

E-ticket



CITITRANS
EXECUTIVE SHUTTLE

Booking ID
BOWE24107468716

PAID

Departure Point
Malang

Arrival Point
Surabaya

Departure Time
13 October 2024, 18:30

Arrival Time
13 October 2024, 20:15

Seat Number
4

ELIGIBLE FOR RESCHEDULE

ELIGIBLE FOR REFUND

Limited time only. Learn more on our app (My Bookings) or website (My Trips).

PASSENGER DETAILS

No.	Passenger(s)	Phone Number	Seat Number
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1.	Kayleen Mangundap	082220699930	4
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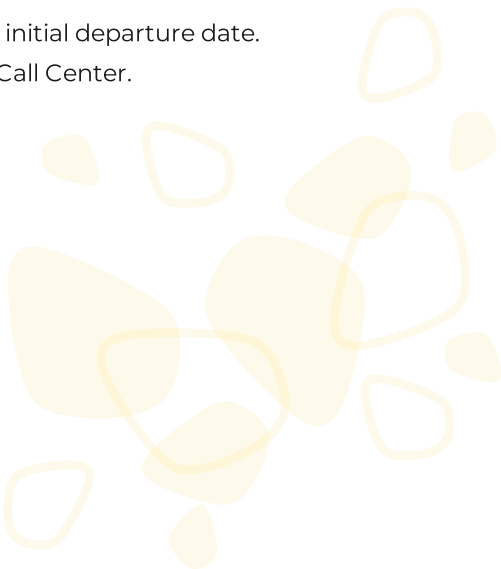
Present e-ticket at the Cititrans Counter for check in.



Check in at least 30 minutes prior to departure.

HOW TO RESCHEDULE

1. Ticket can only be Rescheduled o Reroute once.
2. Customer can Reschedule to any route and date/time available before or after the initial departure date.
3. Reschedule or Reroute can be done via Mobile Apps, Website, Counter Cititrans & Call Center.
4. Reroute applies for changes made to Soekarno Hatta International Airport Route.



HOW TO REFUND

1. Refund request that have been submitted can not be canceled for any reason.
2. Refund is available up to 24 hours prior to departure time.
3. Rp20,000 administration fee/ transaction is applicable.
4. Refund Request is ONLY available via Mobile Apps and Website.
5. Reroute applies for changes made to Soekarno Hatta International Airport Route.

SYARAT & KETENTUAN KEBERANGKATAN

1. Anak berusia 4 tahun akan dikenakan biaya penuh.
2. Bagi penumpang yang telah melakukan reservasi kursi dan belum melakukan pembayaran wajib datang ke konter Cititrans paling lambat 30 menit untuk melakukan pembayaran dan check in.
3. Bagi penumpang yang telah memiliki tiket, wajib berada di pool minimum 30 menit sebelum jadwal keberangkatan untuk melakukan check in. Shuttle akan diberangkatkan sesuai dengan jadwal keberangkatan.
4. Bagi penumpang yang sudah membeli tiket dan terlambat datang (tidak berada di pool pada saat jam keberangkatan) maka tiket dianggap hangus dan dana tidak dapat dikembalikan.
5. Jika keberangkatan dibatalkan karena adanya kerusakan teknis, maka biaya akan dikembalikan 100% (refund secara transfer selama 14 hari kerja sejak tanggal pengajuan).
6. Apabila terjadi kerusakan teknis di perjalanan seperti unit mogok (penumpang menunggu lebih dari 60 menit, AC tidak berfungsi selama perjalanan (lebih dari 60 menit), penumpang akan memperoleh voucher free ride yang dapat digunakan untuk perjalanan selanjutnya.
7. Dilarang membawa barang bawaan yang dapat mengganggu kenyamanan penumpang lainnya (benda berbau tajam, hewan peliharaan).
8. Pool dan unit shuttle Cititrans adalah ruang public, hati-hati dengan barang bawaan. Cititrans tidak bertanggung jawab atas kehilangan barang atau barang tertinggal baik di lokasi pool kami ataupun di dalam kendaraan.

TERMS & CONDITIONS OF DEPARTURE

1. Children aged 4 years will be charged the full fare.
2. Passengers who have reserved a seat and have not yet made payment must come to the Cititrans counter no later than 30 minutes prior to departure to make payment and check-in.
3. Passengers who already have a ticket must be at the pool at least 30 minutes before the scheduled departure time to check in. The shuttle will depart according to the departure schedule.
4. Passengers who have purchased a ticket and arrive late (not at the pool at the departure time) will have their ticket forfeited and the funds will not be refunded.
5. If the departure is canceled due to technical issues, the cost will be refunded 100% (via transfer within 14 business days from the date of the request).
6. If technical issues occur during the journey such as the unit breaking down (passengers waiting for more than 60 minutes, AC not functioning during the journey for more than 60 minutes), passengers will receive a free ride voucher that can be used for the next trip.
7. It is prohibited to bring luggage that may disturb the comfort of other passengers (strong-smelling items, pets).
8. Cititrans pool and shuttle units are public spaces; be careful with your belongings. Cititrans is not responsible for lost or left behind items either at our pool locations or in the vehicle.

9. Dalam keadaan tertentu yang dianggap akan mengganggu operasional Cititrans dan mengganggu kenyamanan & keamanan penumpang lain, petugas Cititrans berhak untuk menindak dan membatalkan keberangkatan penumpang/kendaraan.
 10. Dalam keadaan tertentu yang dianggap akan mengganggu operasional Cititrans dan mengganggu kenyamanan & keamanan penumpang lain, petugas Cititrans berhak untuk menindak dan membatalkan keberangkatan penumpang/kendaraan.
 11. Syarat & Ketentuan refund/reschedule dapat dilihat di www.cititrans.co.id
9. Passengers are allowed to bring 2 pieces of luggage consisting of 1 handbag (must be able to be stored under your seat) and additional luggage with maximum dimensions of 65cm x 36cm x 23cm which will be stored in the baggage compartment as long as there is space (first come, first served). If there is no space available, the luggage will be transported on the next vehicle.
 10. In certain situations that are deemed to disrupt Cititrans operations and disturb the comfort & safety of other passengers, Cititrans officers have the right to take action and cancel the departure of passengers/vehicles.
 11. Terms & Conditions for refund/rescheduling can be seen at www.cititrans.co.id

NEED HELP?

We're here to assist you with any inquiries, concerns, or feedback you may have.

 **(021) 797 1245**
 **+62 811 1794 1234**
 **cs@cititrans.co.id**

