



## **Skytrans Disrupt policy effective 01 December 2021.**

Skytrans is committed to getting you to your destination on time. Sometimes, however, there are delays caused by issues such as weather, natural disasters, and operational constraints. Your safety is always our top priority, and whilst we will always endeavour to meet the published schedule, we do not guarantee flight times.

We will notify you or your booking agent of any schedule changes that affect your journey, by SMS and email, using the contact details provided in your booking. If your flight is cancelled, we will move you to the next available flight.

For any schedule change you may:

- Cancel the booking and choose a refund or a credit to the value of the booking.
- Move to any alternative available flight on the same route.

No fees will be charged for either of these options.

Skytrans will not cover any costs associated with the disrupt unless the delay is for reasons within our control. We do not guarantee any connections with other carriers, unless an agreement is in place, and recommend that you arrange travel insurance for your journey.

### **Delays within Skytrans Control**

This includes delays caused by any of the following issues:

- Aircraft
- Staffing
- IT system outages unless caused by issues that Skytrans cannot reasonably control.
- Other circumstances which Skytrans can reasonably control.

If the delay is within Skytrans control

- For a delay of more than two hours notified after you have arrived at your departure airport we will, where possible, provide a meal voucher for \$15.
- We will provide overnight accommodation, where available, if you are away from your home airport (the place where your journey with us begins) and we have moved your return or connecting flight to a different day with less than 72 hours' notice.
- If the above circumstances apply and you arrange your own accommodation, we will reimburse a maximum of \$200 per night, including meal allowance, subject to seeing the receipts.

### **Delays not within Skytrans' control**

- Weather (including natural disasters)
- Air traffic control issues.
- Industrial action by a third party.
- Security issues.
- Unforeseen events or circumstances that Skytrans cannot control.

You may also have a statutory right to a remedy (including a refund and/or compensation) under the Australian Consumer Law.

### **Contacts**

Skytrans Customer Service 1300 759 872 or [info@skytrans.com.au](mailto:info@skytrans.com.au).