

We are committed to getting you to your destination on time. However, on occasion, bad weather, natural disasters, technical problems, operational or other issues may cause flight delays and cancellations. As we consider your safety our first priority, we will always work hard to ensure that your departure and arrival are on time and make sure that we can provide you with the best service available however, due to the above mentioned issues, we cannot guarantee your flight times.

When things don't go as planned, we will provide you with the best customer service available. As outlined below, in the event of a delay or cancellation we will provide you with assistance in a variety of areas to help manage the situation as best as possible. Depending on the circumstances, this may include a refund and/or other compensation.

You may also have a statutory right to a remedy (including a refund and/or compensation) under the Australian Consumer Law. In Australia, the Australian Consumer Law contains consumer guarantees which provide consumers with a basic, guaranteed level of protection for goods and services that they acquire.

Please note that your contract of carriage with Skytrans covers carriage from the airport at point of origin, to the airport at point of destination on your Skytrans ticket. Skytrans is unable to guarantee flight connections with other airlines. **TRAVEL INSURANCE IS RECOMMENDED.**

DELAY WITHIN SKYTRANS' CONTROL

Skytrans defines the below delays as within our control:

- Engineering issues
- Skytrans IT systems outages
- Crew/staffing issues
- Any other circumstance which we can reasonably control

Away from home airport

Delay time	Meal voucher	Transfers	Accommodation	Refund
15 minutes – 2 hours	No	No	No	No
2+ hours	\$15 per person	No	No	No
Overnight (new departure within 12 hours of original departure)	\$30 per person inclusion in accommodation	Yes	Yes	Yes, if fare is eligible for refund
Overnight (new departure over 12 hours from original departure)	\$50 per person inclusion in accommodation	Yes	Yes	Yes, if fare is eligible for refund

At home airport

Delay time	Meal voucher	Transfers	Accommodation	Refund
15 minutes – 2 hours	No	No	No	No
2+ hours	\$15 per person	No	No	No
Overnight (new departure within or over 12 hours of original departure)	No	No	No	Yes, if fare is eligible for refund

DELAY OUTSIDE SKYTRANS' CONTROL

Skytrans defines the below delays as outside our control:

- Weather events (including natural disasters such as cyclones)
- Air traffic control issues
- Industrial action by a third party
- Security issues
- Any other unusual or unforeseen circumstances which we cannot control

Away from home airport

Delay time	Meal voucher	Transfers	Accommodation	Refund
15 minutes – 2 hours	No	No	No	No
2+ hours	No	No	No	No
Overnight (new departure within or over 12 hours of original departure)	No	No	Yes, one night only	Yes, if fare is eligible for refund

At home airport

Delay time	Meal voucher	Transfers	Accommodation	Refund
15 minutes – 2 hours	No	No	No	No
2+ hours	No	No	No	No
Overnight (new departure within or over 12 hours of original departure)	No	No	No	Yes, if fare is eligible for refund

CANCELLATION WITHIN SKYTRANS' CONTROL

Skytrans defines the below reasons for cancellation as within our control:

- Engineering issues
- Skytrans IT systems outages
- Crew/staffing issues
- Any other circumstance which we can reasonably control

Away from or at home airport

Cancellation time	Reschedule to next Skytrans flight	Refund
Within 72 hours of original departure	Yes	Yes, all fares refundable
Over 72 hours of original departure	Yes	Yes, if fare is eligible for refund

CANCELLATION OUTSIDE SKYTRANS' CONTROL

Skytrans defines the below reasons for cancellation as outside our control:

- Weather events (including natural disasters such as cyclones)
- Air traffic control issues
- Industrial action by a third party
- Security issues
- Any other unusual or unforeseen circumstances which we cannot control

Away from or at home airport

Cancellation time	Reschedule to next Skytrans flight	Refund
Within or over 72 hours of original departure	Yes	Yes, if fare is eligible for refund

CLAIMING A REFUND

If you wish to claim a refund relating to your flight delay/cancellation please contact Skytrans Customer Service on 1300 759 872 or info@skytrans.com.au.

Eligible fares for refund:

Fare Type	Refundable
Regular Fare	Yes (excluding TMR fares)
Early Bird 2 Fare	No
Early Bird 1 Fare	No
Special Fare	No