



AUSTRALIAN AIRLINE REFUND AND CANCELLATION POLICIES

SUMMARY

| May 2013

Jetstar

Insurance

<https://jetstartravelinsurance.com.au/Jetstar/content/policybenefits.aspx?BID=CAN>

Fare types

<http://www.jetstar.com/au/en/planning-and-booking/fares/fare-types>

Conditions of carriage

<http://www.jetstar.com/au/en/conditions-of-carriage>

Qantas

How to change or cancel a booking

<http://www.qantas.com.au/travel/airlines/change-cancel-booking-contacts/global/en>

Changing flights

<http://www.qantas.com.au/travel/airlines/change-flights/global/en>

Virgin Australia

Cancellation policy

<http://www.virginaustralia.com/au/en/plan/fees-surcharges/domestic/> (click on tabs for flight types)

Fare types

<http://www.virginaustralia.com/au/en/plan/fare-types/domestic/>

Domestic fare guide

http://www.qantas.com.au/regions/amadeus/minirules/AUAURED1JQ_SUMMARY/index.html

Tiger

Fees & charges

<http://www.tigerairways.com/au/en/fees2.php>

Refunds and cancellations

Tiger Airways operates a no refund policy and as such it is unable to refund any tickets (fares and charges) where the passenger decides they no longer have a requirement to fly or is unable to travel, as a result of any change in personal circumstances, including but not limited to medical grounds. Individual or Personal Travel Insurance is recommended for all passengers to cover such cancellations.

Should a passenger decide they no longer wish to travel they are entitled to apply for a refund of the Government Passenger Services Tax and other government taxes paid. However, Tiger Airways will apply a S\$50.00 or A\$50.00 (for Australia domestic flights) administration fee (or local equivalent) per passenger per sector to cover the cost of processing and bank charges for each tax refund request.

