Enjoy Success in Every Journey. Look Forward.
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Garuda Indonesia’s cabin crew uniforms are inspired by the traditional Batik motif of Ponorogo, which represents a 'beautiful mind in life' and bears a sophisticated and elegant appearance.

Our Orange Back evokes a sense of warmth, friendliness, and high-energy.
Who We Are

The official airline of Indonesia, we bring the archipelago’s exceptional hospitality to the world.

About Garuda Indonesia
The Most Reliable Airline
SkyTeam Member
Vision & Mission

Our Blue Batik exudes reliability, trustworthiness, authority, and calm.
Established for more than 66 years as a full service airline and the flag carrier of Indonesia, Garuda Indonesia is spreading its wings over more regions and destinations with an ever-growing fleet and quality of service.

As a global player in the aviation industry, Garuda Indonesia is recognised for its international and local achievements as one of the world’s top ten airlines.
The Most Reliable Airline

A truly global airline, Garuda Indonesia prioritises safety and comfort by continually improving performance, service and flight punctuality through active and periodic aircraft inspections. All of our hard work has resulted in numerous awards and titles on both a local and international scale.

We are 5-Star Airline

*Skytrax are Specialist Research Advisors to the air transport industry, and are based in London, UK where they run an airline and airport review/ranking site.

APEX Recognised as the industry’s most prestigious award influenced by actual passenger feedback on their flight experience such as: cabin comfort, entertainment, connectivity, ground experience, and more.
For us, safety is not just about arriving safely, it’s about ensuring that our passengers’ journeys are full of comfort through total peace of mind.

All Garuda Indonesia aircraft undergo regularly scheduled maintenance and servicing by our facility, Garuda Maintenance Facility (GMF) Aero Asia.

For more than 60 years, GMF has striven to improve its expertise in order to fully comply with regulations from authorities such as the European Aviation Safety Agency (EASA), Federal Aviation Administration (FAA) and Indonesia Directorate General of Civil Aviation (DGCA).
Our performance make us reliable to serve you even better

MODERN FLEET
Average 4.6 years
- Boeing 777-300ER
- Boeing 737-800NG
- Airbus A330-200
- Airbus A330-300
- Bombardier CRJ1000 NextGen
- ATR 72-600

Beyond matters of safety, our fleet is constantly revitalized. We have more than 144 new aircraft that are less than 5 years old.

88%
Average On-Time Performance 2015
From an average of 600 Garuda Indonesia flights per day, according to The Ministry of Transportation of Indonesia.

SAFETY
The only Indonesian airline approved by the IATA Operational Safety Audit (IOSA).

SCRUTINY
We carry out an exhaustive range of inspections to ensure that all of our aircraft are fully operational and ready to fly.

All Garuda Indonesia aircraft are regularly scheduled for maintenance and servicing by our facility, GMF.
As proud members of SkyTeam Alliance, we give you more than just comfort in flight. We make it possible for passengers to travel around the world to 1,057 destinations in 179 countries. Whether making a personal journey or on global business, SkyTeam gives international travelers more flexibility, ease and choices along their journey.

SkyTeam Destinations

Aeroflot
- Bangkok – Moscow
- Hong Kong – Moscow
- Seoul – Moscow
- Tokyo (Narita) – Moscow

Air France
- Amsterdam – Paris
- Singapore – Jakarta

China Airlines
- Taipei – Denpasar
- Taipei – Jakarta
- Taipei – San Francisco
- Taipei – Singapore – Surabaya

China Southern Airlines
- Guangzhou – Denpasar
- Guangzhou – Jakarta

Delta Airlines
- Tokyo – Los Angeles

Kenya Airways
- Bangkok – Nairobi

Korean Air
- Seoul – Denpasar
- Seoul – Jakarta

KLM
- Amsterdam – Berlin
- Amsterdam – Barcelona
- Amsterdam – Brussels
- Amsterdam – Copenhagen
- Amsterdam – Dusseldorf
- Amsterdam – Frankfurt
- Amsterdam – London
- Amsterdam – Madrid
- Amsterdam – Manchester
- Amsterdam – Munich
- Amsterdam – Oslo
- Amsterdam – Paris
- Amsterdam – Rome
- Amsterdam – Stockholm
- Amsterdam – Venice
- Amsterdam – Warsaw
- Jakarta – Amsterdam
- Singapore – Denpasar

Vietnam Airlines
- Vietnam – Jakarta

Xiamen Air
- Jakarta – Fuzhou
- Jakarta – Xiamen
- Singapore – Xiamen
Joint Operation Destinations

