



Frequently Asked Questions regarding Passenger Travel

Planning and Booking:

Subject	Question	Response
Passenger General Questions	My name is not the booked name; Can I travel on that fare?	This is dependent on the type of fare that you are booked on. Please refer to the fare conditions on your ticket.
	I forgot my ID, can I still travel? (Domestic)	If you don't have photographic identification then alternate forms of identification may be accepted if the check-in staff are satisfied you're your identity can be verified. This is at the discretion of the check-in staff.
	I booked my ticket for the wrong date, how can I change it?	A change fee may apply. To make changes email flights@allianceairlines.com.au
Passengers with Specific Needs or Requiring Assistance	What is the requirement for passengers that require guide dogs, hearing or service dogs?	<p>A service dog is permitted on an Alliance flight. Bookings must be made by contacting flights@allianceairlines.com.au</p> <p>Service Dogs are trained to provide assistance to passengers with specific needs. Service Dogs can include Guide Dogs, Hearing Dogs, Mobility Assistance Dogs or any other assistance dog that assists a person with specific needs.</p> <p>Certified guide / service dogs are permitted in the cabin of Alliance Airlines aircraft when they are accompanying and assisting a person with a specific need.</p> <p>Passengers travelling with guide/service dogs should advise Alliance Airlines of this requirement at the time of reservation.</p>



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		<p>Guide / service dogs travel free of charge Guide / service dogs have no baggage allowance</p> <p>While travelling the dog will be required to</p> <ul style="list-style-type: none">• Be seated on a moisture-absorbent mat as near to the person as practicable.• Correctly restrained in the dogs harness in a way to prevent the dog from moving from the mat.• Where they do not impede any passenger egress in the event of an emergency.
	<p>Passengers travelling with wheelchairs</p>	<p>Battery powered wheelchairs/mobility aids can be carried as passenger baggage on Alliance Airlines aircraft. This needs to be organised with Alliance Airlines prior to the day of travel. Contact Alliance Airlines on 1300 780 970 or flights@allianceairlines.com.au to arrange this authorisation and approval for carrying the device.</p> <p>As the wheelchair is required to be transported in the hold of the aircraft, there are some restrictions.</p> <p><u>Dimensions of device</u></p> <p>The maximum dimensions accepted (F100/70 Aircraft only) for an assembled or disassembled wheelchair/mobility aid are:</p> <ul style="list-style-type: none">• Height - 65 cm• Width - 100 cm• Length - 125 cm



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		<p><u>Batteries</u></p> <p>If batteries are required to be removed from the device for travel. A removed lithium-ion battery must not exceed 300 Wh, or for a device that is fitted with two batteries required for its operation, each battery must not exceed 160 Wh.</p> <p>The removed or spare battery(s) and terminals must be protected from short circuit and damage (e.g. by placing each battery in a protective pouch) and carried in the cabin.</p> <p><u>Spare Batteries</u></p> <p>Spare batteries are permitted for travel. One spare battery no exceeding 300 Wh of two spare batteries each not exceeding 160 Wh.</p> <p>Refer to the Carriage of Batteries guide that can be found HERE</p>
	<p>Passenger with sensory impairment (Hearing and vision)</p>	<p>Any person who requires additional assistance is required to email flights@allianceairlines.com.au prior to the day of travel. The Alliance team will assist you to ensure that reasonable assistance is provided.</p>
	<p>Unstable health, recent or current illness and/or infectious disease</p>	<p>Any person who is of unstable health, recent or current illness and/or infectious disease is required to obtain a medical clearance prior to travelling. This also applies to any person whose medical condition may impair their independence in the event of a non-normal situation while on board or whose condition may affect another passenger.</p> <p>Medical clearance is also required when:</p> <ol style="list-style-type: none"> 1. the passenger or the medical personnel are unsure about the passenger fitness to travel 2. The passenger requires supplemental therapeutic oxygen 3. The passenger requires medical equipment in flight e.g. stretcher, humidicrib, ventilators, defibrillators, oxygen concentrators etc. <p>If in doubt, the airline should be advised so it can decide whether a</p>

