

## BAB III

### KESIMPULAN DAN SARAN

#### A. Kesimpulan

1. Maskapai penerbangan Garuda Indonesia memberlakukan tanggung gugat *Absolut liability* dan *Limitation of liability* untuk bagasi tercatat, sedangkan untuk bagasi tangan diberlakukan tanggung gugat *Presumption of non liability* dan *Limitation of liability*.
2. Prosedur ganti rugi yang diberikan oleh Perusahaan Angkutan udara Garuda Indonesia atas musnah, kehilangan atau kerusakan kepada penumpang pesawat dapat dilakukan langsung ke bagian *Lost and Found* Garuda Indonesia di bandara dan mengisi formulir *Property Irregularity Report* (PIR). Pengajuan klaim dapat dilakukan di kantor cabang ataupun di kantor pusat.
3. Proses ganti rugi yang diberikan oleh Perusahaan Angkutan udara Garuda Indonesia atas musnah, kehilangan atau kerusakan kepada penumpang pesawat antara lain yaitu *First need compensation* (kompensasi awal), Ganti rugi bagasi (klaim bagasi), Pengantaran bagasi, *Deductible Baggage* (klaim bagasi yang menjadi beban sendiri (beban P.T. Garuda Indonesia) untuk penerbangan Domestik dan Internasional), Batasan pembayaran klaim bagasi di kantor cabang (menggantikan PIN 087/1993 Claim up to USD 750).

**B. Saran**

1. Garuda Indonesia lebih meningkatkan mutu pelayanan terhadap penumpang khususnya dalam pelayanan bagasi tangan.
2. Pelaksanaan ganti rugi, Garuda Indonesia melakukan pembayaran maksimum yang dapat dibayarkan adalah Rp. 4.000.000 (Empat Juta Rupiah) perkasus. Sebaiknya pihak Garuda Indonesia mencari kesepakatan dengan penumpang mengenai jumlah yang pantas sesuai dengan nilai barang yang hilang dengan melihat keadaan ekonomi pada saat itu.

## DAFTAR PUSTAKA

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### Artikel

*Laporan akhir analisa dan evaluasi hukum tertulis tentang ketentuan-ketentuan hukum yang berkenaan dengan penentuan jumlah ganti rugi dalam bidang pengangkutan udara*, Badan Hukum Nasional, Jakarta, 1991/1992.

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[www.jawapos.com](http://www.jawapos.com), *Keluhan Paling Menjengkelkan Pengguna Jasa Penerbangan di Bandara Juanda*, tanggal 9 Oktober 2006.

**Peraturan Perundang-Undangan**

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Kitab Undang-Undang Hukum Dagang (*Wetboek van Koophandel*) *Staatsblad*.  
1847-23

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tahun 1992 No. 50, tambahan lembaran negara RI No. 3481)

Peraturan Pemerintah No. 40 Tahun 1995 tentang Angkutan Udara (Lembaran  
Negara RI tahun 1995 No. 68, tambahan lembaran negara RI No. 3610)

# Lampiran

Kepada Yth,  
Dekan Fakultas Hukum  
Universitas Atmajaya  
Yogyakarta

05 Desember 2006  
GARUDA / JOG / DM - 2369 /06  
Ijin Penelitian

Yogyakarta  
Dear Kami/Our Number  
Subject

(Persero) Perusahaan  
Perbangunan  
Garuda Indonesia  
Head Office :  
Jung Garuda Indonesia  
Merdeka Selatan No. 13  
Jakarta 10110, Indonesia

62-21-2311801  
43579 GIACGK IA  
mat Kawat/Cable  
AL/DAIR

Dengan hormat,

Menunjuk surat nomor : 2068/2006 tanggal 31 Oktober 2006, bersama ini kami sampaikan Ijin Penelitian kepada :

Nama : Arthur Malinton Sembiring  
No. Mhs : 8158 / H  
Program Khusus : Hukum Ekonomi dan Bisnis

Ijin ini diberikan untuk melakukan penelitian di PT. Garuda Indonesia Branch Office Jogjakarta dengan ketentuan khusus dimana proses penelitian yang dilakukan oleh mahasiswa tersebut diatas tidak mengganggu kegiatan operasional serta kenyamanan pelanggan PT. Garuda Indonesia.

Selanjutnya kepada mahasiswa tersebut diatas harap menghubungi unit Marketing and Sales PT. Garuda Indonesia Branch Office Jogjakarta pada jam kerja.

Demikian kami sampaikan, terima kasih.

