

Webjet Important Information

FLIGHT INFORMATION

Because we are reliant on the availability of seats, airfare rules and their associated pricing levels from either the airline directly or their distributing partners, we reserve the right to amend your booking upon consultation with you in the event of an error by these third parties. In such circumstances your itinerary may need to be changed to comply with either the fare rule and/or availability of seats.

We do not guarantee that the seat(s) you select in your booking will be confirmed. Should there be a problem with your booking, our Customer Service team retry manually. There will be a delay from the time you made your initial booking and a Customer Service Consultant re-trying. If a seat, or seats, you originally selected are no longer available we will not reserve any seats and process a refund on seat selection. Your flights will be confirmed and you can select seats via the airline's website. Refunds can take up to 7 days to be processed.

TICKETING

All flights departing Australia are electronic, referred to as E Tickets. No paper ticket is issued.

Jetstar and Tiger Airways will forward a separate E Ticket with a full copy of terms & conditions of travel. For all other airlines, Webjet will send an email with steps on how to issue your E Ticket.

CHECK-IN ONLINE

Online check-in is a fast and convenient way to skip the queue and manage your flight booking.

Check-in availability:

| | Open (prior to departure) | Close (prior to departure) |
|------------------|---------------------------|----------------------------|
| Qantas | 24 hrs | 2 hrs |
| Virgin Australia | 24 hrs | 1 hr |
| Tiger Airways | 2 hrs | 1 hr |
| Rex | 48 hrs | 1 hr |
| Skywest | 24 hrs | 1 hr |

Please note that online check-in procedures and availability for domestic and international flights may differ for each airline.

To check-in or for further details please visit <http://www.webjet.com.au/flights/online-check-in/>.

CHECK-IN AT THE AIRPORT

Domestic flights photo ID requirements:

An Australian driver's licence is acceptable but not an overseas driver's licence, in which case a valid passport will need to be produced.

For adults who do not have photo ID you will need to provide 3 forms of identification as follows:

1. Birth Certificate
2. Bill registered under your name
3. Credit Card, Bank Card or any other government issued card

For children travelling with adults with no photo ID between the ages 2-11 inclusive: Parents must show their Medicare card with child names.

For children travelling with other adults not being their parents between the ages 2-11 inclusive: Birth certificate or school enrolment, school ID or report card.

For persons older than 11 years who do not fit the above categories you need to provide either a birth certificate or Medicare card with your name on it.

Please note if you are travelling on a domestic flight with an international flight number (Qantas flights QF001 - 399) you must have a valid form of government issued photo identification e.g. passport, Australian drivers licence etc.

Qantas

If you are travelling domestically on Qantas flight numbers QF1 to QF399, these flights depart from the international terminal. Check-in time is 90 minutes prior to departure and photo ID is required.

If you are travelling domestically on Qantas flight number QF400 to QF1599, these flights depart from the Qantas domestic terminals around Australia. Check-in time is 60 minutes prior to departure and photo ID is required.

If you are travelling domestically on Qantas flight numbers QF1600 or above into or out of Sydney, these flights depart from terminal 2 at the Sydney domestic airport. Check-in time is 60 minutes prior to departure and photo ID is required.



CHECK-IN AT THE AIRPORT (Continued)

Virgin Australia

All Virgin Australia domestic flights depart/arrive at domestic terminals throughout Australia with check-in at least 60 minutes prior to departure and photo ID is required. In Sydney, Virgin Australia uses Terminal 2.

Tiger Airways

Tiger Airways flights from Melbourne operate out of Terminal 4. In Sydney Tiger Airways flights operate out of Terminal 2. Tiger Airways flights from Perth to the rest of Australia operate out of the domestic terminal 2 (T2). Check-in opens two hours prior to the scheduled time of departure. Check-in desks close strictly 45 minutes before scheduled departure time. Tiger Airways recommends that passengers check-in two hours prior to scheduled departure. Passengers are required to show their booking confirmation, valid passport (for international flights), or photo ID (for domestic flights), with any necessary visas at check-in.

