*
2. Check-in Online tidak tersedia untuk Penerbangan Internasional.  
*Online check-in is not available for International Flight*
3. Diperkenankan membawa 1 (satu) buah bagasi kabin berat maksimal 7 kg dimensi maksimal 56 cm x 36 cm x 23 cm (Airbus A320); 41 cm x 34 cm x 17 cm (ATR 72-600). Tambahan tas jinjing/kantong/tas kecil dimensi maksimal 40 cm x 30 cm x 10 cm harus bisa muat di bawah kursi di depan Anda (tidak berlaku jika Anda duduk di kursi pintu darurat). Jika bagasi kabin melebihi ketentuan berat dan dimensi yang telah ditetapkan maka akan dikenakan biaya sesuai ketentuan yang telah ditetapkan dan dianggap sebagai bagasi tercatat.  
*It is permitted to carry 1 (one) piece of cabin baggage with a maximum weight of 7 kg, maximum dimensions of 56 cm x 36 cm x 23 cm (Airbus A320); 41 cm x 34 cm x 17 cm (ATR 72-600). Additional tote bags/pouches/small bags with maximum dimensions of 40 cm x 30 cm x 10 cm must be able to fit under the seat in front of you (not applicable if you are sitting in an emergency exit seat). If the Cabin Baggage exceed the permitted specified weight and dimension, charged shall be imposed based on provision then treated as checked baggage.*
4. Peralatan olahraga seperti sepeda, stick golf, menyelam (diving), papan selancar, paralayang dan peralatan olahraga lainnya dapat dibawa penumpang dan masuk ke dalam alokasi promo bagasi tercatat (Baggage Allowance). Info lebih lanjut dapat diakses di link: <https://www.citilink.co.id/bagasi-olahraga/>  
*Sports equipment such as bicycles, golf sticks, diving, surfboards, paragliding and other sports equipment can be carried by passengers and included in the checked baggage promo allocation (Baggage Allowance). Further information can be accessed at the link : https://www.citilink.co.id/bagasi-olahraga/*
5. Tidak diperkenankan membawa barang-barang berharga, pecah belah, mudah rusak dan cairan yang tidak terbungkus dengan baik sebagai bagasi tercatat. Citilink tidak bertanggung jawab apabila terjadi kerusakan dan kehilangan.  
*It is not permitted to carry any valuable, fragile, vulnerable, and liquid without proper packaging. Citilink shall not be responsible for any damage or loss occurrence.*
6. Bagi ibu hamil wajib memiliki surat rekomendasi terbang dari Dokter. Untuk informasi lebih lanjut dapat melakukan pengecekan pada Huruf H, poin 8.5 melalui link berikut : <https://www.citilink.co.id/condition-of-carriage>  
*Pregnant women are required to have a letter of recommendation to fly from a doctor. For further information, please check Letter H, point 8.5 can be accessed at the link : https://www.citilink.co.id/condition-of-carriage*
7. Citilink tidak bertanggung jawab atas penerbangan lanjutan dengan Citilink yang tidak tertera di tiket maupun penerbangan lanjutan dengan maskapai lain.  
*Citilink is not responsible for connecting flights with Citilink that are not listed on the ticket or connecting flights with other airlines.*
8. Detail Syarat dan Ketentuan dapat diakses pada link : <https://www.citilink.co.id/condition-of-carriage>  
*Details Conditions and Terms can be accessed at the link : https://www.citilink.co.id/condition-of-carriage*
9. Untuk alasan keselamatan, tidak diperkenankan membawa barang-barang berbahaya seperti gas terkompresi, bahan mudah terbakar, tidak mudah terbakar, korosif, asam, alkalin, dan baterai basah; agen etiologi seperti bakteri dan virus : bahan peledak, amunisi, kembang api, suar ; bahan radio aktif, bahan pengoksidasi, atau barang lainnya sebagai bagasi.  
*For safety reason it is not permitted to carry any dangerous articles such as compressed gases, flammable, nonflammable, poisonous, corrosives, acid, alkalis and wet cell batteries/etiologic agents, bacteria, viruses etc, explosives munitions, fireworks, flares, radioactive, oxidizing materials or any dangerous goods articles as passenger baggage.*
10. Dengan Anda membeli tiket Citilink, kami menganggap bahwa Anda sudah membaca dan setuju dengan syarat dan ketentuan tersebut di atas.  
*By purchasing Citilink tickets, we assume that you have read and agree to the terms and conditions above.*



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