



E-Ticket Itinerary, Receipt and Tax Invoice



Your Booking Reference

YARGOI

Important Information

- This is your E-Ticket Itinerary & Receipt/Tax Invoice. You must bring it with you to the airport for check-in, and it is recommended you retain a copy for your records.
- Each passenger travelling needs a printed copy of this document for airport security checks.
- Please familiarise yourself with the key Conditions of Carriage, Dangerous Goods guide and other information attached.

Passenger Ticket Information				
Passenger Name	Frequent Flyer No.	Ticket No.	Issued	Ticket Total*
Dr Anecito Jr Mantilla	QF4846094 Frequent Flyer Bronze	081-2444507968	19 Jan 15	240.36
Mrs Charina Mantilla	QF4992975 Frequent Flyer Bronze	081-2444507966	19 Jan 15	240.36
Miss Jessica Mantilla (Child)	QF5635880 Frequent Flyer Bronze	081-2444507969	19 Jan 15	240.36
Mstr Jadrian Mantilla (Child)	QF1909192435 Frequent Flyer Bronze	081-2444507967	19 Jan 15	240.36
Ticket Total for all passengers*				961.44

*Amounts are displayed in Australian Dollars (AUD)

Your Itinerary					
Date	Flight Number	Departing	Arriving	Status	Flight Information
26 Feb 15	QF2426 Operated By Subsidiary/Franchise	Newcastle Williamtown 1650, 4:50PM	Brisbane 1735, 5:35PM 26 Feb 15	Economy Confirmed	Est journey Time: : Stopovers: Aircraft Type: De Havilland Dhc-8-300 Dash 8/8q
01 Mar 15	JQ485	Brisbane 1510, 3:10PM Terminal D	Newcastle Williamtown 1725, 5:25PM 01 Mar 15	Confirmed	Est journey Time: : Stopovers: Aircraft Type: Airbus Industrie A320

Your Receipt Details				Payment Details			
Ticket Charges	Charges	GST	Total*	Date	Payment Type	Reference	Amount*
Total*	864.92			19 Jan 15	MasterCard	xxxx-xxxx-xxxx-7766	961.44
Card Payment Fee	9.08			This may appear as multiple transactions on your credit card statement			
Total Amount Payable*	874.00	87.44	961.44				

*Includes Taxes/Fees/carrier Charges

Tax Information	
GST is included for taxable sales ABN:43152083997	Issued by Qantas Airways on 19 Jan 15
GST Paid 87.44	

Flying With Us		
<p>Before Check-in</p> <ul style="list-style-type: none"> • Ensure that each passenger carries a printed copy of this document when travelling. • Label your bags inside and out with your name, address and contact number at your destination. • Check Carry-on baggage and checked baggage allowances as restrictions apply. 	<p>Getting Away On Time</p> <ul style="list-style-type: none"> • Ensure you are at the airport with enough time to complete necessary check-in, security screening and, for international flights, customs and immigration. • Familiarise yourself with the check-in and boarding times. Information for Qantas and QantasLink flights is in the Travel Information section attached. 	<p>Check-in</p> <ul style="list-style-type: none"> • Visit qantas.com/checkin to choose the check-in option best for you.

Fare Restrictions - Refer to the applicable fare rules as special conditions may apply

Additional Fees: Fees may apply to some booking changes, ticket reissues and consultant-assisted services. Details are available at qantas.com.