Jetstar

If you are travelling domestically on Jetstar flights designated with flight number beginning "JQ" or using Qantas code share flights on Jetstar aircraft, these flight numbers will be designated between QF5000-5999 - all such flights into and out of Sydney depart from terminal 2 at the Sydney domestic terminal.

If you are travelling between Melbourne and Sydney or Brisbane, Jetstar operate services into and out of both Avalon and Tullamarine. Check your E Ticket for details.

All other Jetstar domestic and international flights travelling to or from Melbourne to any other Jetstar destination will depart from Tullamarine airport.

The only exception to the above are any flights falling in the range between JQ1 and JQ399 - these flights depart and arrive at the international terminals. Jetstar recommends you check-in at least 90 minutes prior to the scheduled departure time.

If you are travelling internationally on Jetstar, all flights depart/arrive at the international terminal. In Sydney this is terminal 1.

If you are not checked in at least 60 minutes before the scheduled departure you will not be able to check-in for your flight. Arrival after this time may result in you forfeiting the entire fare paid. Check-in opens 3 hours before this flight is scheduled to depart.

Air Asia

Air Asia check-in opens two hours prior to the scheduled time of departure. Prior to boarding, please ensure you allocate enough time to perform check in at the airport counters to obtain your boarding pass. Air Asia recommends that passengers check in two hours prior to scheduled departure. Passengers are required to show their booking confirmation, valid passport with any necessary visas at check-in.

For flight numbers beginning with AK, FD, Z2, QZ & i5, you must be at the boarding gate at least 30 minutes prior to scheduled departure. For flight numbers beginning with D7, XT & XJ you must be at the gate at least 90 minutes prior to scheduled departure. Please note that Air Asia gates close 20 minutes prior to time of departure. You will be denied boarding if you fail to be at the gate 20 minutes prior to time of departure.

Rex

If you are travelling on Regional Express (Rex), flights depart and arrive at the following terminals Melbourne Tullamarine Domestic Airport terminal 3, Sydney Domestic Airport terminal 2, Adelaide Domestic Airport terminal 1 and Brisbane Domestic terminal between Qantas and Virgin. Check-in time is 60 minutes prior to departure and photo ID is required.

Skywest

If you are departing from Perth it is recommended you check-in at least 60 minutes prior to departure. Check-in closes strictly 30 minutes before departure and all flights operate out of terminal 3. For flights departing Skywest's regional points it is recommended you check-in at least 45 minutes prior to departure.

International Flights

If you are travelling internationally we recommend arriving 3 hours before your flight is due to depart. Allow additional time if you are travelling during holiday periods or other peak times. Each passenger will require a valid passport in order to check-in at the airport plus a copy of your E Ticket.



AIRLINE LUGGAGE ALLOWANCE

International travel: As this varies from airline to airline, please check directly with the airline you are travelling with to ensure you know what the maximum allowable limits are as most airlines will charge for weight in excess of their limitations.

Qantas: The permitted check-in baggage weight for domestic and most international flights is 23kgs. Check-in baggage that exceeds this allowance will attract excess baggage charges payable at the airport. Charges will apply per kilogram (except for USA/ South America routes) for any total baggage weights exceeding the 23kgs allowance to a maximum of 32kgs per piece. Customers travelling in Economy to the USA /South America remain under the existing piece system with a new allowance of 2 pieces of 23kgs per piece.

Carry-on baggage allowances on Qantas operated flights for adults and children (except infants) are 7kgs per piece. Dimension limits also apply.

Virgin Australia: The permitted check-in baggage weight is 23kgs. Check-in baggage that exceeds this allowance will attract excess baggage charges payable at the airport. Each piece of baggage must not weigh more than 32kgs or exceed total linear dimensions of 140cm (Add together the depth, width and length). If you have purchased a "no bags" fare and arrive at the airport with baggage that needs to be checked into the hold of the aircraft then fees will be charged at the airport. Guests occupying a seat (Adult or Child), may take baggage weighing up to 7kgs per person on to the aircraft with them. If you have any further queries please call the Virgin Australia direct on 136 789.