SkyTeam & JAL Joint Operation Member
Map of Destination Routes

America
San Francisco
Los Angeles

Asia
Japan
Tokyo
Osaka
Shanghai
Guangzhou
Hong Kong

Australia
Sydney

Middle East
Jeddah
Muscat
Dubai

Europe
Amsterdam
Barcelona
Madrid

Other Destinations

Connecting Point
SkyTeam Destinations
Non SkyTeam Destinations

*Note: The map shows the routes and destinations covered by the joint operation between SkyTeam and JAL (Japan Airlines). The map is a visual representation of the destinations accessible through this joint operation, including major cities in Asia and Europe.
Vision & Mission

Vision
A strong and distinguished airline that provides quality service around the world with Indonesian hospitality.

Mission
The flag carrier of Indonesia that promotes Indonesia to the world and supports national economic development by delivering professional air travel services.

Board of Commissioners

ISA RACHMAT ARWATA
Commissioner

JUSMAN SYAFII DJAMIL
President Commissioner and Independent Commissioner

MUZAFFAR ISMAIL
Commissioner

DONY OSKARIA
Commissioner

Board of Directors

HERIYANTO AGUNG PUTRA
Director of Human Capital and Corporate Affairs

I G. N. ASKHARA DANADIPUTRA
Director of Finance and Risk Management

M. ARIF WIBOWO
President & CEO

NICodemus P. Lampe
Director of Services

HANDAYANI
Director of Commercial

IWAN JOENIARTO
Director of Maintenance and Information Technology
What's Best for You

Enjoy a wealth of exclusive benefits for your company and the very best service for your employees.

Benefits for Company
Benefits for Employees
Destinations
Benefits for Company

- **Exclusive Fare Discounts**
  Enjoy reduced fares that help you manage your corporate overheads travel more efficiently*

- **Dedicated Assistance**
  For your convenience, Garuda Indonesia provides your business with dedicated assistance as well as special assistance for group travel

- **Rewards & Incentives**
  We give a number of rewards and incentives to businesses that meet the minimum required annual travel volume, and other criteria

- **Creditable VAT**
  You can claim your tax back and refund it

- **Corporate Online System**
  Our corporate partners are able to make direct purchases and still receive benefits from our corporate sales program

- **Special Privilege for Selected Company**
  Chance to get exclusive benefits and fare discounts for other SkyTeam Members

* Not including promotions or code shares.

* Benefits may differ according to agreement.
Benefits for Employees

- **Special Discounts**
  Business or pleasure? It doesn’t matter. Even when taking a personal, non-business trip, your employees enjoy special discounts on airfares that extend to their family (wife/husband, and up to 3 children)

- **Exclusive Extra Baggage Allowance up to 10 kg**

- **Bonus Miles & Speed Up Tier GarudaMiles**
  As a corporate partner you can upgrade your tier faster than regular GarudaMiles members and receive up to 2,000 complimentary miles as a new GarudaMiles member

- **Flexible Reschedule**
  Offers flexibility to change your flight schedule with waived penalty

- **Special Check-In Counter**
  Corporate travelers need never queue at the general check-in counter again

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*Benefits may differ according to agreement.
**Available for selected classes.
***Available at Sockanno-Hatto and selected domestic/international airport.*
Domestic Destinations

To spread our wings and connect between regions in Indonesia and the world, Garuda Indonesia has 64 domestic and 17 international destinations.

SUMATRA
- Banda Aceh
- Batam
- Bengkulu
- Jambi
- Lhokseumawe
- Medan
- Nias
- Padang
- Palembang
- Pangkal Pinang
- Pekanbaru
- Sabang
- Sibolga
- Tanjung Karang
- Tanjung Pandan
- Tanjung Pinang

JAVA
- Bandung
- Banyuwangi
- Jakarta
- Jember
- Malang
- Semarang
- Solo
- Surabaya
- Yogyakarta

BALI & NUSA TENGGARA
- Bali
- Bima
- Ende
- Kupang
- Labuan Bajo
- Lombok
- Sumbawa
- TAMBOLAKA

SULAWESI, AMBON, AND TERNATE
- Ambo
- BauBau
- Gorontalo
- Kendari
- Kolaka
- Langgur
- Luwuk
- Makassar
- Mamuju
- Manado
- Palu
- Saumlaki
- Ternate

KALIMANTAN
- Balikpapan
- Banjarmasin
- Berau
- Palangkaraya
- Pontianak
- Tarakan
- Putusibau