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		<p>medical clearance is required or not.</p> <p>The below form must be completed by a medical practitioner and sent by email to flights@allianceairlines.com.au at the time of booking.</p> <p>The medical clearance form is available here.</p>
	<p>What do I need to do if I require torso support during the flight?</p>	<p>Should a torso restraint be required this must be requested at time of booking by emailing flights@allianceairlines.com.au.</p> <p>An upper torso restraint is an adjustable restraint harness designed for use by passengers who do not have the capability to hold their upper body upright when seated.</p>
<p>Group Bookings</p>	<p>How can I make a group booking?</p>	<p>If you have a booking of more than 7 persons travelling on the same flight, please contact sales@allianceairlines.com.au who will assist you with group bookings.</p>
<p>Corporate Airfare discounts</p>	<p>My company is travelling regularly on Alliance Airlines. Can I negotiate a corporate rate?</p>	<p>Please contact sales@allianceairlines.com.au we would be happy to discuss your requirements.</p>
<p>Medical</p>	<p>What are the requirements for pregnant passengers?</p>	<p>Alliance Airlines recommends that all women who are pregnant discuss their travel plans with their doctor prior to travelling.</p> <p>The following policy is a minimum standard when travelling on an Alliance Airlines aircraft:</p> <ol style="list-style-type: none"> 1. A Medical Certificate from a registered doctor or registered Midwife, dated no more than 10 days prior to travel, is required for the following: <ol style="list-style-type: none"> a. Single pregnancy - beyond the 36th week of pregnancy b. Multiple pregnancy – beyond the 28th week of pregnancy