Hormat kami,  
PT. GARUDA INDONESIA  
General Manager Yogyakarta



BAMBANG SUNAN

## Property Irregularity Report (PIR)

PRIORITY <input type="checkbox"/> ADDRESS (ES) <input type="checkbox"/> A T L B M X S		DATE OF ISSUE	
ORIGINATOR <input type="checkbox"/> L L <input type="checkbox"/> DATE <input type="checkbox"/> TIME <input type="checkbox"/>			
ORIGINATOR PLEASE CROSS OUT WHICHEVER OF THESE TWO BOXES DOES NOT APPLY			
MISSING AHL/BAH		DAMAGE/PILFERED (DPR)	
FR AIRPORT <input type="checkbox"/> CARRIER <input type="checkbox"/> NUMBER OF FILE <input type="checkbox"/>			
NM PASSENGER - SURNAME <input type="checkbox"/>			
IT PASSENGER - INT <input type="checkbox"/> P S PASSENGER STATUS <input type="checkbox"/>			
TN CARRIER - BAG TAG NUMBER <input type="checkbox"/> CARRIER - BAG TAG NUMBER <input type="checkbox"/> CARRIER - BAG TAG NUMBER <input type="checkbox"/>			
TC COLOUR TYPE WHS/STRAPS <input type="checkbox"/> COLOUR TYPE WHS/STRAPS <input type="checkbox"/> COLOUR TYPE WHS/STRAPS <input type="checkbox"/>			
RT ROUTING AND /OR LOCATION TO BE TRACED <input type="checkbox"/>			
FD CARRIER FLIGHT NUMBER <input type="checkbox"/> DATE MONTH <input type="checkbox"/> CARRIER FLIGHT NUMBER <input type="checkbox"/> DATE MONTH <input type="checkbox"/> CARRIER FLIGHT NUMBER <input type="checkbox"/> DATE <input type="checkbox"/>			
BI BRAND NAME (1) <input type="checkbox"/> DISTINCTIVE OUTSIDE IDENTIFICATION (1) <input type="checkbox"/> NAME AND/OR INITIALS ON BAG <input type="checkbox"/> OTHER MARKINGS/HOTEL STIKER <input type="checkbox"/>			
CN CONTENT (1) NO MORE THAN 4 DISTINCTIVE ITEMS <input type="checkbox"/>			
FI FORWARDING INSTRUCTIONS <input type="checkbox"/>			
DAMAGE INFORMATION			
TD TYPE OF DAMAGE CODE <input type="checkbox"/>			
BD BAGGAGE DETAILS <input type="checkbox"/>			
CD CONTENTS DAMAGE (DISTINGTIVE ITEMS DAMAGE) <input type="checkbox"/>			
LP LOST PROPERTY (DISTINGTIVE ITEMS MISSING) <input type="checkbox"/>			
Please indicate damage on these drawings		TOP BOTTOM	
SIDE 1 SIDE 2		MI = Minor <input type="checkbox"/> MA = Mayor <input type="checkbox"/> TL = Total <input type="checkbox"/>	
TYPE OF DAMAGE OF EACH BAG IN A DPR MAY CONTAIN A MAXIMUM OF 2 TYPES OF DAMAGE 01 HANDLE 05 SCRATCHED 09 FRAME 13 HINGES 02 LOCK 06 FOOT/GUIDE 10 CRUSHED 14 DENTED 03 HOLE 07 ZIPPER 11 STAINED 15 CONTENTS 04 TORN 08 STRAPH 12 BINDINGS 16 OTHERS		DETAILS OF CHECKED BAGGAGE BW - TOTAL BAGGAGE WEIGHT ..... Kgs DW - DELIVERY WEIGHT ..... Kgs NW - MISSING WEIGHT ..... Kgs	
PASSENGERS TITLE <input type="checkbox"/> TICKET NUMBER <input type="checkbox"/> PASSPORT NUMBER <input type="checkbox"/>		EXCESS BAGGAGE TICKET NUMBER <input type="checkbox"/>	
PASSENGER S PERMANENT ADDRESS AND PHONE NUMBER <input type="checkbox"/>		TEMPORARY ADDRESS AND PHONE NUMBER <input type="checkbox"/> VALIDITY DATE <input type="checkbox"/>	
LOCAL DELIVERY INSTRUCTIONS <input type="checkbox"/>		BAG LAST SEEN <input type="checkbox"/>	
LANGUAGE <input type="checkbox"/> ENGLISH <input type="checkbox"/> OTHERS <input type="checkbox"/> SPECIFY <input type="checkbox"/>		REASON FOR LOSS <input type="checkbox"/> CASH ADVANCE PAID <input type="checkbox"/>	
AGENTS SIGNATURE <input type="checkbox"/>		THIS REPORT DOES NOT INVOLVE ANY ACKNOWLEDGEMENT OF LIABILITY <input type="checkbox"/>	
AG		PASSENGER'S SIGNATURE	
NOTE			

Original : CLAIMS DEPT. JAKARTA

1st Copy : Passenger

2nd Copy : Handling Agency/Airline



# AIRLINE BAGGAGE IDENTIFICATION CHART

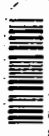








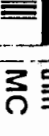
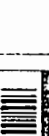

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## Miscellaneous Articles (50-99) - May have protective cover - Specify Brand of article






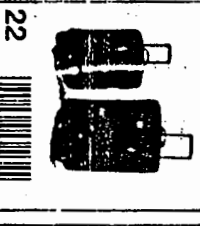



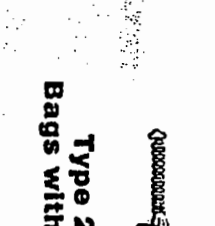

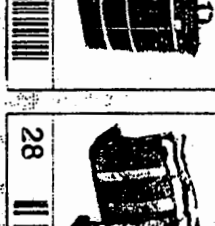
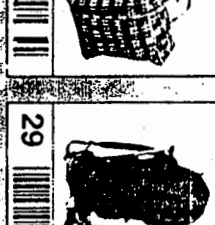

# AIRLINE BAGGAGE IDENTIFICATION CHART

 WT White/Clear	 BK Black	 GY Grey	 BU Blue	 RD Red	 YW Yellow	 BE Beige	 BN Brown	 GN Green	 MC 2 or more solid colors excluding trim	 TD Tweed	 PR Pattern
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## Non-Zippered Type Bags (01-11)

