



# 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 travel advices published by your Embassy/Consulate as well as 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://bit.ly/2yzQ4H6>

## You lost your travel documents?

**After** obtaining a police report, contact your Embassy/Consulate. Locations of police stations can be found here:

<http://bit.ly/2ky86DF>

## 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 9351038 / 8468395 )

<http://bit.ly/2y6pdlk>

## Health Precautions in case of falling ashes: see: <http://bit.ly/1g43SpW>

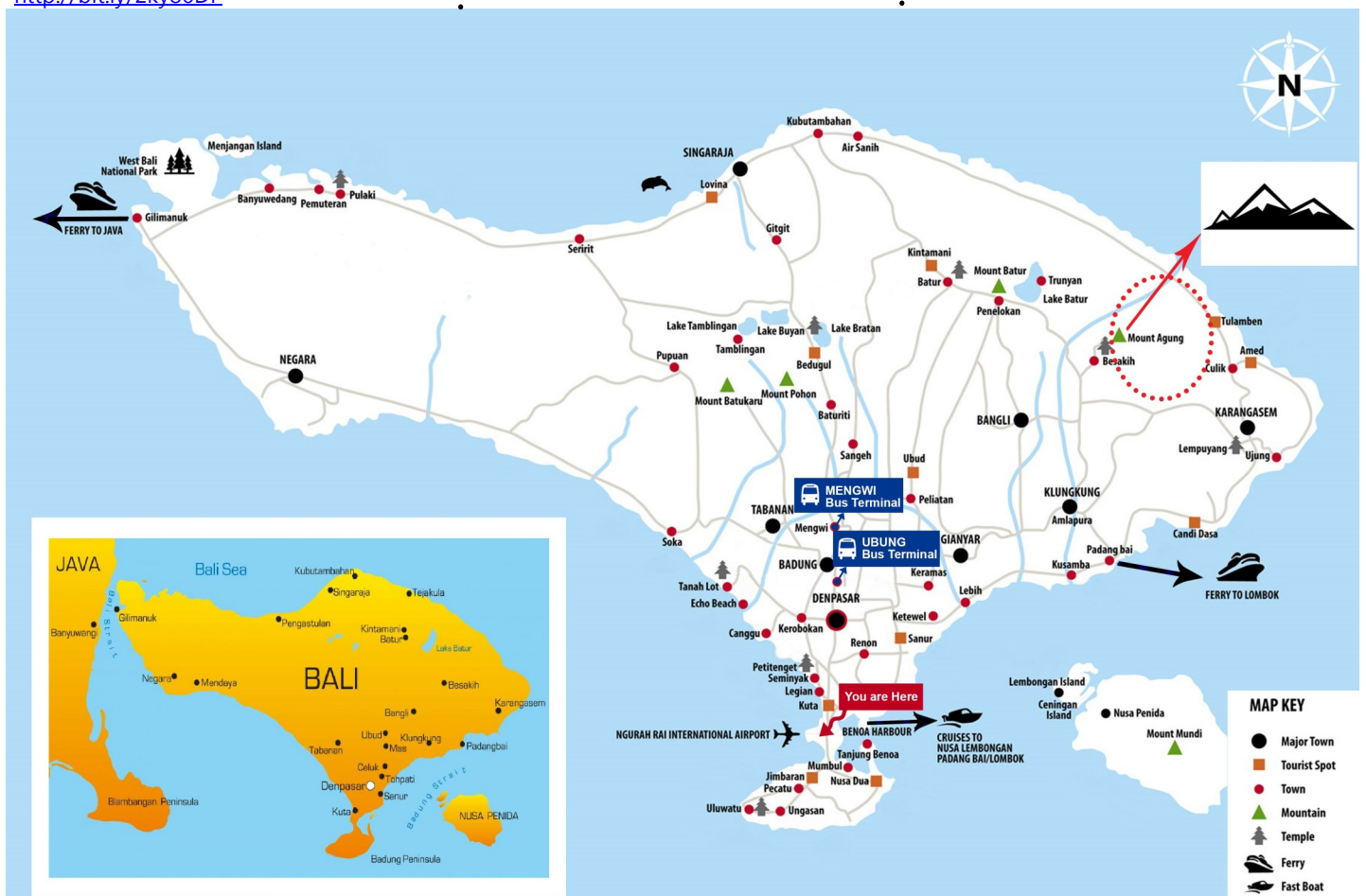
## Are you in need of medical assistance?

### SOS Medika Klinik Bali (6.4 km from airport)

Jalan By Pass Ngurah Rai No. 505,  
Pedungan, Denpasar Selatan

<http://bit.ly/2jj9dTr>

Locations of other hospitals and clinics in Bali are listed here: <http://bit.ly/2yynl5J>



## 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:

**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.ladjuTRANS.com](http://www.ladjuTRANS.com)

[www.balijayatrANS.com](http://www.balijayatrANS.com)

[www.penjortour.co.id](http://www.penjortour.co.id)

[www.balipurnama.com](http://www.balipurnama.com)

## By speed boat, cruise or ferry

1) from **Gilimanuk harbour** to Banyuwangi, Java (approx. 1 hour)

2) from **Padang Bai harbour** to Lombok

[www.indonesiaferry.co.id](http://www.indonesiaferry.co.id)

3) from **Benoa harbour** to Lombok or Surabaya, Java [www.pelni.co.id](http://www.pelni.co.id)

Please bare in mind that trip from Benoa to Surabaya may take approx. 26 hours.

## By train

**1) From Banyuwangi to Surabaya** with Mutiara Timur train (approx. 7 hours)

**2) From Banyuwangi to Malang** with Tawangalun train (approx. 8 hours)

<https://tiket.kereta-api.co.id/>

Hotline no. 121

**Bali Tourism Board Task Force** <http://www.balitourismboard.or.id/page/mountagung/>

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BaliTourismBoard

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