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		<p>c. Complicated or high risk pregnancy – at any stage of the pregnancy.</p> <p>2. The certificate must state:</p> <ul style="list-style-type: none"> a. Estimated date of delivery; b. Whether it is a single or multiple delivery; c. That there are no complications with the pregnancy; and d. That they are fit for travel. <p>If you require special assistance while travelling a Medical Clearance is also required. The medical clearance form can be located here. This medical clearance is required to be completed and submitted to flights@allianceairlines.com.au.</p>																																																
	<p>I require oxygen, what is the process?</p>	<p>At the time of booking a Medical Clearance form is required to be sent to flights@allianceairlines.com.au.</p> <p>Alliance Airlines permits the following to be carried</p> <ul style="list-style-type: none"> 1. Linde (BOC) OxyCare Pack and Oxygen Bottle 2. Air Liquide OxyCare and Oxygen Bottle 3. Portable oxygen concentrators listed below <table border="1" data-bbox="965 991 1821 1334"> <thead> <tr> <th>Item</th> <th>P/No</th> <th>Desc</th> <th>Manufacture or Supplier notes</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>Airsep Lifestyle</td> <td>Portable Oxygen Concentrator Unit</td> <td>Airsep</td> </tr> <tr> <td>5</td> <td>Airsep Freestyle</td> <td>Portable Oxygen Concentrator Unit</td> <td>Airsep</td> </tr> <tr> <td>6</td> <td>Inogen One</td> <td>Portable Oxygen Concentrator Unit</td> <td>Inogen</td> </tr> <tr> <td>7</td> <td>Respironics Evergo</td> <td>Portable Oxygen Concentrator Unit</td> <td>Philips</td> </tr> <tr> <td>8</td> <td>Respironics Simplygo</td> <td>Portable Oxygen Concentrator Unit</td> <td>Philips</td> </tr> <tr> <td>9</td> <td>XPO100</td> <td>Portable Oxygen Concentrator Unit</td> <td>Invacare</td> </tr> <tr> <td>10</td> <td>XPO 100B</td> <td>Portable Oxygen Concentrator Unit</td> <td>Invacare</td> </tr> <tr> <td>11</td> <td>LifeChoice</td> <td>Portable Oxygen Concentrator Unit</td> <td>International Biophysics</td> </tr> <tr> <td>12</td> <td>Independence</td> <td>Portable Oxygen Concentrator Unit</td> <td>Oxlife</td> </tr> <tr> <td>13</td> <td>Eclipse, Eclipse 2, Eclipse 3, Eclipse 5</td> <td>Portable Oxygen Concentrator Unit</td> <td>Sequal</td> </tr> <tr> <td>14</td> <td>iGo</td> <td>Portable Oxygen Concentrator Unit</td> <td>DeVilbiss Healthcare</td> </tr> </tbody> </table>	Item	P/No	Desc	Manufacture or Supplier notes	4	Airsep Lifestyle	Portable Oxygen Concentrator Unit	Airsep	5	Airsep Freestyle	Portable Oxygen Concentrator Unit	Airsep	6	Inogen One	Portable Oxygen Concentrator Unit	Inogen	7	Respironics Evergo	Portable Oxygen Concentrator Unit	Philips	8	Respironics Simplygo	Portable Oxygen Concentrator Unit	Philips	9	XPO100	Portable Oxygen Concentrator Unit	Invacare	10	XPO 100B	Portable Oxygen Concentrator Unit	Invacare	11	LifeChoice	Portable Oxygen Concentrator Unit	International Biophysics	12	Independence	Portable Oxygen Concentrator Unit	Oxlife	13	Eclipse, Eclipse 2, Eclipse 3, Eclipse 5	Portable Oxygen Concentrator Unit	Sequal	14	iGo	Portable Oxygen Concentrator Unit	DeVilbiss Healthcare
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		<p>In order to travel with an approved oxygen pack the following must be followed;</p> <ul style="list-style-type: none">• Inform check-in staff the requirement to travel with an oxycare travel pack.• Ensure a medical certificate providing medical clearance and the requirement for oxygen in flight for medical reasons• The oxycare travel pack will be inspected to ensure it is in good condition for travel.
	<p>What is Alliance Airlines' COVID19 policy?</p>	<p>Please refer to our website for the most up to date information.</p> <p><u>COVID Statement</u></p> <p>During these times of heightened Health awareness Alliance Airlines has implemented many additional measures to give you peace of mind when travelling.</p> <p>As part of Alliance Airlines COVID response all staff and crew are temperature screened prior to commencing duties.</p> <p>All our aircraft are fitted with High Efficiency Particulate Arrestor (HEPA) filters and are cleaned with specialist products designed to combat bacteria and virus risks.</p> <p>In line with Government guidelines, to limit the exposure of passengers and crew, the provision of inflight service will be limited to bottled water.</p> <p>Alliance Airlines recognises that passengers on flights available for sale to the public are choosing to travel at this time, and as such we do not mandate the wearing of masks. Passengers may choose to wear them should they wish. Any passengers displaying flu like symptoms will require medical clearance from their doctor prior to being accepted for travel. Please refer to our Medical Clearance Form (link)</p> <p>We encourage all passengers to download the Australian Government COVIDSafe app as this will assist the authorities in contacting people who may have come into contact with someone with the virus.</p>

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Persons in Lawful Custody	How do I book travel for a Person in Lawful Custody?	Law enforcement agencies that wish to request travel on Alliance Airlines flights must complete the PILC form and send to security@allianceairlines.com.au for approval. Please click here for the PILC form.
Children and Infants	I am travelling with an infant, what do I need to do prior to travel?	<p>An infant is a child who has not reached their second birthday and may travel free of charge when travelling on an adults lap. As long as the infant is healthy and not requiring medical assistance there is no minimum age for travel.</p> <p>Infants can be carried on board an Alliance Airlines Aircraft either</p> <ol style="list-style-type: none"> 1. On the lap of the adult 2. Seated in an approved Car seat/capsule (A child fare to be paid) <p>The infant is to be identified at booking, check-in and when boarding the aircraft as there is an aircraft capability limitation. An infant lap belt will be provided and Cabin Crew once on-board. Crew will also show proper fitment of the lap belt.</p> <p>NOTE: Alliance Airlines do not provide baby capsules/child restraint seats. Bassinettes are not permitted on Alliance Airlines Aircraft.</p>
	Can I use a child seat on board the aircraft?	<p>Alliance permits the use of certain child seats and restraints. We allow the following (together referred to as Child Restraint Seats – “CRS”):</p> <ol style="list-style-type: none"> 1. Approved Child Restraint Seats; and 2. Kidsafe CReS restraints. <p>Alliance does not provide these seats, they are to be provided by the passenger.</p>