 01 Hard Shell	 02 Hard Shell	 03 Soft Squeeze	 04 Soft Squeeze
 05 Soft Squeeze	 06 Soft Squeeze	 Type 01-11 No Zippers	
 08 Military Style Bag	 09 Military Style Bag	 10 Box (if Sample Item uses rubber strap with (new zipper) & button fit)	 11 Soft Squeeze

## Zippered Type Bags (20-29)

 20 Soft Squeeze	 22 Soft Squeeze	 23 Soft Squeeze	 24 Soft Squeeze
 25 Soft Squeeze	 Type 20-29 Bags with Zippers		
 27 Soft Squeeze	 28 Soft Squeeze	 29 Soft Squeeze	

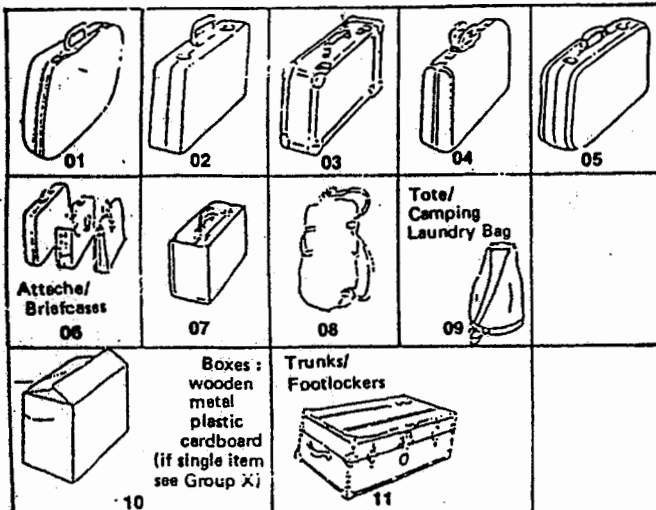
## External Descriptive Elements

 B Single item in a box	 C Combination Locks	 H Retractable Handles	 P External Pockets	 S Straps to Close/Secure	 W Wheels/Rollers	 X No External descriptive elements
--	---	---	--	---	--	--