Qantas Group check-in times	International Terminal	Domestic Terminal
Australian and New Zealand Terminals**	QF 001 - 399	QF400 and above
International First / Business	Closes 60 minutes before departure	N/A
International Economy / Premium Economy	Closes 90 minutes before departure	N/A
Domestic Business / Economy	Closes 60 minutes before departure	45 minutes from departure*
Qantas codeshare services (QF Flight numbers operated by Jetstar)^	Check in opens 3 hours before departure Closes 60 minutes before departure	Check in opens 2 hours before departure Closes 30 minutes before departure
Jetstar Services^	JQ 001 - 399 and 3K/VF 500 - 699^	JQ 400 and above
Jetstar Business / Economy (JQ)^	Check in opens 3 hours before departure Closes 60 minutes before departure	Check in opens 2 hours before departure Closes 30 minutes before departure
Jetstar flights operated by Jetstar Asia (3K) and ValuAir (VF)~	Check in opens 2 hours before departure Closes 40 minutes before departure	N/A

* Latest check-in with bags 30 minutes. Boarding will commence 20 minutes prior to departure. ** Please check with your local Qantas office for check-in time at all non-Australian / New Zealand ports. Ensure you adhere to check-in times or your fare may be forfeited.

^ Jetstar flights JQ1-JQ399 depart from international terminals, except JQ61, JQ73 and JQ81 which depart from domestic terminals.

~ Jetstar flights that operate under a 3K flight number between Perth and Singapore and Singapore and Auckland check-in opens 3 hours prior to departure and closes 1 hour prior to departure.

Carry On Baggage Allowances (except infants~) - Qantas, QantasLink (QF) and Jetstar (JQ,3K,VF) only^

Route	Piece Allowance and Dimensions*	Weight Allowance
Qantas and QantasLink Australian Domestic flights (excludes Dash 8 services, flights to/from Olympic Dam)	All classes: 2 x 105cm (41in) bags or 1 x 105cm (41in) bag plus 1 x 185cm (73in) non rigid garment bag or 1 x 115cm (45in) bag	7kg (15lb) per piece
Dash 8 services	1 x 105cm (41in) bag	7kg (15lb) per piece
Olympic Dam	1 x 105cm (41in) bag	4kg (9lb) per piece
Qantas International (country specific exceptions apply)	First/Business/Premium Economy: 2 x 115cm (45in) bags or 1 x 115cm (45in) bag plus 1 x 185cm (73in) non rigid garment bag Economy: 1 x 115cm (45in) bag or 1 x 185cm (73in) non rigid garment bag	7kg (15lb) per piece
Qantas codeshare flights operated by Jetstar (QF4950 - 5999)	56cm (width), 36cm (height), 23cm (depth) cabin baggage 11cm (height), 60cm (width) and 114cm (length) garment bag	7kg (15lb) total
Jetstar / ValuAir Economy	56cm (width), 36cm (height), 23cm (depth) cabin baggage 11cm (height), 60cm (width) and 114cm (length) garment bag	7kg (15lb) total
Jetstar Business	56cm (width), 36cm (height), 23cm (depth) cabin baggage 11cm (height), 60cm (width) and 114cm (length) garment bag	2 x 7kg (2 x 15lb) total

~ Visit qantas.com or jetstar.com for information about baggage for infants

^ For other airlines, check with the applicable airline

* Total dimensions are measured by adding together the width, height and depth of the bag

Qantas Domestic Checked Baggage Allowance		
Cabin	Customers	Allowance
ECONOMY excludes QantasLink Services to/from Lord Howe Island and Olympic Dam	Non Frequent Flyer, Bronze Qantas Club, Silver Gold Platinum/Platinum One	1 piece up to 23kg (50lb) 1 piece up to 32kg (70lb) 2 pieces up to 32kg (70lb) each 2 pieces up to 32kg (70lb) each
BUSINESS	All customers	2 pieces up to 32kg (70lb) each
INFANTS	N/A	No allowance but see note+ below.
QANTASLINK SERVICES To/from Lord Howe Island	All customers	1 piece at 14kg (30lb)
QANTASLINK SERVICES To/from Olympic Dam	All customers	1 piece at 16kg (35lb)
Jetstar operated services where the flight number starts with "QF"	All customers	1 piece up to 23kg (50lb)
Jetstar operated services where the flight number starts with "JQ"	All customers	20kg (44lb) total (no piece limit)