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		<p>Specific requirements for CRS are as follows:</p> <ol style="list-style-type: none">1. The CRS must meet the acceptable standard;2. The seat it will occupy must be paid for;3. The CRS must have its original operating instructions / placard intact and must be used in accordance with operating instructions;4. The CRS must not be fitted to an emergency exit;5. The CRS not obstruct an emergency exit;6. The CRS has the ability to be fitted solely with a passenger lap belt (no top tether);7. The CRS is a forward facing device;8. The use of top tether strap child restraints are not eligible to be fitted to Alliance Airlines aircraft.9. A child up to age 4 years would be effectively protected if seated in a CRS. <p>Once the child reaches approximately 4 years of age (18kg or 100cm high), and aircraft seat becomes appropriate.</p> <p>The child must be within the weight / height/age limits defined by the operating instructions or placard limits of the device.</p> <p>The age is not mandated. The weight and height as defined by</p>
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		<p>the operating instructions or placard limits on the device are.</p> <p>10. Each CRS shall have the accompanying passenger seated directly alongside.</p> <p>11. Only CRS that have been approved by one of the following organisations can be accepted for carriage:</p> <ul style="list-style-type: none"> a. Seats complying with Australian Design Standard AS 175; b. Seats approved by the US FAA, British CAA or European Community regulations as meeting the relevant requirements. c. Each approved CRS must bear some confirmation of the applicable approval by having a badge, sticker, label etc. attached. Example below: <div data-bbox="1151 778 1794 898" style="border: 1px solid black; padding: 5px;">  <p style="font-size: small; margin: 0;">Only to be used on aircraft with the permission of the aircraft operator, pilot and crew.</p> <p style="font-size: small; margin: 0;">SUITABLE FOR FORWARD OR REAR FACING USE*</p> <p style="font-size: x-small; margin: 0;">The top tether strap is not required to be used onboard aircraft and should be stowed securely.</p> </div>
Travelling with Animals	Can pets be booked on Alliance services?	At this stage Alliance is not offering pet transport.
Cargo / Freight	Can I book cargo on your flights?	Currently, ad-hoc cargo is not accepted on these services. However, if you do have a regular cargo requirement, please email sales@allianceairlines.com.au to discuss further.
Dangerous Goods	Where can I find information relating to the carriage of Dangerous Goods on Alliance flights?	Please visit the website by clicking here .
	Can I take dry ice?	Up to 2.5kgs of dry ice may be carried in the cabin by a passenger. This must be declared at check in to ensure the Dangerous Goods regulations are complied with
	Can I carry a small battery	No carriage of battery powered vehicles other than mobility aids (i.e.,

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	powered vehicle (including hover board, segways)	wheelchairs) can be carried on Alliance Airlines flights.
	Does Alliance allow smart bags?	<p>Smart Baggage is a bag that contains battery and USB charging points built into it.</p> <p><u>Checked in</u> Smart bags are permitted to be checked in providing that the battery is removed prior to check-in and stored in carry-on bags with the terminals isolated in the same fashion as spare batteries.</p> <p><u>Carry on</u> If a smart bag is to be carried as carry-on baggage the battery must be able to be removed from the device. It is not necessary to remove the battery, merely the ability to remove it is sufficient for carriage. If a smart bag is to be carried as carry-on baggage the battery must be able to be removed from the device. It is not necessary to remove the battery, merely the ability to remove it is sufficient for carriage.</p>
Unaccompanied Minors	Does Alliance accept unaccompanied minors?	Yes, however fees apply. Please visit here for more information.