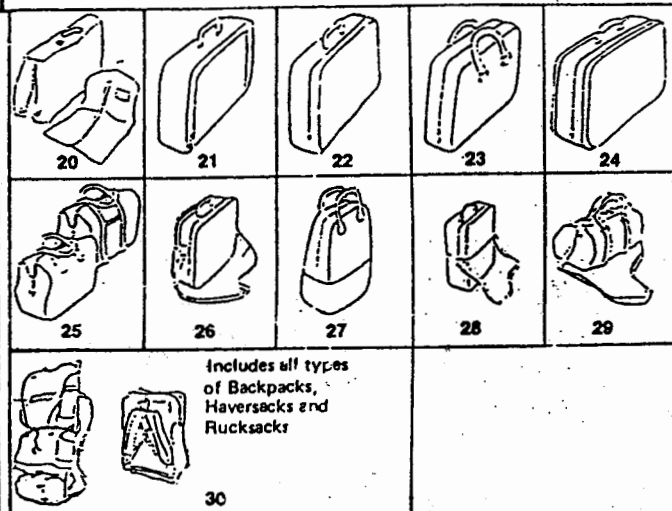
## External Descriptive Elements

# AIRLINE BAGGAGE IDENTIFICATION CHART

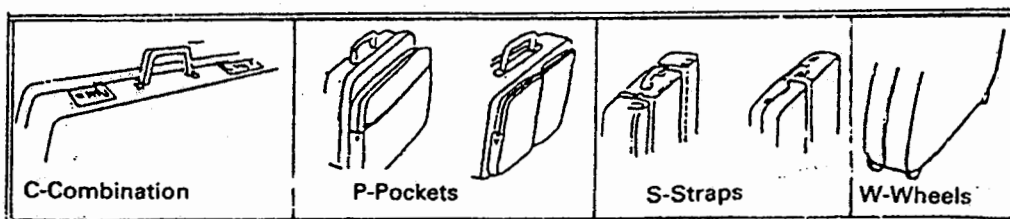
## GROUP A : NON-ZIPPERED TYPE BAGS



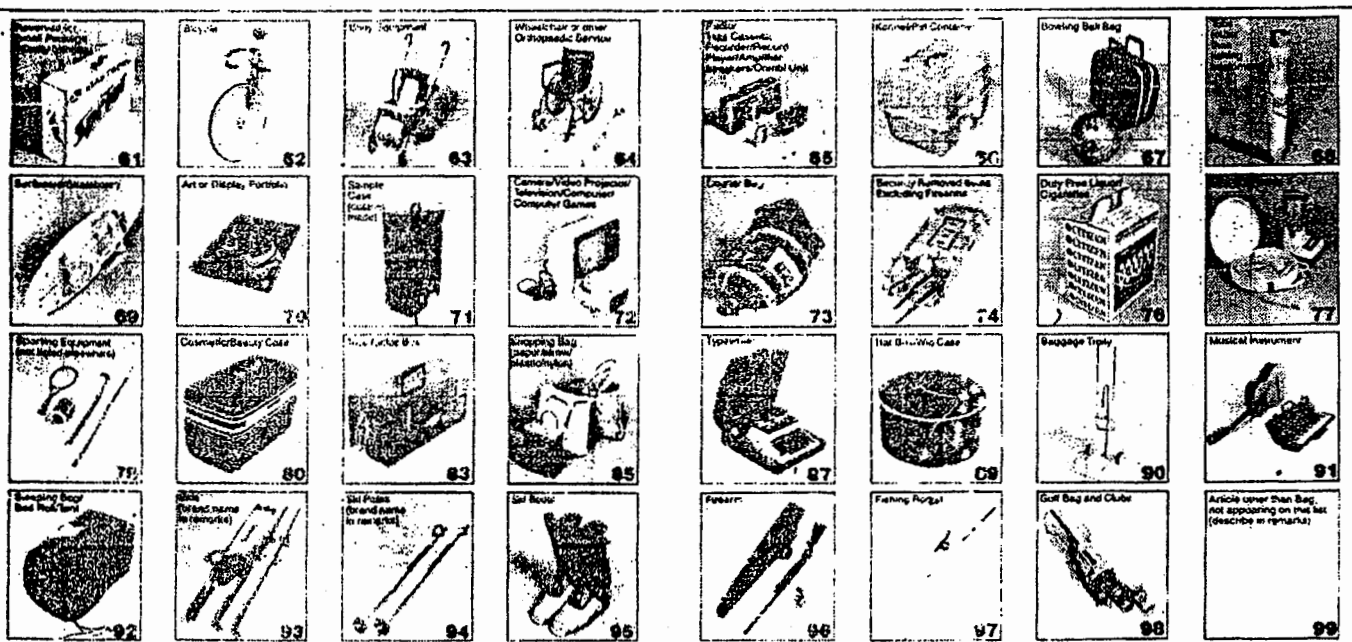
## GROUP B : ZIPPERED TYPE BAGS



DESCRIPTIVE ELEMENTS - Do not add if shown in pictures.



## GROUP X MISCELLANEOUS ARTICLES



## BAGGAGE COLOUR CODE

ALUMINIUM/SILVER  
BLACK  
BLU  
BROWN/TAN/FAWN  
CLEAR/TRANSLUCENT  
BEIGE/CREAM/ IVORY  
GREEN/OLIVE  
GREY  
PLAID/TWEED/CHECK  
PURPLE/VIOLET  
RED/PINK/MAROON  
STRIPED  
TAPESTRY  
WHITE

### PRIMARY

AM  
BK  
BU  
BN  
CR  
BE  
GN  
GY  
PD  
FU  
RD  
ST  
TP  
WT

### SECONDARY

GY  
BU/GY  
BK/GY  
BK/GN/GY  
WT  
BN/YW/WT  
BU/BY/PD  
AM/BK/BL/GN  
GN/PU/RD/ST/TP  
PD/RD  
BN/PD/PU  
PD  
PD  
CR



**Garuda Indonesia**

**Passenger Ticket &  
Baggage Check  
Tiket Penumpang  
dan Bagasi**

Issued by Garuda Indonesia  
Jl. Merdeka Selatan No 13  
Jakarta 10110, Indonesia  
Member of the International  
Air Transport Association

NOTICE: 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 of or damage to baggage. See also notices headed "Advice to International Passengers on Limitation of Liability" and "Notice of Baggage Liability Limitations".

### CONDITIONS OF CONTRACT

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.

Carrier reserves the right to refuse carriage to any person who has acquired a ticket in violation of applicable law or carrier's tariffs, rules or regulations. Issued by the carrier whose name is in the "Issued by" section on the face of the Passenger Ticket and Baggage Check. SUBJECT TO TARIFF REGULATIONS

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 forth with 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. This ticket is good for carriage for one year from date of issue, except as otherwise provided in this ticket, in carrier's tariffs, conditions of carriage, or related regulations. The fare for carriage hereunder is subject 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 else where 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.

<b>Garuda Indonesia</b>		SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET		CONJUNCTION TICKETS		2006	
ORIGIN/DESTINATION				GARUDA INDONESIA PASSENGER INDONESIA			
DATE OF ISSUE				03DEC04			
AIRLINE DATA				GA 0			
ISSUED IN EXCHANGE FOR				03DEC04			
NOT GOOD FOR PASSAGE FROM							
TO	CARRIER	FLIGHT	CLASS	DATE	TIME	STATUS	FARE BASIS
YOGYAKARTA	GA	OPEN		OPEN	OPEN	YOW	
JAKARTA		VOID		VOID			
VOID		VOID		VOID			
VOID		VOID		VOID			
VOID		VOID		VOID			
FARE CALCULATION							
IDR540000 JOG GA CGK IDR 540000END							
FORM OF PAYMENT							
CASH							
ORIGINAL ISSUE							
126 2431987054 0							
030615260 4							

### 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 USD 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 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 USD 10,000 or USD 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 USD 75,000 above is inclusive of legal fees and costs except that in 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 USD 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 USD 9.07 per pound (USD 20 per kilograms) for checked baggage and maximum USD 400 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 USD 1,250 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.

## IMPORTANT

### VALIDITY

Ticket validity is shown in Not Valid Before and or Not Valid After Box on the flight coupon. When in doubt please consult with Garuda Indonesia Sales Office or Travel Agent.

### APPLICATION FOR REFUND

Application for refund should be made less than 3 months for domestic ticket and 1 year for international ticket after validity of the ticket. Garuda Indonesia reserves the right to refuse refund when application is made beyond above regulation or ticket is not refundable. Refund process will be charged according to Carrier regulation.

### COUPON SEQUENCE

Flight coupons must be used in sequence from the point of departure as shown on the flight coupon.

