



Train Station Boarding Pass Issuance 2019

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DEPARTURE FROM JAKARTA/BANJAR/KUTOARJO/BANDUNG/SOLO

Dear Valued guest,

Welcome to wonderful Indonesia!

We would like to kindly explain to you how to collect your train boarding pass at your station of departure. Luckily, the process is simple and similar to checking in for a flight. Please see the process below:

The procedure to collect your train boarding pass:



How do I receive my train code? (Step 1)

You will receive a letter/note with train ticket codes (or train boarding pass codes) from your driver (if departing from Jakarta, Banjar, Kuro Arjo or Bandung) or in your hotel room in Yogyakarta (if departing from Solo). The code is valid for your complete travel party (all people traveling with you).

What do I have to do once I arrive at the station to retrieve my booking pass? (Step 2)



As you arrive at the train station, go inside the building to find printing machine (see picture on the left).

You will see a blank space to be filled out with your booking code on the screen. Type your booking code and hit **search**.

The screen automatically shows members in your travel party (name + ID-number) and travel details. Check the details in the screen; your passport number, and departure and arrival details.

Press **print** button and your boarding pass is printed (1 boarding pass per person will be printed).

In case of failure, we advise you to go to the ticket office/cashier hand over the letter with the codes and your passports (of all members of your party). You can show this message in bold to the officer at the station:

“Ini kode booking saya, di mana saya bisa cetak boarding pass?”
“This is my booking code, can you please tell me where I can print my boarding pass?”

How do I pass security and board my train? (step 3)



Once you have retrieved your boarding pass. Please proceed to the ticket checking area.

Please provide the train station officer your boarding pass and ID (passport). The officer will check your documentation and allow you to proceed.

Please proceed to the right track as mentioned on the signage. If you encounter any difficulty to find the right train, please show your boarding pass to one of the staff members, and they will happily assist you.

We wish you a great journey and holiday!

Any questions or need our assistance?

We are of course happy to assist you when needed. Please contact us on the below numbers in case that you need assistance:

Java support hotline: +62 (0) 812 8918 1366

Indonesia support hotline: +62 (0) 813 3707 1135 or +62 (0) 812 385 4005

If you have any questions **before you depart to the station**, you may also reach us on:

Whatsapp/SMS: +62 (0)813 3707 1135 or +62 (0) 812 385 4005 (if the first number does not answer)

Email: client@happytrailsindonesia.com

Please note, sometimes connections of phone lines can be bad in Indonesia. Please try an alternative number if not connected or call us back in a few minutes.

We wish you a great journey and an amazing holiday!