At the Airport and On Board:

Subject	Question	Response
Check-in	How early can I check in at the airport?	Check-in opens 90 Minutes prior to the scheduled time of departure.
	When does web check open?	Web check will open no later than 24 hours prior to departure.
	What is the latest Check-in closes	Check-in closes 30 minutes prior to scheduled time of departure.
	Where do I go to check-in?	Please follow signage and flight information screens for the location of the check-in counter and departure gate, as these may vary from time to time.

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Passengers with Specific Needs or Requiring Assistance	What do I do once I get to the airport?	Please make yourself known to the Alliance staff at the check-in counters who will assist you as required.														
Passenger	What are the required dress standards for travelling on Alliance airlines flights?	<p>Alliance Airlines requires all passengers to conform to a minimum standard of dress on all flights for their safety and in order to minimise the risk of offending other passengers.</p> <p>The minimum passenger dress requirement is:</p> <ol style="list-style-type: none"> 1. footwear (thongs are acceptable); 2. Shorts; 3. Shirt - including T-shirt; 4. No clothing displaying offensive language or symbols; and 5. Passenger's apparel must be in a state of cleanliness so as to not be offensive to other passengers and crew. 														
Group Travel	I am travelling in a group. What do we need to do?	<p>If you are travelling as a group please ensure the following</p> <ul style="list-style-type: none"> • Please check-in at least one hour prior to departure. • Please present as a total group to the check-in area, together with the group leader. 														

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		<ul style="list-style-type: none"> Each passenger will be required to check in individually and will be required to have appropriate identification.
Unaccompanied Minors	I am dropping off or picking up an unaccompanied minor, what is the process?	<p>Present to check-in at least 1 hour prior to departure with the unaccompanied minor and completed form available here.</p> <p>Photographic identification is required for both pick up and drop off of the unaccompanied minor.</p>
Catering	What catering is available?	In light of COVID-19, catering is not being offered on these flights. It is expected that this will be reviewed as COVID-19 restrictions ease.
Disruption	I have another flight or onwards travel booked, will Alliance compensate me for this?	<p>Alliance services do not connect with other airlines. Alliance is therefore not responsible for the costs associated with any missed connecting flights, so passengers are urged to ensure sufficient time between flights to minimise the risk of any inconvenience.</p> <p>Note also that bags are unable to be checked through to any connecting flights, so please ensure sufficient time for connection of luggage and re-check-in for the onward flight.</p>
In Flight Entertainment / Wi-Fi on board.	Is there any inflight entertainment or Wi-Fi ___33 on these flights?	No, Alliance Airlines aircraft are not fitted with IFE; however you are most welcome to bring small portable devices to watch your own entertainment on.

Baggage

Subject	Question	Response
Cabin Baggage	How much cabin baggage can I take?	<p>The total weight of cabin luggage is 7kg (5kg for F-50 flights). This can be</p> <ul style="list-style-type: none"> 1 x 7g (maximum 48x34x23cm) 2 smaller pieces with a total weight of 7kg (maximum 48x34x23cm)

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		<p>In addition to the above allowed baggage limit, 1 personal item may be carried:</p> <ul style="list-style-type: none"> • A laptop computer (A laptop in thin satchel-style laptop bag is considered to be a personal item. A laptop in a larger laptop bag will be counted as part of a cabin baggage allowance. • a handbag • an overcoat, wrap or blanket • a small fold away umbrella or walking stick, subject to any security requirements • a small camera or a pair of binoculars • a reasonable amount of reading matter for the flight • infant's food for consumption in flight • a pair of crutches and/or other prosthetic devices for the use provided that the passenger is dependent upon them for mobility
Checked Baggage Allowance	How much checked baggage can I take?	<p>The complimentary checked in luggage allowance is 1 x 20kg. The maximum size of the piece of luggage is L=B+W = 158cm</p>
Checked Excess Baggage	What if my piece of baggage is over 20kg?	<p>Excess luggage will be carried where space and weight allows.</p> <p>A fee of \$35 is payable in the even that your baggage is over 20kg.</p> <p>The maximum weight of any given bag is 32kg.</p>
	Can I take extra baggage?	<p>Excess luggage will be carried where space and weight allows.</p> <p>Excess baggage can be charged at \$35 per piece.</p>
Valuables	I have something valuable in my baggage, can I check it in?	<p>Small valuable items should not be included in checked-in baggage. These items can be carried on the flight as carry-on luggage as long as they meet the carry-on baggage limitations and does not compromise</p>