### ATTENTION

1. For passenger convenience and safety/security reasons, it is allowed to carry on board only one cabin baggage within reasonable size and shape in the cabin to fit under passenger's seat (size L. 56 cm x W. 23 cm x H. 36 cm) with maximum weight 7 kilograms and on passenger responsibilities.
2. Cancellation must be reported at least 24 hours before departure time.  
For certain fare types, cancellation confirmed booking less than 24 hours before departure time will be charged 25% cancellation fee.
3. The passengers obliged to report check-in at the Airport, check-in counter is opened 2 hours until 30 minutes before departure time. Flight can not wait for the passenger who comes late and Garuda Indonesia is responsible for it.

## PENTING

### MASA BERLAKU TIKET

Masa berlaku tiket tercantum dalam kolom Not Valid Before dan atau Not Valid After pada flight coupon. Apabila terdapat keraguan silakan menghubungi Kantor Penjualan atau Travel Agent Garuda Indonesia.

### PERMOHONAN UNTUK REFUND

Pemohonan refund dapat dilakukan apabila diajukan kurang dari 3 bulan untuk tiket domestik dan 1 tahun untuk tiket internasional terhitung sejak habis masa berlaku tiket Garuda Indonesia bertak. Menolak permohonan refund apabila diajukan melebihi ketentuan di atas atau kondisi tiket tidak dapat diuangkan kembali. Untuk proses refund akan dikenakan biaya sesuai dengan ketentuan yang berlaku pada pihak pengangkut.

### LEMBARAN FLIGHT COUPON

Lembaran flight coupon harus digunakan secara berurutan mulai dari tempat keberangkatan seperti pada lembaran flight coupon.

### PERHATIAN

1. Untuk kenyamanan dan keselamatan/keamanan penumpang, diperbolehkan membawa satu bagasi kabin dengan ukuran yang bisa ditaruh di bawah tempat duduk atau di bagasi kabin (ukuran P. 56 cm x L. 23 cm x T. 36 cm) dengan berat maksimum 7 kilogram dan menjadi tanggung jawab penumpang yang bersangkutan.
2. Pembatalan harus dilakukan/dilaporkan paling lambat 24 jam sebelum keberangkatan pesawat. Untuk beberapa jenis harga tertentu, pembatalan pembukuan pasti yang dilakukan kurang dari 24 jam sebelum keberangkatan pesawat akan dikenakan biaya pembatalan sebesar 25%.
3. Penumpang diwajibkan melapor (check-in) di Bandar Udara, check-in counter dibuka 2 jam sampai 30 menit sebelum waktu keberangkatan. Penerbangan tidak dapat menunggu apabila penumpang datang terlambat dan Garuda Indonesia tidak bertanggung jawab atas hal tersebut.

## CONDITIONS OF CONTRACT DOMESTIC REGULATION

1. Carriage hereunder is subject to the regulations of the Air Transport Ordinance of The Republic of Indonesia Sbb. 1939/100, the Law of the Republic of Indonesia No. 15, 1992 concerning Civil Aviation, the Government Regulation of the Republic of Indonesia No. 40, 1995 and to the applicable conditions of carriage, tariffs, time tables (except the times 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. Checked baggage carried hereunder will only be delivered to the passenger on production of the baggage claim tag.
5. a. The carrier is liable for the damage and loss on the passenger's baggage subject to the Government Regulation of the Republic of Indonesia No. 40, 1995 and the conditions of the carriage of the carrier.  
 b. A baggage is regarded received in good order and condition by the passenger unless the passenger claims otherwise upon receipt of higher baggage.  
 c. All claims are subject to proof of amount of actual loss. The liability for lost or damaged baggage is limited to IDR 100.000 ( one hundred thousand rupiahs) per kilogram.  
 d. The Carrier assumes no liability for fragile/perishable articles and lives animals if carried as baggage.  
 e. The carrier assumes no liability for valuable goods such as money, jewellery, electronic devices, medicines, documents and valuable papers etc, kept in the baggage.  
 6. 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.

The passenger named hereon is insured with P.T. Asuransi Kerugian Jasa Raharja in accordance with Act No.33/1964 juncto its implementation regulations.