Tiger Airways: You can save by travelling light with up to 7kgs of hand luggage free, or choose to pay an affordable fee when flying with checked luggage. Charges are based on the weight of the luggage you are checking-in. If you have not purchased a Luggage Upsize™ and arrive at the airport with baggage that needs to be checked-in, then corresponding fees will be charged at time of check-in at the airport.

Jetstar: If you have purchased a "no bags" fare and you want to take checked baggage, please contact the Jetstar Reservations Centre on 131 538 or +61 (3) 9645 5999 before check-in opens for your flight. If you are intending to travel with only carry-on baggage, please ensure that your carry-on baggage meets Jetstar's size and weight limits. Fees will apply if your cabin baggage is over size or overweight.

Air Asia: You can save by travelling light with up to 7kgs of hand luggage free, or choose to pay an fee when flying with checked luggage. Charges are based on the weight of the luggage you are checking-in. If you have not purchased a Baggage Supersize and arrive at the airport with baggage that needs to be checked-in, then corresponding fees will be charged at time of check-in at the airport.

Rex: The permitted check-in baggage weight is 15kgs and cannot exceed 140cm in linear dimensions. Infants (not occupying a seat) baggage must not exceed 10kgs. This will include a stroller, carry basket or car seat. The total weight of hand/cabin baggage must not exceed 7kgs for each passenger.

Skywest: The permitted check-in baggage weight is 20kgs and cannot exceed 158cm in linear dimensions. Infants (not occupying a seat) baggage must not exceed 10kgs. The total weight of hand/cabin baggage must not exceed 7kgs for each passenger.

CHANGES TO YOUR BOOKING

Tiger Airways: If you require any change to your Tiger Airways booking, please visit the Tiger Airways website. Payment may be required, subject to Tiger Airways conditions of carriage, visit <http://www.webjet.com.au/standalone/tiger-airways-conditions-of-carriage/> and will involve fees depending upon the extent of the change.

Jetstar bookings: If you require assistance in relation to your Jetstar booking, or to request changes to your booking, please call Jetstar Telephone Reservations on 131 538 or +61 (3) 9645 5999. Time and date changes may be made on jetstar.com. Fees may apply, see the applicable fare rules for details.

Air Asia bookings: If you require any change to your Air Asia booking, please visit the Air Asia website. Payment may be required, subject to Air Asia conditions of carriage, visit <http://www.webjet.com.au/standalone/air-asia-x-conditions-of-carriage/> and will involve fees depending upon the extent of the change.

For all other airlines: If you wish to change your booking at any time prior to departure, please go to the <http://www.webjet.com.au> homepage and click on the link 'Change My Booking'. For changes inside 24 hours of departure Qantas will only allow changes if you have purchased a fully flexible fare. Please note, there is no Webjet processing charge for making your change request online, however airline fees and charges apply. To change an existing booking, visit <http://www.webjet.com.au/about/change-my-booking/>.



TRAVEL INSURANCE WITH WEBJET ETC (Essential Travel Cover)

You can choose to take out Travel Insurance with your booking, which takes effect when your Certificate of Insurance is issued to you. This policy is arranged and managed by Allianz Global Assistance. If you have already purchased travel insurance with your booking and you do not receive an email with your Certificate attached within 24 hours of taking out the insurance, or if you have any concerns relating to your insurance, please contact Allianz Global Assistance on 1800 426 439 or at etcsales@allianz-assistance.com.au.

Travel insurance is highly recommended and is designed to protect you if your travels are disrupted by unforeseen circumstances such as, medical emergencies, lost luggage, personal liability and cancellation of travel arrangements. Click this link to find out more or purchase travel insurance (if you have not already done so as part of your booking) <http://www.webjet.com.au/insurance/>.

HOTEL INFORMATION

Payment for your hotel booking

The total price for your hotel booking will be charged in Australian Dollars and the full amount will be debited from your preferred payment method at the time of making the booking. The total booking price includes all taxes and surcharges.