Qantas International Checked Baggage Allowance		
Cabin	Customers	Allowance
North and South America		
ECONOMY	Non Frequent Flyer, Bronze Qantas Club, Silver, Gold Platinum/Platinum One	2 pieces up to 23kg (50lb) each 3 pieces up to 23kg (50lb) each 3 pieces up to 32kg (70lb) each
PREMIUM ECONOMY	Non Frequent Flyer, Bronze Qantas Club, Silver, Gold Platinum/Platinum One	2 pieces up to 23kg (50lb) each 3 pieces up to 23kg (50lb) each 3 pieces up to 32kg (70lb) each
BUSINESS	Non Frequent Flyer, Bronze Qantas Club, Silver, Gold Platinum/Platinum One	3 pieces up to 32kg (70lb) each 4 pieces up to 32kg (70lb) each
FIRST	Non Frequent Flyer, Bronze Qantas Club, Silver, Gold Platinum/Platinum One	3 pieces up to 32kg (70lb) each 4 pieces up to 32kg (70lb) each
INFANTS	N/A	1 piece up to 10kg (22lb) and see note+ below
All other International Destinations		
ECONOMY	Non Frequent Flyer, Bronze Qantas Club, Silver Gold Platinum/Platinum One	30kg (66lb) See codeshare exceptions below 42kg (92lb) 46kg (101lb) 50kg (110lb)
PREMIUM ECONOMY	Non Frequent Flyer, Bronze Qantas Club, Silver Gold Platinum/Platinum One	40kg (88lb) 52kg (114lb) 56kg (123lb) 60kg (132lb)
BUSINESS	Non Frequent Flyer, Bronze Qantas Club, Silver Gold Platinum/Platinum One	40kg (88lb) See codeshare exceptions below 52kg (114lb) 56kg (123lb) 60kg (132lb)
FIRST	Non Frequent Flyer, Bronze Qantas Club, Silver Gold Platinum/Platinum One	50kg (110lb) 62kg (136lb) 66kg (145lb) 70kg (154lb)
INFANTS	N/A	10kg (22lb) see note+ below
Jetstar ECONOMY Starter (Plus or Max) fares purchased in conjunction with a Qantas fare	All customers	20kg (44lb) total
Jetstar BUSINESS purchased in conjunction with a Qantas fare	All customers	30kg (66lb) total

Important Information

Dimensions: Calculated by adding together the width, height and depth of the piece of baggage. For international travel before 31 March 2013, total dimensions of the 3 pieces must not exceed 405cm (159in) and total dimensions of the 2 pieces must not exceed 270cm (106in) with no 1 piece exceeding 158cm (62in). For domestic travel, the total dimensions for each piece must not exceed 140cm (54in).

+Adults travelling with an infant (under 2 years) on Qantas operated services may check-in up to three infant items free of charge. See qantas.com/baggage for more details.

Interline travel: Qantas baggage allowance may not apply. If your travel on this ticket involves more than one airline, the baggage allowance of the most significant carrier in your itinerary will apply to each journey, except in relation to travel to, from or within the USA. Under US DOT regulations, if your travel to, from or within the USA involves more than one airline, the baggage rules of one airline will apply to all of the flights in your itinerary. This is determined by the first carrier in your itinerary. For travel between Australia and the USA, usually (both not always) Qantas' baggage allowance will apply to the whole itinerary.

Member Allowances: Qantas Frequent Flyer and Qantas Club member baggage allowances apply to travel on Qantas and QantasLink operated flights with a QF flight number on your ticket, excluding flights to or from Lord Howe Island, Olympic Dam and Mount Hotham. These allowances also apply to Emirates operated flights with an EK flight number between and within Europe, the Middle East, North Africa, Asia and Australia. These benefits are not cumulative.

Definitions: Domestic travel is travel that is not combined with any international flights on the same ticket. International travel is travel between two or more countries including any flight within those countries if it is combined with the international travel.

