



SKYTRANS FARE RULES

Torres Strait Island Services | SKP flight numbers from 100 to 399

Cape York Services | all SKP flight numbers *excluding* 100 to 399

If your airfare includes travel across both Cape York and Torres Strait Island Services, fare rules applicable to Torres Strait Island Services apply.

Regular Fare | Cape York Services

- Flight and date changes are permitted online up to 24 hours prior to the scheduled departure time, at no charge.
- Flight, date, name and route changes are permitted up to 2 hours prior to the scheduled departure time, through Skytrans customer service, subject to a change fee of AU\$22.00 per passenger, per change, per sector.
- For changes, the new fare must be of equal or higher value than the original fare. If the fare for the new booking exceeds the value of the original fare, the difference in price must be paid in addition to any applicable change fees.
- No changes are permitted within 2 hours of the scheduled departure time.
- Cancellation within 2 hours of the scheduled departure time, failure to check in for the flight by the deadline shown on the eTicket receipt, or not showing up for the flight (no show) will result in a forfeit of the fare.
- If the Regular Fare is initially purchased, it is refundable up to 2 hours prior to the scheduled departure time, subject to a refund administration fee of AU\$44.00 per person. The credit card surcharge and any change fees paid remain non-refundable.
- If the fare has been upgraded to a Regular Fare from a non-refundable fare type, the fare remains non-refundable.
- The ticket may be held in credit for future travel which must be completed within 12 months of the date of issue of the original ticket.
- Full payment must be made at the time of booking.

Changes to name, route or travel direction are NOT PERMITTED for tickets booked under the Queensland Government Local Fare Scheme.

Regular Fare | Torres Strait Island Services

- Flight and date changes are permitted online up to 24 hours prior to the scheduled departure time, at no charge.
- Flight, date, name and route changes are permitted up to 24 hours prior to the scheduled departure time, through West Wing customer service, subject to a change fee of AU\$22.00 per passenger, per change, per sector.
- For changes, the new fare must be of equal or higher value than the original fare. If the fare for the new booking exceeds the value of the original fare, the difference in price must be paid in addition to any applicable change fees.
- No changes are permitted within 24 hours of the scheduled departure time.
- Cancellation within 24 hours of the scheduled departure time, failure to check in for the flight by the deadline shown on the eTicket receipt, or not showing up for the flight (no show) will result in a forfeit of the fare.
- If the Regular Fare is initially purchased, it is refundable up to 24 hours prior to the scheduled departure time, subject to a refund administration fee of AU\$44.00 per person. The credit card surcharge and any change fees paid remain non-refundable.
- If the fare has been upgraded to a Regular Fare from a non-refundable fare type, the fare remains non-refundable.
- The ticket may be held in credit for future travel which must be completed within 12 months of the date of issue of the original ticket.
- Full payment must be made at the time of booking.

Changes to name, route or travel direction are NOT PERMITTED for tickets booked under the Queensland Government Local Fare Scheme.

Early Bird 2 | All Services

- Flight, date, name and route changes are permitted up to 24 hours prior to the scheduled departure time, through Skytrans customer service, subject to a change fee of AU\$44.00 per passenger, per change, per sector.
- For changes, the new fare must be of equal or higher value than the original fare. If the fare for the new booking exceeds the value of the original fare, the difference in price must be paid in addition to any applicable change fees.
- No changes are permitted within 24 hours of the scheduled departure time.
- Cancellation within 24 hours of the scheduled departure time, failure to check in for the flight by the deadline shown on the eTicket receipt, or not showing up for the flight (no show) will result in a forfeit of the fare.
- The fare is non-refundable.
- The ticket may be held in credit for future travel which must be completed within 12 months of the date of issue of the original ticket.
- Full payment must be made at the time of booking.

Changes to name, route or travel direction are NOT PERMITTED for tickets booked under the Queensland Government Local Fare Scheme.

Early Bird 1 | All Services

- Flight and date changes are permitted up to 24 hours prior to the scheduled departure time, through Skytrans customer service, subject to a change fee of AU\$44.00 per passenger, per change, per sector.
- Name and route change are not permitted, unless the fare is upgraded.
- For changes, the new fare must be of equal or higher value than the original fare. If the fare for the new booking exceeds the value of the original fare, the difference in price must be paid in addition to any applicable change fees.
- No changes are permitted within 24 hours of the scheduled departure time.
- Cancellation within 24 hours of the scheduled departure time, failure to check in for the flight by the deadline shown on the eTicket receipt, or not showing up for the flight (no show) will result in a forfeit of the fare.
- The fare is non-refundable.
- The ticket may be held in credit for future travel which must be completed within 12 months of the date of issue of the original ticket.
- Full payment must be made at the time of booking.

Changes to name, route or travel direction are NOT PERMITTED for tickets booked under the Queensland Government Local Fare Scheme.

Special Fare | All Services

- No changes are permitted.
- The fare is non-upgradable and non-refundable.
- Cancellation, failure to check in for the flight by the deadline shown on the eTicket receipt, or not showing up for the flight (no show) will result in a forfeit of the fare.
- Full payment must be made at the time of booking