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		the safety or amenity of other passengers on board.
Sporting items	Can I take sporting equipment with me?	<p>Sporting Equipment is permissible on our F70 and F100 fleet only. It can be carried subject to meeting minimum weight and dimensions, as shown below.</p> <p>Sporting equipment is either in place of or in addition to your allocated baggage.</p> <p>Excess baggage fee apply.</p> <p>Sporting equipment includes but is not restricted to;</p> <ul style="list-style-type: none">• Bikes• Surfboards• Snow skis/ Snowboards• Fishing rods• Golf clubs• Cricket/tennis bags• Skateboards <p><u>Bikes:</u></p> <p>Bikes will only be accepted for travel if they are packaged in a hard or soft manufactured bike box (supplied by passenger). The bike must be packaged as per the below or it will not be accepted for travel.</p> <p>Bike must be disassembled prior to uplift.</p> <p>Generally, the following applies to disassemble a bike:</p> <ul style="list-style-type: none">• Turn handle bars sideways, and secure to frame. It may be necessary to remove the front wheel• Remove pedals• Lower or remove seat post

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		<ul style="list-style-type: none"> • Remove any accessories • Deflate bicycle tyres <p>When packing a bike, remember to:</p> <ul style="list-style-type: none"> • Place any loose accessories such as pedals or water bottles into a bag then place in the box. • Ensure that only bike parts are packed in the box. • Seal the box, and label it with name, and contact phone number. • Ensure no part of the bike is protruding out of the box <p><u>Surfboards:</u></p> <p>The below measurements are based on the board in a board bag</p> <ul style="list-style-type: none"> • Maximum length = 2.9m • Maximum width = 68cm • Maximum height 20 cm • Cannot exceed 32kg <p>It is recommended that surfboard fins be removed where possible and placed in enclosed bag.</p> <p><u>Skis or Snowboards</u></p> <p>Skis or snowboards will only be accepted for travel if packaged in a protective skis/snowboard bag</p> <ul style="list-style-type: none"> • Maximum length = 2.9m • Maximum width = 68cm • Maximum height 20 cm • Cannot exceed 32kg <p><u>Fishing Rod(s)</u></p> <p>Fishing rods will only be accepted for travel if packaged in a</p> <ul style="list-style-type: none"> • protective PVC cylinder (with screw ends obtained from a local fishing store) • protective PVC plumbing or electrical tubing
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		<p>Fishing rods will not be accepted for travel is strapped to a suitcase</p> <ul style="list-style-type: none"> • Maximum length = 2.9m • Maximum width = 68cm • Maximum height 20 cm
Large Musical Instruments	I have a large musical instrument; can I take it in the cabin?	<p>In some circumstances large musical instruments are permitted in the cabin. This is subject to the following:</p> <p>For commercial/RPT flights - A seat must be purchased for the instrument. Max weight is 35 kgs. Max dimensions- height 1525mm and width 480mm</p>
Misplaced and damaged baggage	I left an item on-board the aircraft. How can I get it back?	<p>If you are at the airport please speak with one of our airport staff who will be able to assist you.</p> <p>If you are not at the airport, please email flights@allianceairlines.com.au</p> <p>Please note, that Alliance will not be responsible with arranging the transport of the item you left on board. The item will be held at the applicable airport for a reasonable amount of time for you to arrange collection.</p>
	My baggage is misplaced or damaged, what can I do?	<p>Out staff at the airport will be able to assist you with this. You will be required to fill out a report.</p> <p>In the case of misplaced baggage, Alliance will arrange for the bag to be sent to your place of residence or temporary place of residence as soon as it is located.</p>