Codeshare Exceptions:

Economy

2 pieces at 23kg (50lb) each on QF4021/4022/4023/4024/4025/4026 between Singapore-Narita and Singapore-Haneda;

1 piece at 23kg (50lb) on QF3874/3875 between Singapore-Helsinki.

Business

3 pieces at 32kg (70lb) each on QF4021/4022/4023/4024/4025/4026 between Singapore-Narita and Singapore-Haneda;

2 pieces at 23kg (50lb) on QF3874/3875 between Singapore-Helsinki.

General: No single item of checked baggage may exceed 32kg (70lb). Carriage of baggage is subject to space availability and any applicable aircraft weight restrictions, which vary. Baggage exceeding the specified allowance may need to be accommodated on a later flight.

Visit qantas.com/baggage or the "Planning & Booking - Baggage" page of jetstar.com for important information regarding baggage restrictions. For additional and excess baggage rates visit qantas.com/additionalbaggage or jetstar.com.

Enhanced Security Screening - Liquids, aerosols and gels

Enhanced security measures apply to and from Australia and on domestic sectors of international flights within Australia. Similar or more restrictive measures may apply for other countries. If you want to take liquids, aerosols or gels through the screening point, make sure:

- each item is 100ml or less;
- all items fit comfortably in a transparent resealable 1 litre plastic bag (only 1 bag per person is allowed)

Exceptions: Prescription and non-prescription medicines and baby products that you need for the flight, but please note:

- proof of need may be required, and
- additional security checks may be performed

Note - Duty Free items: Duty free liquids, aerosols and gels not exceeding 100ml per item may be taken onboard in your transparent resealable 1 litre plastic bag. Government screening requirements vary between countries around the world, and duty free liquids, aerosols and gels which exceed 100ml may not always be permitted through a screening point at all airports on your journey. If your journey includes a flight with a transit stop or a transfer to an onward connecting flight, you may be required to take these items through the transit or transfer screening points where you may be required to surrender the item, and it will not be returned to you.

Qantas recommends that you visit www.travelsecure.infrastructure.gov.au for more information.

Use of insecticides

Some countries require the cabin of inbound flights to be treated with insecticide.

For additional information refer to <http://www.dot.gov/office-policy/aviation-policy/aircraft-disinsection-requirements>

Photo ID at Check-in

If you are travelling on an international flight, your passport and relevant documents will be required. For domestic flights in Australia (flights QF400 and above), you must be able to produce identification, such as your driver's license, Qantas booking reference, Qantas Frequent Flyer card, Qantas Club card or credit card used for the ticket purchased. For domestic flights departing from an international terminal (flights QF001-399), you may be required to produce photo identification.

Jetstar (JQ) & Jetstar Asia (3K) Flights - Onboard Inclusions/Exclusions

Food, beverages and entertainment are not included in most Jetstar fares.

Feedback and Complaints

To provide your feedback or make a complaint about our scheduled services, contact us by [e-mail](mailto:qantas@qantas.com) or in writing to Customer Care, Qantas Airways Limited, 10 Bourke Road, Mascot, NSW 2020, Australia.

In the US, you can also contact Qantas on toll-free telephone number 1-855-477-9316 or the Aviation Consumer Protection Division of the US Department of Transport on telephone 202-366-2220 (TTY 202-366-0511). You can find more information at <http://airconsumer.dot.gov>.

Sharp objects or cutting implements

The following items if carried must be placed in your checked baggage:

- all knives, sharp objects or cutting implements of any kind and any length, whether of metal or other material (including, but not limited to paper knives, carpet knives, box cutters, letter openers, scissors of any kind, tradesman's tools, screwdrivers, and darts).
- sporting goods (including, without limitation, sporting bats, billiards/snooker/pool cues, catapults)

If these items are carried in your cabin baggage or on your person you will be required to surrender the item/s at the security screening point and it will not be returned to you.

