

Fare Structure



Fare Type	Flexible	Saver	Discount
Payment and ticketing	Instant purchase	Instant purchase	Instant purchase
Waitlist	Permitted	Not Permitted	Not Permitted
Voluntary rebooking—Prior to day of departure <i>Note: Valid to the same booking class and airfare only</i>	Permitted with fees*	Permitted with fees*	Permitted with fees*
Date changes — Day of departure	Not permitted	Not permitted	Not permitted
Name change — One day prior to departure	Permitted with fees*	Permitted with fees*	Not permitted
Refund	Permitted with fees*	Non-refundable	Non-refundable
Credit on Hold	Permitted with fees*	Permitted with fees*	Not permitted
Penalty	Applicable*	Applicable*	Applicable*
Service fee	Applicable*	Applicable*	Applicable*
Cancellation / No show — Day of departure	Non-refundable	Non-refundable	Non-refundable

Children (2—11 years) 100% of adult fare.

Unaccompanied Minors (5—11 years) additional \$35.00 per sector, per child

One (1) Infant—Free of charge per paying adult. Seat not provided, no bassinets

Excess baggage \$35.00 per piece subject to space availability. Excess baggage (once accepted) will not be guaranteed to travel on your flight or on the same day as you travel.

Flexible Fare — Refunds*

Refundable up to 24 hours prior to departure. Fee applies. Forfeit for Cancellation or No Show within 24 hours of departure.

Cancellation / No Show on day of departure—ticket is forfeited.

Saver Fare — Refunds*

Non-fundable. Ticket value (credit) remains for 12 months from ticket issue for rebooking to Saver airfare only. Rebooking fees apply.

Forfeit for Cancellation or No Show within 24 hours of departure.

General Terms and Conditions*

For bookings that are created using a combination of different fare types, the rules of the most restrictive fare will apply to the whole booking.

Once purchased, airfares cannot be upgraded or downgraded to higher or lower airfare types.

Applicable airfare increases will be applied in addition to change fees when changes are made to any booking where travel has not yet commenced.

Tickets are valid for a maximum of 12 months from the date of original purchase.

Duplicate bookings are not permitted.

Passengers are not permitted at any time to hold more than one (1) confirmed reservation in any booking class/airfare type on the same day over the same origin and destination.

Fee Conditions*

All fees are subject to change and are applied at the rate current at the time of any change.

Credit card handling charges are applicable to fee payments.

Call Centre assistance AUD \$35.00 per booking for each call to action making, changing or cancelling a booking.

Name Change AUD \$70.00 per person + any fare increases (see name change conditions above).

Rebooking from "Credit" AUD \$70.00 per person, per sector + any fare increases (see rebooking / credit conditions above).

Refund processing free AUD \$70.00 per person, per booking (see booking and refund conditions above).

Tax Invoice Copies AUD \$35.00 per invoice. In line with privacy requirements, copies can only be sent to an email address as provided at time of original booking.