PAPUA
- Biak
- Jayapura
- Manokwari
- Merauke
- Timika
- Sorong

International Destinations

AUSTRALIA
- Melbourne
- Perth
- Sydney

MIDDLE EAST
- Jeddah

SOUTH EAST ASIA
- Bangkok
- Kuala Lumpur
- Singapore

CHINA, HONG KONG, JAPAN, KOREA
- Beijing
- Guangzhou
- Hong Kong
- Osaka
- Seoul
- Shanghai
- Tokyo (Narita)
- Tokyo (Haneda)

EUROPE
- Amsterdam
- London (Gatwick)
We Make You Comfy

Garuda Indonesia offers exceptional service that is rooted in Indonesian hospitality from the beginning to the end of your journey.

First Class
Business Class
Economy Class
In-flight Connectivity
Live TV
GarudaMiles

Our Tosca Batik gives a fresh, sophisticated, and tropical sense.
First Class

Beyond comfort, we provide an indulgent level of service that ensures complete enjoyment throughout every flight.

*Our world-class service greets you at every step of your journey.*

- Limousine service
- First Class assistant
- Baggage allowance up to 50 kg
- Immigration fast track
- First Class lounge
- Priority Boarding
- Luxury First Class private suite
- Fully flat bed with comfortable mattress
- In-flight entertainment on personal 23” LCD touchscreen
- Fine dining in the sky with your personal Chef On Board
- Complimentary WiFi on board*
- First Class amenities
- Premium arrival lounge**
- Priority baggage handling

*Available on Boeing 777-300ER
**At selected airports.
Business Class

Our exceptional, distinctive service offers the highest standards in aviation hospitality.

Arrive inspired and refreshed with our Business Class. Begin and end your journey in total relaxation with:

- Premium check-in™
- Baggage allowance up to 40 kg
- Immigration fast track
- Business Class lounge
- Priority Boarding
- Spacious legroom (seat pitch 40”-42”) with comfortable ergonomic seats that can be converted into fully-flat beds
- In-flight entertainment on personal 9-15.4” LCD touchscreen
- A dynamic variety of the world’s favourite cuisines and beverages prepared by the Manager Cuisine
- WiFi on board on demand™
- Premium arrival lounge™

*Available on Boeing 777-300ER and selected Airbus A330 series.
**At selected airports.
Economy Class

Journeys are unforgettable with the World’s Best Economy Class 2013 by Skytrax.

*Discover an Economy Class without compromise. Enhance your journey with:*

- Baggage allowance up to 30 kg
- Comfortable ergonomic seats with spacious legroom (seat pitch 30-34”), adjustable headrest and footrest
- In-flight entertainment on personal 9” LCD touchscreen
- WiFi on board on demand®
- USB and power port to keep your devices fully charged®
- Assortment of reading material

*Available on Boeing 777-300ER and selected Airbus A330 series.*
In-Flight Connectivity

Enjoy your journey and stay connected with your business partners.

Stay updated in the air and enjoy complete comfort with every flight. You can access email or stay connected with colleagues, family, and friends with our In-flight connectivity. This service is available in each classes and complimentary in our First Class.

How to Connect:

1. When the seat belt sign is off, you are permitted to activate your gadgets to access our Wi-Fi. Select “Garuda WiFi” or “OnAir”

2. Open your browser (Safari, Chrome, etc.). A Garuda portal will appear. Click the “Connect” or “Sign Up” bottom.

3. Select your preferred Internet Package options:
   - Boeing 777-300ER (Time-Based System)
     - Free
     - 1 Hour: IDR 11.95
     - 24 Hours: IDR 21.95
   - Airbus 330-200/330 (Volume-Based System)
     - Mobile 25MB: IDR 2.40
     - Mobile 100MB: IDR 8.95
     - Laptop 500MB: IDR 16.95
     - Laptop 2GB: IDR 21.95

4. Complete the online payment using your credit card.

5. You are now connected.

*Available on Boeing 777-300ER and selected Airbus A330 series.
Live TV

Free for Everyone. Live TV at 40,000 Feet.

Stay up-to-date with the latest information from every corner of the world and see your favourite team play in the big match as you fly above it all. Enjoy our Live TV with:

*Available on Boeing 777-300ER.*
GarudaMiles

is our frequent flyer program, presented in appreciation of our loyal customers.

Earn miles when you fly with Garuda Indonesia and our partner airlines and redeem your accumulated miles for award tickets or upgrade awards on your chosen flights. Both awards are transferable, which means you may choose to give them to your family, friends, or colleagues to enjoy.