Travelling with Money

Are you planning to carry funds in or out of Australia? By law, you must now:

- If asked by a Customs or police officer, report travellers cheques, cheques, money orders or any other bearer negotiable instruments of any amount.
- Always report A\$10,000 cash or more (or foreign currency equivalent) using a form available from Customs.

Visit www.austrac.gov.au for more information.

Qantas Privacy Collection Notice

Qantas collects information about you (including health information where necessary) to provide products and services to you, facilitate your participation in our and other organisations' loyalty programs, ensure the safety and security of all passengers when travelling with us, conduct marketing activities for our and third parties' products and services and conduct market research.

We may collect your personal information from people who make or update your travel booking or otherwise interact with us on your behalf, from our related bodies corporate and Jetstar branded entities, from our service providers and from immigration, customs, border security and other regulatory authorities. Some of the information we collect is required under the *Customs Act 1901* (Cth). If the information is not provided, we may not be able to provide the service requested.

For the reasons described above, we may disclose your personal information to:

- our related companies, other carriers and organisations which provide services to us (such as ground handling and other travel related services, call centre operation, market research and marketing services, and services associated with complaints or security incident investigation);
- your employer if you are travelling for work purposes on a ticket purchased by your employer*; and
- others to comply with our legal obligations, including to various law enforcement agencies, regulatory authorities and governments for security, customs and immigration purposes.

These parties may be located overseas including in the United Kingdom, the United States, Germany and any country which you travel to or through with us or our partner airlines.

Our privacy policy is available at qantas.com and it contains more information about the above and also how you can seek access to, and correction of, your personal information. It also explains how you can complain about a breach of your privacy and how we will deal with your complaint. You can contact us by writing to Qantas Customer Care at 10 Bourke Road, Mascot, NSW 2020, Australia.

*The information disclosed to your employer may include your travel details and any information associated with your travel (such as incident reports).

Exception - Hypodermic Needles: Refer to [qantas.com](https://www.qantas.com) or call your local Qantas office for information.



Carriage on Qantas or QantasLink is subject to our full Conditions of Carriage at [qantas.com/carriage](https://www.qantas.com/carriage).

Some key conditions:

Travel Documents: It is your responsibility to comply with the requirements of the country to which you travel (for example, passports and visas). Your contact details (for example, destination accommodation arrangements), and your fingerprints and/or photograph may be required before entry into a foreign country.

Check-in: Deadlines apply and you may be refused carriage if you are late. View Qantas' check-in times at [qantas.com/checkintimes](https://www.qantas.com/checkintimes).

Oversale - Denied Boarding: If you are denied boarding because your carrier has oversold an international flight on which you are booked, you may be entitled to compensation in accordance with applicable regulations (for example, in the EU or USA), or carrier's policy. When required by applicable law or regulation, the carrier must solicit volunteers before anyone is denied boarding involuntarily. For Qantas' policy - ask at our international check-in counters.

Insurance: Travel insurance is recommended.

Liability Limits: If your journey involves a stop in a country different from that of departure, then the Montreal Convention or the Warsaw Convention may govern and limit the liability of all airlines for death or bodily injury and in respect of loss of or damage to baggage.

Approximate conversions of Special Drawing Rights (SDRs) are provided as a guide only and will be subject to change with currency conversion rates.

International	Warsaw (limits are per person)	Montreal (limits are per person)
Death and bodily injury	Qantas has waived its liability limits	No financial limit
Checked baggage	250 francs/kg (approx. A\$30/US\$25)	Special Drawing Rights (SDRs)
Carry-on baggage (carrier fault)	5,000 francs max. (approx. A\$500/US\$400)	1,131 SDRs (approx AU\$1,950/US\$1,800)

Delay: For damage occasioned by delay to your journey, where the Montreal Convention applies, the limit of liability is 4,694 SDRs (approx AU\$8,160/US\$7,500) per passenger in most cases. Where the Warsaw Convention applies, the carrier may be liable for damage occasioned by delay, subject to the Convention limit.