Hotel booking confirmation voucher

A hotel booking confirmation voucher will be emailed to you at the time you completed your hotel booking. You will need to print this voucher and take it with you to present to the hotel on check-in. Failure to present this voucher could result in you having to pay for your hotel stay again.

Booking reference numbers

If you have any queries about your booking, contact Webjet Customer Support and use your Webjet Booking Reference Number. If you have any queries about the hotel and its facilities, you will need to contact the hotel directly and use your Hotel Booking Reference Number. Both your Webjet Booking Reference Number and Hotel Reference Number are printed on your hotel confirmation voucher.

Changes to your hotel booking

To cancel or change your hotel booking visit www.webjet.com.au/about/change-my-booking/
Please note a fee may be charged and this will be disclosed during the cancellation and amendment process.

RENTAL CAR INFORMATION

Airportrentals.com is the service provider for your car rental booking. You will receive directly from Airportrentals.com confirmation of your booking including; a summary of your booking details including the rental car provider and confirmation number, a payment summary, important travel checklist and reminders, directions on how to amend or cancel your booking, a car rental voucher to print out, Customer Service contact and support information and Car Rental Provider rental conditions.

PRICING, FEES & CHARGES

Servicing Fee and Booking Guarantee Fee

The Webjet Servicing Fee applies per booking which can include multiple passengers and products. The Webjet Booking Price Guarantee also applies per booking which can include multiple passengers, products and includes GST. Both fees are non-refundable. This will be charged to your credit card or PayPal account within 24 hours of booking. All other flight charges will be debited to your card within 7 days of booking. Funds need to be available on your card at time of booking otherwise ticketing will not take place and you may need to rebook to a higher fare level.

Credit Cards & Fees

For some international mix-and-match flights Webjet's flights results page indicates that some return flight pricing has been converted to AUD at the exchange rate on the day of booking. Variations to your final price may occur due to currency fluctuations. Please note, where any pricing has been converted from a foreign currency to AUD your credit card company may charge a conversion fee.



IMPORTANT INFORMATION FROM THE GOVERNMENT

We recommend before travelling you check the Department of Foreign Affairs and Trade website for any applicable travel advisories relevant to your booking. Their website is located at: <http://www.smartraveller.gov.au/>.

As well, please note that Government legislation prohibits the carriage of dangerous goods on any aircraft. To view what these are and what is permissible to carry please go to: <http://casa.gov.au/dg/luggage/index.htm>.

A reminder if you are travelling overseas it is your responsibility to ensure you have a valid Passport and Visa where required. Visas can be required for your final destination AND the transit points on your journey. To assist you, both in determining whether you require a visa and the processing of your application online, please go to: <http://www.visalink.com.au/frontpage.aspx?from=webjet>.

Finally, if you are travelling overseas, some countries will not allow you to enter without proof of a return E Ticket. Airline check-in staff at your point of origin may deny boarding you. If you proceed to book a one way ticket please ensure you have checked with the Consulate of the country you are travelling to in order to ensure that you comply with their laws and regulations. All matters relating to complying with the laws and regulations of all immigration authorities are solely your responsibility.

IMPORTANT NOTICE for travellers to New Zealand

What are the new entry requirements for New Zealand?

Effective 1 October 2019, some visitors and transit passengers must have an Electronic Travel Authority (NZeTA) and pay a subsequent International Visitor Conservation and Tourism Levy (IVL) before travelling to New Zealand.

You do not need an NZeTA to travel to New Zealand if you:

- Are an Australian citizen travelling on an Australian passport.
- Require a New Zealand visa before you travel or already hold a valid visa.
- Are a New Zealand citizen travelling on a New Zealand passport, or a foreign passport with an endorsement — for example, a document that states you are a permanent resident or citizen of New Zealand.

You must request an NZeTA before you travel to New Zealand if you are:

- A permanent resident of Australia (do not hold an Australian passport).
- A cruise ship passenger, regardless of your nationality
- Visiting or in transit from a visa waiver country — that is, a country whose passport holders do not need to get a visa before they arrive in New Zealand.
- Travelling on a passport from a visa waiver country or a transit visa waiver country, and you will be in transit through Auckland International Airport.