## SYARAT-SYARAT PERJANJIAN PERATURAN DALAM NEGERI

1. Perjanjian pengangkutan ini tunduk kepada ketentuan-ketentuan Ordonansi Pengangkutan Udara Indonesia (Sbb. 1939/100), Undang-Undang Republik Indonesia No. 15 Tahun 1992 tentang Penerbangan, Juncto Peraturan Pemerintah Republik Indonesia No. 40 Tahun 1995 serta kepada syarat-syarat Pengangkutan, tarif, peraturan dinas, (kecuali waktu keberangkatan dan waktu kedatangan yang tersebut di atasnya) dan peraturan lain dari pengangkut, yang merupakan bagian yang tidak dapat dipisahkan dari perjanjian ini dan yang dapat diperiksa di kantor pascasi pengangkut.
2. Tiket penumpang ini hanya dapat dipergunakan oleh orang yang namanya tertera di atasnya dan tidak dapat dipergunakan oleh orang lain. Penumpang menyetujui bahwa bila perlu pengangkut dapat memeriksa apakah tiket ini benar dipakai oleh yang berhak. Jika tiket ini dipergunakan atau dicoba untuk dipergunakan oleh seseorang yang lain daripada yang namanya tersebut dalam tiket ini, maka pengangkut berhak untuk menolak pengangkutan orang ini serta hak pengangkutan dengan tiket ini oleh yang berhak menjadi batal.
3. Pengangkut berhak menyerahkan penyelenggaraan perjanjian pengangkutan ini kepada perusahaan pengangkutan lain dan mengubah tempat-tempat perhentian yang telah di setuju.
4. Bagasi tercatat yang diangkut berdasarkan perjanjian ini, hanya akan diserahkan kepada penumpang yang jika canik bagasinya dikembalikan kepada pengangkut.
5. a. Pengangkut bertanggung jawab atas kerugian-kerugian yang timbul pada penumpang dan bagasi dengan mengingat pada syarat-syarat dan batas-batas yang ditentukan dalam Peraturan Pemerintah Republik Indonesia No. 40 tahun 1995 dan syarat-syarat umum pengangkutan dari pengangkut.  
b. Bila penumpang pada saat penerimaan bagasi tidak melakukan protes, maka dianggap bahwa bagasi itu telah diterima dalam keadaan lengkap dan baik.  
c. Semua tuntutan ganti rugi harus dapat dibuktikan besarnya kerugian yang secara nyata diterima.  
Tanggung jawab terbatas untuk kehilangan dan kerusakan bagasi ditetapkan sejumlah selinggi-lingginya IDR. 100.000,- (seratus ribu rupiah) per kilogram.  
d. Pengangkut udara tidak bertanggung jawab terhadap kerusakan barang-barang pecah-belah/cepat busuk dan binatang hidup jika diangkut sebagai bagasi.  
e. Pengangkut udara tidak bertanggung jawab terhadap barang berharga seperti uang, perhiasan, barang elektronik, obat-obatan, dokumen serta surat berharga atau sejenisnya jika dimasukkan kedalam bagasi.  
f. Tidak seorangpun dari agen, pegawai atau wakil pengangkut berhak mengubah atau membatalkan syarat-syarat pengangkutan, tarif, peraturan dinas dan peraturan lain dari pengangkut yang berlaku baik sebagian maupun seluruhnya.

Penumpang yang namanya tercantum dalam tiket ini dipertanggungjawabkan pada PT. Asuransi Kerugian Jasa Raharja berdasarkan undang-undang No 33/1964 Juncto peraturan-peraturan pelaksanaannya.



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

# **BARANG-BARANG BERBAHAYA DALAM BAGASI**

Untuk alasan keselamatan, barang-barang berbahaya seperti yang tercantum di bawah ini dilarang dibawa bersama bagasi penumpang.

Briefcases and attached cases with installed alarm devices

Compressed gases (Flammable, non-flammable and poisonous) such as butane, oxygen, propane, aqualung cylinders.

Tas dan barang-barang yang dilengkapi alarm dengan gas yang bertekanan tinggi (mudah terbakar, tidak mudah terbakar dan beracun) seperti butana, oksigen, propana, aqualung cylinders.



Compressed gas/cylinders Aqualungs

Corrosives such as acids, alkalis and wet cell batteries

Bersifat korosif seperti asam, alkali, accu



Wet cell batteries

Bersifat menular (bakteri, virus, dll)

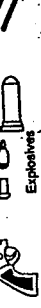
Explosives, munitions

Mudah meledak, amunisi

Sporting guns



Hand guns



Explosives including blank cartridges

Flammable liquids and solids such as lighter or heater fuels, matches and articles which are easily ignited

Benda cair dan padat yang mudah terbakar seperti pemanik api, korek api dan barang-barang lain yang sejenis

Lighters that need inverting before ignition



Lighter fuel

Lighter refills

Matches are not acceptable and may only be carried on the person

Korek api tidak diperbolehkan kecuali dibawa oleh pemiliknya

Radio-active materials

Bahan-bahan radio aktif

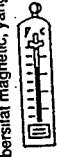
peroxides poisons such as arsenic, cyanides, insecticides, weedkillers

Bahan-bahan oksidasi seperti bubuk pemutih, racun peroksida seperti arsenic, sianida, insektisida, pembasmi hama.



Other dangerous articles such as mercury, magnetized material, offensive or irritating materials

Barang-barang berbahaya lain seperti merkuri, yang berisot magnetik, yang dapat mengikis atau iritasi.



Apparatus containing mercury must not be carried in baggage

Peralatan-peralatan yang mengandung merkuri tidak boleh dimasukkan dalam bagasi

Medicines and toiletries in limited quantities which are necessary or appropriate for the passenger during the journey, such as hair sprays, perfumes and medicines containing alcohol, may be carried.

Obat-obatan dan perlengkapan toilet dalam jumlah terbatas yang diperlukan oleh penumpang selama penerbangan seperti hair spray, parfum dan obat-obatan yang mengandung alkohol diperkenankan untuk dibawa.

Further information is available on request

Informasi selengkapnya tersedia apabila diperlukan

## FREE BAGGAGE ALLOWANCE

Free baggage allowance is shown in ALLOW Box. When in doubt please consult with Garuda Indonesia Sales Office or Travel Agent.

If there is no exception, for infant paying 10% from adult fare is eligible for free baggage allowance 10 kilograms (22 lbs).

For your air trip the articles illustrated on page 11, when retained in your custody, will be carried free over and above the free baggage allowance; except that infant's carrying basket, a fully collapsible invalid's wheel-chair and/or a pair of crutches may be carried in the passenger or cargo compartment of the aircraft. However, overnight bags, briefcases, typewriters, personal radios, ladies vanity or cosmetic cases, hat boxes and large size cameras - all other articles are weighed together with all other baggage and are subject to excess baggage charges if total mass is in excess of free baggage allowance.