Defences: The Conventions provide certain defences to liability on which we may rely in some circumstances. For further information read the Liability section at [qantas.com/carriage](https://www.qantas.com/carriage).

Domestic (no international sectors on itinerary)	Australia (limits are per person)	New Zealand (limits are per person)
Death and bodily injury	A\$725,000	Refer to ^
Checked baggage	A\$1,600	NZ\$1,500 per unit of baggage
Carry-on baggage	A\$160	No liability except to extent our fault.
Delay	Your rights are limited by Qantas' Conditions of Carriage subject, in New Zealand, to rights under the Civil Aviation Act 1990.	

^Claims in New Zealand courts for damages arising directly or indirectly out of bodily injury or death of a passenger may be barred in accordance with the Injury Prevention, Rehabilitation, and Compensation Act (NZ) 2001 and we are not liable for loss or damage to carry-on baggage subject to your rights under the Consumer Guarantees Act 1993.

Baggage General: Comply with your carrier's baggage allowances and do not include fragile or perishable articles, precious metals, jewellery, money, rare items, business papers or other important documents or valuables (including cameras and electronic equipment) in your checked baggage. For Qantas' baggage allowances visit [qantas.com/baggage](https://www.qantas.com/baggage).

Delays and Cancellation: If travelling on Qantas, we will use all reasonable efforts to depart on time, but we do not guarantee flight times. If your flight is delayed or cancelled, you may in some circumstances be entitled to assistance and/or compensation depending on your journey and applicable law.

Seating: Qantas does not guarantee you any particular seat even if your reservation is confirmed.

Special Assistance: Qantas requires advance notice for some accommodations that passengers with disabilities may need, and passengers with disabilities may need to check in earlier than other passengers. For details, visit [qantas.com/fitness](https://www.qantas.com/fitness).

Taxes, Fees and Carrier Charges: The charges, surcharges and taxes included in your fare or shown separately on your ticket may not be levied by a government authority but may be airport operator or carrier imposed. Details can be provided by your travel consultant.

Other Carriers/Non-Airline Transport: Except where you are travelling on a "QF" code, if Qantas issues a ticket or itinerary/receipt or checks baggage for carriage on another carrier, it does so only as agent for the other carrier and their conditions of carriage will apply to those services. The air carrier's conditions of carriage do not apply to any non-airline travel included in your booking. The operator's conditions of carriage may significantly limit or exclude liability. Ask your travel consultant for details.

Time Limit for Action: Any action in court to claim damages relating to your carriage must be brought within two years from the date of arrival of the aircraft or from the date on which the aircraft ought to have arrived.

Baggage Claims: There are time limits within which a claim must be made in writing to your carrier in circumstances of loss, damage or delay of your baggage. Some limits are as short as three days. Check with your carrier's Baggage Claims.

Privacy: Our privacy statement is available at [qantas.com/privacy](https://www.qantas.com/privacy).

Dangerous Goods: For safety reasons, dangerous articles must not be packed in checked or carry-on baggage. Prohibited articles include but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidising materials, poisons, infectious substances, and briefcases with installed alarm devices. For the latest details on dangerous goods, visit [qantas.com/dangerousgoods](https://www.qantas.com/dangerousgoods)

These Jetstar Key Conditions of Carriage are applicable to flights with a 'JQ' flight number.

1. The Booking: The Booking in Jetstar's system is the primary record of carriage and in the event of any differences between the Itinerary and Tax Invoice and the Booking in the Jetstar database, the Booking will prevail. The Itinerary and Tax Invoice does not constitute a document of carriage. A Booking will not be valid unless made directly with Jetstar or its Authorised Agent.

2. Terms of carriage: The carriage of a Passenger on any flight by Jetstar is, without exception, subject to:

- A Booking
- These Key Conditions of Carriage and our full Conditions of Carriage (available on request from Qantas.com or your original booking agent and on our website at www.jetstar.com)
- Applicable laws which may include the Civil Aviation (Carriers' Liability) Act 1959 (Australia), and any international conventions that may apply to the journey in question
- Any applicable Tariffs filed by Jetstar with regulatory bodies
- Any specific directions given to a Passenger in writing, or orally by Jetstar staff, and
- The fare rules and conditions or Frequent Flyer Award redemption rules, as applicable.

