



Skytrans Fare Rules

Form No:	SKT503
Revision:	3.0
Effective Date:	01/07/2024

Skytrans Fare Rules Effective 1 July 2024

Regular

Y, S

- Full payment must be made at the time of booking.
- Flight, date, name, and route changes are permitted up to 3 hours prior to scheduled time of departure, subject to a \$22 change fee per passenger, per leg.
- Cancellations are permitted up to 3 hours prior to scheduled time of departure, free of charge. Cancelled tickets may be refunded or held in credit.
- Refunds are subject to a \$44 refund fee per booking. All refunds must be processed through Skytrans Customer Service. Any credit card surcharges or change fees paid remain non-refundable. If fare has been upgraded from a non-refundable fare type, the fare remains non-refundable.
- Tickets held in credit must be used within 12 months of booking date.
- Failure to check-in for the flight by the deadline specified in the Terms & Conditions, or not showing up for the flight (no show) will result in a loss of fare.
- Checked Baggage Allowance 20kgs.

Choice

B, H

- Full payment must be made at the time of booking.
- Flight, date, name, and route changes are permitted up to 24 hours prior to scheduled time of departure, subject to a \$99 change fee per passenger, per leg.
- For any changes, the new fare must be of equal or higher value than the original fare. If the originally purchased fare is not available, the difference must be paid in addition to any applicable change fees.
- Cancellations are permitted up to 24 hours prior to scheduled time of departure for a fee of \$99 per passenger, per leg. Cancelled tickets may be held in credit for future use. Fare is non-refundable.
- Credit must be used within 12 months of booking date.
- Failure to check-in for the flight by the deadline specified in the Terms & Conditions, or not showing up for the flight (no show) will result in a loss of fare.
- Checked Baggage Allowance 20 kgs.

Deal

Q, X

- Full payment must be made at the time of booking.
- Flight, date, name and route changes are permitted up to 72 hours prior to scheduled time of departure, subject to a \$99 change fee per passenger, per leg.
- For any changes, the new fare must be of equal or higher value than the original fare. If the originally purchased fare is not available, the difference must be paid in addition to any applicable change fees.
- Cancellations are not permitted. Fare is not refundable.
- Failure to check-in for the flight by the deadline specified in the Terms & Conditions, or not showing up for the flight (no show) will result in a loss of fare.
- Checked Baggage Allowance 20 kgs.

LOCAL FARES SCHEME

Regular

YLFS

- Full payment must be made at the time of booking.
- Flight, date, name, and route changes are permitted up to 3 hours prior to scheduled time of departure, subject to a \$22 change fee per passenger, per leg.
- Cancellations are permitted up to 3 hours prior to scheduled time of departure, free of charge. Cancelled tickets may be refunded or held in credit.
- Refunds are subject to a \$44 refund fee per booking. All refunds must be processed through Skytrans Customer Service. Any credit card surcharges or change fees paid remain non-refundable. If fare has been upgraded from a non-refundable fare type, the fare remains non-refundable.



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- Tickets held in credit must be used within 12 months of the original booking date.
- Failure to check-in for the flight by the deadline specified in the Terms & Conditions, or not showing up for the flight (no show) will result in a loss of fare.
- Checked Baggage Allowance 20kgs.
- Only available to customers with a valid letter of eligibility from a council participating in the local fares scheme.
- A copy of the letter must be seen by Skytrans staff or agents before the booking is completed.
- Customers must have proof of identification that matches the letter and provide this at check-in or on request.
- Boarding will be denied if the passenger does not have identification.

Choice

HLFS

- Full payment must be made at the time of booking.
- Flight, date, name, and route changes are permitted up to 24 hours prior to scheduled time of departure, subject to a \$99 change fee per passenger, per leg.
- For any changes, the new fare must be of equal or higher value than the original fare. If the originally purchased fare is not available, the difference must be paid in addition to any applicable change fees.
- Cancellations are permitted up to 24 hours prior to scheduled time of departure. Cancelled tickets may be held in credit for future use. Fare is non-refundable.
- Tickets held in credit are subject to a \$99 cancellation fee per passenger, per leg. Credit must be used within 12 months of the original booking date.
- Failure to check-in for the flight by the deadline specified in the Terms & Conditions, or not showing up for the flight (no show) will result in a loss of fare.

Deal

QLFS

- Full payment required at the time of booking.
- Flight, name, date and route changes are permitted up to 72 hours prior to scheduled time of departure, subject to a \$99 change fee per passenger, per leg.
- Cancellations are not permitted.
- Fare is non-refundable.
- Failure to check-in for the flight by the deadline specified in the Terms & Conditions, or not showing up for the flight (no show) will result in a loss of fare.
- Checked Baggage Allowance 20 kgs.
- Only available to customers with a valid letter of eligibility from a council participating in the local fares scheme.
- A copy of the letter must be seen by Skytrans staff or agents before the booking is completed.
- Customers must have proof of identification that matches the letter and provide this at check-in or on request.
- Boarding will be denied if the passenger does not have identification.

RASS (RASS flights only, priority given to station residents and workers)

RASS

- Full payment must be made at the time of booking.
- Flight, date, and route changes are permitted up to 3 hours prior to scheduled time of departure, subject to a \$22 change fee per passenger, per leg.
- Name changes are permitted up to 3 hours prior to scheduled time of departure free of charge.
- Cancellations are permitted up to 3 hours prior to scheduled time of departure. Cancelled tickets may be refunded or held in credit for future use.
- Refunds are subject to a \$99 cancellation fee per passenger, per leg. All refunds must be processed through Skytrans Customer Service. Any credit card surcharges or change fees paid remain non-refundable. If fare has been upgraded from a non-refundable fare type, the fare remains non-refundable.
- Tickets held in credit are subject to a \$99 cancellation fee per passenger, per leg. Credit must be used within 12 months of booking date.
- Failure to check-in for the flight by the deadline specified in the Terms & Conditions, or not showing up for the flight (no show) will result in a loss of fare.