

As a countermeasure plan for spread of Novel Coronavirus (COVID-19), the government of Republic of Indonesia has issued the regulation of restriction about the entry and transit at Indonesia, effective March 8th, 2020 as quoted below.

1. Passengers who have been to following country / area in past 14 days are not allowed to enter to or transit at Indonesia.  
IRAN: Province of Tehran, Qom and Gilan  
ITALY: Province of Lombardi, Veneto, Emilia-Romagna, Marche and Piedmont  
Rep. of KOREA: City of Daegu, Province of Gyeongsangbuk-do
2. Passengers who have been to IRAN, ITALY or Rep. of KOREA other than the area listed on #1 are required to obtain the health certificate document issued by the authority of each country. The certificate must be shown at the airline check-in counter and authority staff upon arrival. Otherwise the passenger will be refused entering to Indonesia.

Also following regulation has been effected from March 1st, 2020.

(The conditions of the regulation has liberalized from the one issued on February, 2020)

1. Passengers who apply the visit visa or short-term stay visa at the embassy or consulate of Indonesia within China is required to accept or be adopted one of the following condition, and then the visa will be issued. Also the entry will permitted after confirming the noninfected COVID-19 with the health check by authority.  
  
#1: Submission of COVID-19 noninfected certificated in English, issued by health authority of China  
#2: Stay COVID-19 noninfected area in China more than 14 days  
(Note: not detailed definition about the area)  
#3: Consent to be quarantined with 14 days isolation by Indonesian government  
-or-  
Prove the stay in COVID-19 noninfected country other than Indonesia more than 14 days
2. Issuing VOA (Visa on Arrival) and Visa waiver program for the passengers who stayed in China within 14days before entering to Indonesia are temporary suspended.

According to the Ministry of Law and Human Rights of Indonesia, Hong Kong and Macau are out of those applicable area, as well as Chinese Taipei (Taiwan).

Also Garuda Indonesia may deny the acceptance of check-in about the passengers who will depart for the destination country which has similar restriction, even who is not correspond with the above #1 and #2.

About the conditions, we are referring to "CORONAVIRUS OUTBREAK IN CHINA" on IATA Latest Travel Document News.

URL: <https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm>

Please contact the place of purchasing your ticket such as travel agent for further assistance (Change / Refund). Charge may apply subject to terms and conditions at your purchasing agent/method.

Please note that Garuda Indonesia is unable to accept and handle the case if the customer purchases ticket at the office other than Garuda Indonesia ticketing office.

Airline company is unable to give any advice and/or take responsibility about the things related to possibility of entry to each country including Indonesia and/or quarantine since those things are examined and executed by government authority of each country.