Charges (per person):

- NZeTA - NZD\$9 for requests submitted via a mobile app.
- NZeTA - NZD\$12 for requests using the website form.
- IVL - NZD\$35 and is charged in the same transaction as your NZeTA.

Validity:

Your NZeTA and IVL are valid for multiple visits and up to 2 years.

To receive notification when the NZeTA system goes live in July, please register [here](#):

For more information, please visit the [New Zealand Immigration](#) website:

Webjet will not be held liable for any costs or cancellation penalties or inconvenience where travellers do not have a travel authorisation, and are not permitted to travel.

IMPORTANT NOTICE for travellers to/via the USA

It is now a requirement by the Department of Homeland Security for all passengers travelling to the USA to apply for a Travel Authorisation Number **at least three days** prior to scheduled departure from Australia. This approval number will be valid for two years from date of application and **passengers will be denied boarding in Australia if they do not have this approval document.**



Apply for an Authorization to travel to the United States if:

- You are a citizen or eligible national of a Visa Waiver Program country e.g. Australia;
- You are currently not in possession of a visitor's visa;
- Your travel is for 90 days or less;
- You plan to travel to the United States for business or pleasure.

For more details, and to apply online, please visit <https://esta.cbp.dhs.gov/esta>.

Webjet will not be held liable for any costs or cancellation penalties or inconvenience where travellers do not have a travel authorisation, and are not permitted to travel.

Secure Flight Program

Secure Flight is a US government program which facilitates the screening and boarding processes. For more information visit <http://www.tsa.gov/stakeholders/secure-flight-program>.

Privacy Notice

The Transportation Security Administration (TSA) requires you to provide your full name, date of birth, and gender for the purpose of watch list screening, under the authority of 49 U.S.C. section 114, the Intelligence Reform and Terrorism Prevention Act of 2004 and 49 C.F.R parts 1540 and 1560. You may also provide your Redress Number, if available. Failure to provide your full name, date of birth, and gender may result in denial of transport or denial of authority to enter the boarding area. TSA may share information you provide with law enforcement or intelligence agencies or others under its published system of records notice. For more on TSA privacy policies, or to review the system of records notice and the privacy impact assessment, please see the TSA website at <http://www.tsa.gov>.

IMPORTANT NOTICE for travellers to Canada

Under Canada's eTA program, citizens from countries other than the United States, who do not need a visa to enter Canada, will need to obtain an online authorisation before flying to Canada, unless otherwise exempted.

This new requirement is valid for entry from March 2016

A fee of \$7 is payable for processing an application for an electronic travel authorization.

An electronic travel authorization is valid for a period of five years from the day on which it is issued to the applicant or until the earliest of the following days, if they occur before the end of that period:

- (a) the day on which the applicant's passport or other travel document expires,
- (b) the day on which the electronic travel authorization is cancelled, or
- (c) the day on which a new electronic travel authorization is issued to the applicant

To apply for your eTA, visit <https://onlineservices-servicesenligne.cic.gc.ca/eta/welcome>

Or, if you are unsure whether you need an eTA, please visit <http://www.cic.gc.ca/english/visit/visas.asp>

IMPORTANT NOTICE for travellers to South Africa

The new South African Immigration Act effective 01 June 2015 will require all customers under 18 years old travelling to and from South Africa to be in possession of an unabridged birth certificate. Parent/s travelling with children under 18 years old will be asked to produce the required documentation at check-in for each flight.

http://www.smarttraveller.gov.au/zw-cgi/view/Advice/South_Africa.

CONTACT SUPPORT 24/7

Email: onlinetravel@webjet.com.au

Tel: 1300 137 737 within Australia

Tel: +61 (3) 8672 7400 from overseas

SMS: 0428 932 538 (standard charges apply) Fax: (03) 9867 8442

Thank you once again for your booking and enjoy your travels.

Customer Service Centre