Please do not ask our personnel to exceed these free articles in any way, as they are not authorized to comply with such of request.

## BAGASI CUMA-CUMA

Bagasi cuma-cuma tercantum dalam kolom ALLOW pada *flight coupon*. Apabila terdapat keraguan silahkan menghubungi Kantor Penjualan atau Travel Agent Garuda Indonesia.

Kecuali ditentukan lain, tarif bay sebesar 10% dari tarif normal yang berlaku mendapat bagasi cuma-cuma sebesar 10 kilogram (22 lbs).

Selama barang-barang tersebut di halaman 11 berada dalam langungan pengawasan Anda sendiri, barang-barang tersebut dapat diikuti tanpa bayar selama perjalanan. sebagai tambahan dari bagasi cuma-cuma, seperti tempat/keranjang bayi, kursi roda yang dapat dilipat untuk penderita cacat dan/atau peralatan tempat penyimpanan diangkut dalam pesawat udara di ruang muatan atau penunjang dan tidak ditimbang. Namun barang-barang lain seperti koper kecil, tas surat-surat, mesin tulis, pesawat radio, tas kotak alas wanita, kuak topi dan alat potret ukuran besar, harus ditimbang bersama-sama bagasi lainnya dan apabila jumlah berat seluruhnya melebihi bagasi cuma-cuma yang dibolehkan akan dikenakan biaya bagasi lebih.

Janganlah Anda mencoba meminta kepada pegawai kami untuk melampaui ketentuan ini, karena mereka tidak berwenang untuk mengabulkan permintaan Anda tersebut.

**In addition to your free baggage allowance, which is shown on your ticket, the following items may be carried free of charge**  
**Disamping bagasi cuma-cuma sebagaimana tertera pada tiket anda, barang-barang bawaan tersebut di bawah ini dapat pula dibawa dengan cuma-cuma**

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.



Satu tas tangan wanita, buku saku atau dompet uang yang biasanya dipakai sebagai perlengkapan dalam perjalanan dan tidak boleh diisi dengan barang-barang sehingga dapat dikenakan sebagai bagasi.

An overcoat wrap or blanket.



Satu baju mantel atau selimut.

A small camera and/or a pair of binoculars



Satu alat potret (kamera) kecil dan atau alat penglihat jauh (teropong)

Infant's food for consumption in flight. Infant's carrying basket.



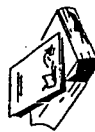
Makanan bayi untuk selama penerbangan.  
 Satu tempat/keranjang bayi.

An umbrella or walking stick



Satu payung atau tongkat

A reasonable amount of reading matter during the flight.



Setjumlah buku bacaan yang pantas untuk keperluan selama penerbangan

A fully collapsible Invalid's wheel chair and/or a pair of crutches and/or braces or other prosthetic device for the passenger's use provided that the passenger is dependent upon them.



Satu kursi roda yang dapat dilipat untuk orang lumpuh dan/atau alat bantu lain yang dipergunakan semala-mata oleh penumpang yang tak dapat berjalan sendiri, dengan syarat bahwa penumpang bersangkutan tergantung kepada alat bantu tersebut.

## TENTION

### KETING TIME LIMIT

Garuda Indonesia reserve the right to cancel passenger reservation, if passenger failed to use ticket number prior to the specified ticketing time limit, as advise by Garuda Indonesia authorized agent.

### CONFIRMATION

Confirmation not required on Garuda Indonesia flight. Every passenger has to advise your local contact in order to anticipate any changes. For passenger who use other carrier, to be advice to follow its regulations.

### OVERBOOKING

Garuda Indonesia may operate overbooking policy, which may caused passenger denied to on board according to the carrier regulations.

## PERHATIAN

### BATAS WAKTU PELAPORAN TIKET

Garuda Indonesia berhak membatalkan pembukuan penumpang, apabila penumpang tidak melaporkan nomor tiket sesuai dengan waktu yang ditetapkan oleh Garuda ataupun Agen.

### REKONFIRMASI

Penumpang Garuda Indonesia tidak perlu melakukan Rekonfirmasi Penerbangan, namun penumpang harus memberikan alamat dan nomor telepon agar petugas dapat segera menghubungi bila terjadi perubahan. Bagi anda yang menggunakan penerbangan selain Garuda Indonesia, agar mengikuti ketentuan rekonfirmasi yang berlaku pada penerbangan tersebut.

### KELEBIHAN PEMBUKUAN

Garuda Indonesia menerapkan kebijakan kelebihan pembukuan: (Over Booking Policy), dimana penumpang dimungkinkan ditolak naik ke pesawat sesuai dengan ketentuan yang berlaku.

Passenger is regarded have read, known and understood all regulation which are written on this ticket.  
Penumpang dianggap telah membaca, mengerti dan memahami semua ketentuan yang tercantum dalam tiket ini

