



Information Sheet Mount Agung eruption / Airport closure

Have you informed your family that you are safe? If you haven't, please make sure to do so as you read this. Follow the instructions of the Indonesian authorities and consult the FDFA's travel advice for Indonesia (GE/FR/IT): www.eda.admin.ch/reisehinweise. Contact your travel agency, airline or your insurance company and consult reliable Indonesian media sources i.e. Antara news, Jakarta Post or Jakarta Globe.

Are you in need of extra cash?

You can withdraw money from Indonesian ATMs with most European bank or credit cards; or have money transferred to you through i.e. Western Union. The locations are here: <http://locations.westernunion.com>

You lost your travel document?

After obtaining a police report, contact your Embassy/Consulate. Locations of police stations can be found here: <http://www.baliturismboard.org/police-stations.html>

Embassy of Switzerland, Jl.H.R. Rasuna Said,
Blok X 3/2 Kuningan, 12950 Jakarta
Phone: +62 21 525 60 61
jakarta@eda.admin.ch

FDFA Helpline Bern (24/7): +41 58 465 33 33

Will your visa expire, yet you cannot leave the island?

Please contact the airport immigration or the immigration office located at:

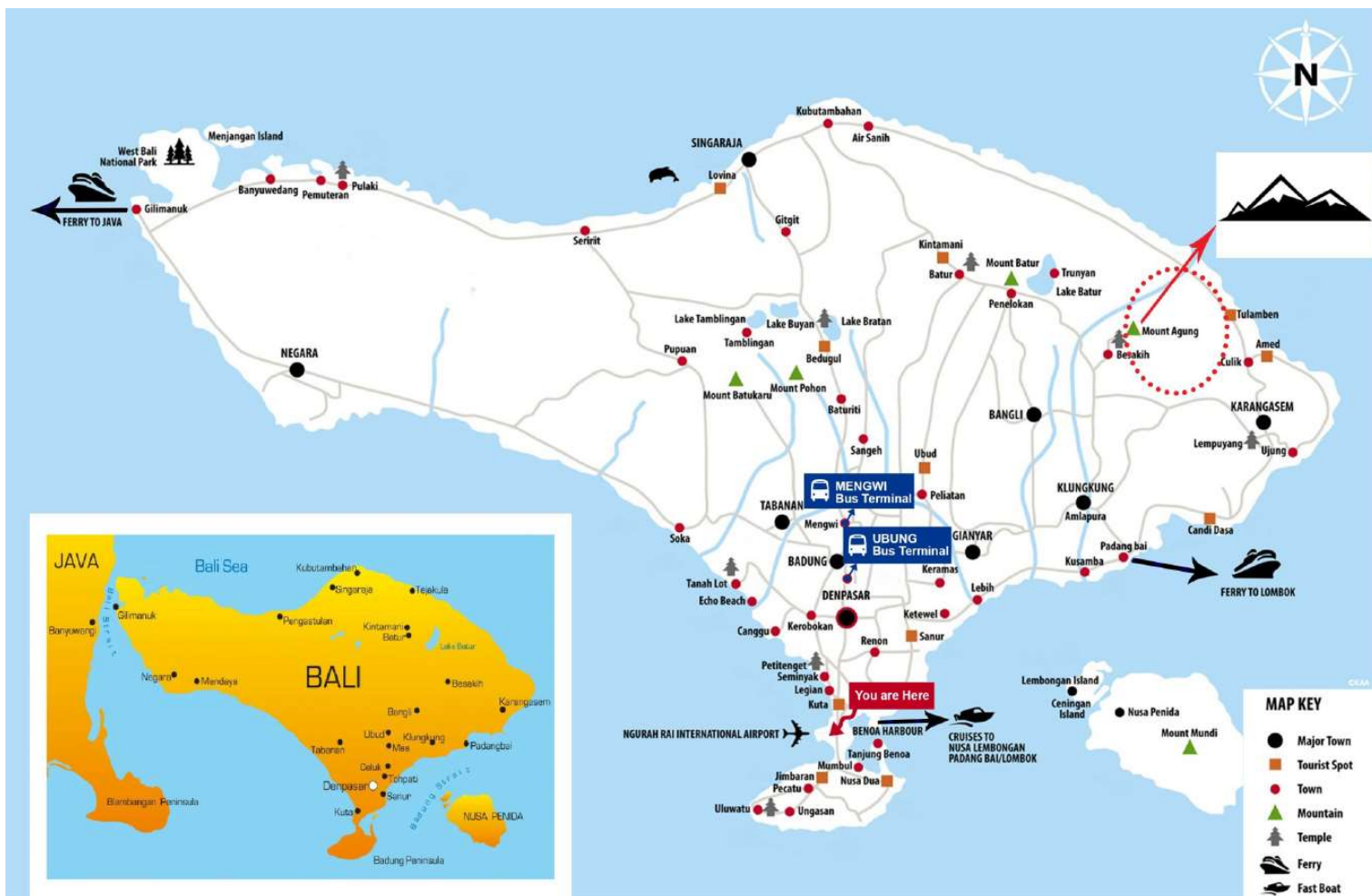
Kanim Kelas I Khusus Ngurah Rai
Jalan Perumahan Taman Jimbaran No. 1

Mumbul Kuta Selatan
(Tel. (+62)361 935 1038 / 846 8395)
<http://ngurahrai.imigrasi.go.id/>

Health Precautions in case of falling ashes:
See <http://www.ivhnh.org/pamphlets.html>

Are you in need of medical assistance?

Locations of hospitals and clinics in Bali are listed here:
<https://www.tripsavvy.com/hospitals-and-clinics-in-bali-indonesia-1629381>



Was your flight cancelled and you wish to leave the island asap?

It is recommended to contact your travel agency, airline or your insurance company and wait in your accommodation until they provide you with transportation options. Should you decide to leave Bali by your own means, here are some public transportation options; but especially with children or elderly be aware that you might face communication problems, logistic difficulties and security issues, as the infrastructure differs from Bali and the use of English is not common outside touristic destinations.

By bus to Surabaya (min. 7 hours), to Jakarta (min. 30 hours) via Gilimanuk & Banyuwangi, Java
1. Ubung Terminal (18 km from airport)
2. Mengwi Terminal (27 km from airport)
www.ladjuetrans.com
www.balijayatrans.com
www.penjortour.co.id
www.balipurnama.com

By speed boat, cruise or ferry
1. from **Gilimanuk harbour** to Banyuwangi, Java (min. 1 hour)
2. from **Padang Bai harbour** to Lombok
www.indonesiaferry.co.id
3. from **Benoa harbour** to Lombok or Surabaya, Java
www.pelni.co.id
 Please bear in mind that a trip from Benoa to Surabaya may take min. 26 hours.

By train
1. from **Banyuwangi to Surabaya** with *Mutiara Timur* train (min. 7 hours)
2. from **Banyuwangi to Malang** with *Tawagalun* train (min. 8 hours)
<https://tiket.kereta-api.co.id/>
 Hotline no. 121