- Earn miles
- Redeem miles for:
  - Free tickets (award tickets)
  - Upgrade class (upgrade awards)
- Priority:
  - Waitlist on ticket reservations
  - Airport standby
  - Boarding
  - Baggage handling
- Special check-in counter
- Preferred seating
- Free excess baggage
- Airport lounge
- SkyTeam privileges
- Great offers from Garuda Indonesia’s worldwide partners

For a seamless experience, our GarudaMiles e-card is now available on the Garuda Indonesia Mobile App.

Download from the:
How to be Our Partner?

- Online via corga.garuda-indonesia.com
- Email corpsales@garuda-indonesia.com
- Visit your nearest Garuda Indonesia branch office

To Fly with Us:

- garuda-indonesia.com
- Call centre 0804 1807 807
- Download mobile app from: 
  - App Store
  - Google Play
- Visit your nearest Garuda Indonesia branch office or travel agent
<table>
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<tr>
<th>Indonesia Offices</th>
<th>Telephone</th>
<th>Email</th>
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</thead>
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<tr>
<td>Jakarta</td>
<td>62-21-811-13000000x7000</td>
<td><a href="mailto:info@garuda.com">info@garuda.com</a></td>
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<td>Surabaya</td>
<td>62-31-820-10000000x7000</td>
<td><a href="mailto:info@garuda.com">info@garuda.com</a></td>
</tr>
<tr>
<td>Bali</td>
<td>62-361-888-10000000x7000</td>
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<td>China</td>
<td>86-10-6517-8988</td>
<td><a href="mailto:info@garuda.com">info@garuda.com</a></td>
</tr>
<tr>
<td>Japan</td>
<td>81-3-5903-81000</td>
<td><a href="mailto:info@garuda.com">info@garuda.com</a></td>
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<tr>
<td>The Philippines</td>
<td>63-2-597-8800</td>
<td><a href="mailto:info@garuda.com">info@garuda.com</a></td>
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<tr>
<td>South Korea</td>
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<td>Osaka</td>
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<td><a href="mailto:info@garuda.com">info@garuda.com</a></td>
</tr>
<tr>
<td>Nagoya</td>
<td>052-528-1212</td>
<td><a href="mailto:info@garuda.com">info@garuda.com</a></td>
</tr>
<tr>
<td>Fukuoka</td>
<td>092-872-1212</td>
<td><a href="mailto:info@garuda.com">info@garuda.com</a></td>
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All information with the brochure accurate as at the time of print.
Fleet and Configuration

**BOEING 777-300ER**
Number of aircraft: 10  
First/Business/Economy: 8/38/268

**BOEING 747-400**
Number of aircraft: 2  
First/Business/Economy: 22/435

**AIRBUS A330-300**
**SUPER DIAMOND SEAT**
Number of aircraft: 1  
First/Business/Economy: 24/263

**AIRBUS A330-300**
Number of aircraft: 7  
First/Business/Economy: 42/215

**AIRBUS A330-200**
Number of aircraft: 11  
First/Business/Economy: 36/186

**BOEING 737-800NG**
Number of aircraft: 66  
First/Business/Economy: 12/150

**BOEING 737-300**
Number of aircraft: 2  
First/Business/Economy: 16/94

**BOEING 737-500**
Number of aircraft: 4  
First/Business/Economy: 12/84

**Bombardier CRJ 1000 NextGen**
Number of aircraft: 13  
First/Business/Economy: 96

**ATR 72-600**
Number of aircraft: 3  
First/Business/Economy: 70

**LEGEND:**  
- First Class,  
- Business Class,  
- Economy Class,  
- Door
The Most Reliable Airline

A truly global airline, Garuda Indonesia prioritises safety and comfort by continually improving performance, service and flight punctuality through active and periodic aircraft inspections. All of our hard work has resulted in numerous awards and titles on both a local and international scale.

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*Skytrax are Specialist Research Advisors to the air transport industry, and are based in London, UK where they run an airline and airport review/ranking site.

**APEX: Recognised as the industry’s most prestigious award influenced by actual passenger feedback on their flight experience such as cabin comfort, entertainment, connectivity, ground experience, and more.

World’s Best Cabin Crew 2014 & 2015
by Skytrax

World’s Best Economy Class 2013
by Skytrax

The Cleanest Aircraft Cabin 2015
by Skytrax

Passenger Choice Award 2014
by APEX