

Earning Miles



To ensure that your mileage are properly recorded, please observe the following:

- 1 Provide your name and GFF membership number as listed at the GFF system when making a flight reservation
- 2 Present your GFF membership card at the time of check in or when making a transaction with Garuda Indonesia partners



Make sure that you keep all related documents such as boarding pass and ticket (passenger ticket coupon or itinerary receipt e-Ticket), or proof of transaction at Garuda Indonesia partners in the GFF program, until all your mileage is properly recorded in your GFF account.

Spending Miles



On weekends, school vacations or national holidays, reservation by air travelers usually exceeds the capacity of available flight seats. For your convenience, please book your Award Ticket or Upgrade Award flight far in advance of your planned departure date. Alternatively, you could choose to use your Award Ticket or Upgrade Award when not in peak season.



Application of Award Miles redemption by a GFF Junior member should be accompanied with a letter of consent signed by the respective parent or legal guardian.

GFF Membership Tier



At the beginning of each year, the Tier Miles and flight frequency will be re-set to zero, while the balance for Award Miles will continue to be accumulated. Please bear in mind that your membership level may change from year to year depending on your flight activity (Tier Miles earned or number of eligible flight flown) in the respective membership year.

GFF Membership Guide Revision March 2008

No.	Pages	Subject	Addition/Changes
01	15	Earning Miles Table, Japan-Korea-China	Basic Miles Jakarta - Osaka, 3382
02	16	Earning Miles Table, Notes	Reservation on V, H, X, Z, O, T & J class does not qualify to earn miles (Revision for Membership Guide English Version Only)
03	17	Mileage Calculation Table, Notes	***) GIC mileage values comprise total award miles
04	19	Earning Miles from Non-Flight Activities Table	BII Credit Card , Conversion Value to Obtain 1 GFF Mileage Platinum & Infinite Card = 1 Reward point
05	19	Earning Miles from Non-Flight Activities Table	ABN Amro Credit Card , Conversion Value to Obtain 1 GFF Mileage : - VGPB & Platinum Card = 20 - Gold Card = 25
06	21	Spending Miles Table, Japan-Korea-China	Jakarta - Osaka : Economy Class Award Ticket = 24.000 Executive Class Award Ticket = 36.000 Upgrade Award From Y/S/W/M/L = 15.000 Upgrade Award From Other Class = 20.000
07	22	Spending Miles Calculation, Notes	Award Miles needed to upgrade from V and H flight class are the same as mileage values needed for an Economy Class Award Ticket (Revision for Membership Guide Indonesia Version Only)
08	31	Term & Condition, Point 5 GFF Membership Termination	Point 3 Any unused Award miles in the account of GFF member whose membership is terminated as referred to this Term & Condition will be nullified and are not redeemable. Mileage is only valid during an active membership period.

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No.	Pages	Subject	Addition/Changes
09	34 - 35	Term & Condition, Point 10 Executive Card Plus (EC Plus)	Point 9 EC Plus membership will be terminated or transferred to GFF regular membership when correspondence address of the member change to address outside Indonesia, with a membership tier according to activity in the last EC Plus membership year.
10	37	Term & Condition, Point 15 Others	Point 1 Replacement of GFF membership card due to damage, loss, negligence of cardholder or card data change requested by member will be charged as follows: a. Rp. 50.000 for card replacement in Indonesia. b. US\$ 10 for card replacement outside Indonesia.
11	40	Frequently Asked Question	Point 14 You can change the flight schedule on Award Ticket or Upgrade Award, and your mileage account will deducted by 25% (twenty five percent) from the total mileage. However, if you do not have sufficient mileage left for deduction, you cannot make a schedule change on an Award Ticket or Upgrade Award. You also cannot change the flight route, flight class and the name on Award ticket. Please contact Garuda Indonesia Sales Office to process the schedule change on your Award Ticket or upgrade Award.
12	42	Contact Address	Balikpapan New Phone Number : (0542) 422300
13	43	Contact Address	Makassar Jl. Andi Pangeran Pettarani No. 18 B-C Makassar (deleted)