13

<b>Garuda Indonesia</b>		SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET		CONJUNCTION TICKETS		2006	
EVENTS/RESTRICTIONS (CARBON)		Passenger ticket and baggage check Subject to Conditions of Contract in this ticket DATE OF ISSUE		ORIGIN/DESTINATION		AIRLINE DATA	
PASSENGER NAME (NOT TRANSFERABLE)		03DEC04		ISSUED IN EXCHANGE FOR		GARUDA INDONESIA JOPASSENGER/CAN INDONESIA ID	
TUTU/MS							
GOOD FOR PASSAGE FROM		CARRIER	FLIGHT	CLASS	DATE	TIME	STATUS
BOGAYAKARTA		GA	OPEN		OPEN	OPEN	YOW
JAKARTA			VOID		VOID		
VOID			VOID		VOID		
VOID			VOID		VOID		
VOID			VOID		VOID		
VOID			VOID		VOID		
BAGGAGE CHECKED		PCS	WT	UNCHECKED	PCS	WT	UNCHECKED
UNCHECKED							
FARE CALCULATION		DRS60000 JDB GA CGK IDR 560000END					
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FORM OF PAYMENT		APP. CODE		TOUR CODE			
ORIGINAL ISSUE							
126							
2431987054							
I ACKNOWLEDGE RECEIPT OF TICKETS AND/OR COUPONS FOR RELATED CHARGES DESCRIBED HERE ON PAYMENT IN FULL TO BE MADE WHEN BILLED OR IN EXTENDED PAYMENTS IN ACCORDANCE WITH STANDARD POLICY OF COMPANY ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS		Signature of Cardholder Passenger Name X					



Garuda Indonesia

GA 211 CGK

Pas Naik  
Kelas Eksekutif

Executive Class  
Boarding Pass

06 OKTARIFANI/CMS F

31AUG/JOG 3F

C



MA-05



**Garuda Indonesia**

FF Penetration	Tujuan Dest.	Naik Pes. Boarding	Pintu Gate
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100	100	100	100

**Name**

UP Sex

## Kelas Class

**Tanggal** \_\_\_\_\_  
**Date** \_\_\_\_\_

**Tmp. duduk**  
**Seat**

**Nama**

**L.P. Say**

**Kelas**  
**Class**

**Tanggal**  
**Date**

Tempat duduk  
Seat Number:

**Garuda Indonesia**  
**CITY CHECK IN**

**Pas Naik  
Boarding Pass**

**PERHATIAN**  
**ATTENTION**

**TIDAK SAH TANPA KUPON PENERBANGAN  
NOT VALID WITHOUT FLIGHT COUPON**

MINIMUM WAKTU LAPOR DI BANDARA	
MINIMUM REPORTING TIME AT THE AIRPORT	
DALAM NEGERI	45 MENIT
DOMESTIC	45 MINUTES
DI LUAR NEGERI	90 MENIT
INTERNATIONAL	90 MINUTES

**B 04 S**

Yogyakarta  
GA92 76 84

Yogyakarta  
GA92 76 84

Yogyakarta  
GA92 76 84

Yogyakarta  
GA92 76 84

**Garuda Indonesia**

LIMITED RELEASE

CHECK

FINAL DESTINATION

FLIGHT

TRANSFER AT

FLIGHT

TRANSFER AT

FLIGHT

SEAT NUMBER

**GA: 94-97-83**

- ☐ FRAGILE & UNSUITABLE PACKED- Release applies to damage
- ☐ PACKAGING INADEQUATE-Release applies to damage and/or loss of contents
- ☐ PERISHABLE-Release applies to spoilage resulting from delay
- ☐ NOT PERMITTED AS CABIN BAGGAGE
- ☐ STANDBY

**RECEIVED DAMAGED**

- ☐ HANDLE BROKEN
- ☐ STRAP BROKEN
- ☐ TORN
- ☐ DENT
- ☐ SCRATCH
- ☐ OTHER
- ☐ TOP
- ☐ BOTTOM
- ☐ SIDE
- ☐ END

Release applies to damage

ARTICLE/Damage Description

Agent's Initials

In consideration of Garuda Indonesia transporting my property (described above), which has been damaged previously or which is deemed by governing tariffs to be unsuitable for transportation as checked baggage, I hereby release Garuda Indonesia from liability resulting solely from such pre-existing damage or unsuitability (as designated above by "X").

Passenger's Signature

☐ **LATE CHECK-IN**

\* Acceptance of this "Late Bag" claim check constitutes your acknowledgement and agreement that baggage was checked late and that Garuda Indonesia can't assure that your baggage will be carried on the same flight(s) as you. Garuda Indonesia will not be liable for any expenses, including delivery charges, which may occur due to your baggage not arriving on the same flight on which you arrived.

THIS IS NOT THE LUGGAGE TICKET (BAGGAGE CHECK) DESCRIBED BY ARTICLE 4 OF THE WARSAW CONVENTION

**GA: 94-97-83**

**212**

**8A**

GA L38S/SD-07

FILE PAX. DEPT.

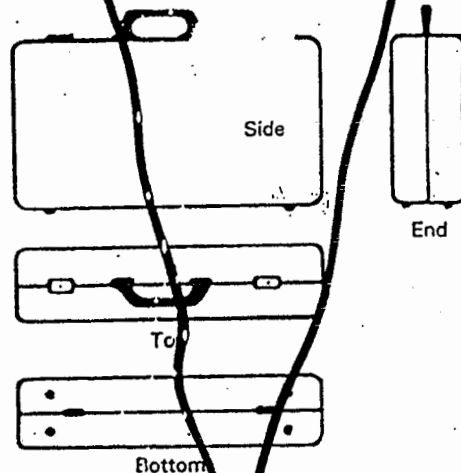
**Garuda Indonesia**

Final

**Release**

MARK DAMAGE

4 ON DIAGRAMS



**LATE**

**GA: 94-97-83**

FLIGHT :

SEAT NR.

GA L38S/SD-07

FILE LOADING

WALUYA YOGYAKARTA  
PENGASIHAN  
Pemeriksaan dan Pengawasan