In the event of any inconsistency between these Key Conditions of Carriage and the full Conditions of Carriage, the Conditions of Carriage will prevail.

3. Visas: You are solely responsible for compliance with all applicable government border requirements, including all visa, passport and other entry/exit requirements of the countries to which you are travelling or transiting through (this includes making enquiries of consulates or embassies of those countries prior to travel).

4. Terms for the benefit of: All the terms and conditions of carriage, including any exclusion or limitation of liability apply to benefit:

- Jetstar employees, agents and representatives
- All other carriers used by Jetstar to carry you; and
- Those other carriers' employees, agents and representatives.

If the benefit of any provision is not enforceable by any of the above, Jetstar holds that benefit on trust for them, and can, if requested by them, enforce the provisions on their behalf.

5. Not refundable: Unless required by law or unless otherwise stated in the Conditions of Carriage or by Jetstar, no refunds will be made of payments made to Jetstar.

However, some changes are permitted to the Booking provided the requisite amount of notice is given at Qantas.com/faresguide, and charges and fare differences may be payable. Otherwise failure to travel on a Booking will result in the fare being forfeited.

6. Baggage Allowance:

Cabin Baggage: Cabin Baggage limits are strictly applied. Each Passenger (except infants not occupying an aircraft seat) is permitted 1 main item of Cabin Baggage and 1 other small item, with a total combined weight of up to 10kg. If you are travelling with an infant, you may also carry on infant food for consumption inflight. If a seat has been booked for an infant, an approved infant car seat is permitted.

Each Passenger travelling on a StarClass fare is permitted 1 additional main item of Cabin Baggage provided that only one item may be a suit pack or garment bag each main item does not exceed 10kg, with a total combined Cabin Baggage weight of up to 20kg.

- Dimensions of main items must not exceed 56cm (width) + 36cm (height) + 23cm (depth) for an overnight bag, laptop bag or briefcase, or 11cm (height), 60cm (width) and 114cm (length) for a suit pack or garment bag (measured unfolded).
- Small item may be a small handbag, pocket book or purse, coat, umbrella, or for international flights, duty free goods (where permitted)
- Each piece must be able to fit under the seat in front of you or fit in an enclosed storage compartment in the cabin of the aircraft
- If any piece of Baggage does not comply with any of these conditions, it must be checked in to the aircraft hold or may not be carried on your flight

Checked Baggage: Each Passenger travelling on a JetSaver or JetFlex fare may check in up to 20kg of Baggage for carriage in the aircraft hold at no additional charge. Each Passenger travelling on a StarClass fare may check in up to 30kg of Baggage for carriage in the aircraft hold at no additional charge.

- In addition to the allowance Jetstar will carry at no additional charge in the hold a fully collapsible wheelchair and/or a pair of crutches and/or a walking stick and/or other prosthetic device for you if you are dependent on them.

- In addition to the allowance Jetstar will carry at no additional charge in the hold baby accessories such as a pram and portable cot.

- Jetstar may refuse to carry any piece of Baggage that does not comply with the Jetstar policy, including Cabin Baggage that exceeds the applicable Baggage Allowance in weight or size.

- If we cannot accommodate your Cabin Baggage Allowance we may ask you if we can stow it in the aircraft hold as Checked Baggage. In these circumstances you will not be charged for the relevant Checked Baggage.

Charges will apply to all Checked Baggage in excess of the applicable Checked Baggage Allowance. See jetstar.com for details. Jetstar may not be able to carry your excess baggage.

Passengers who anticipate having bulky items, excess baggage or require extra assistance should arrive at the airport to check in 2 hours prior to the scheduled departure time for Domestic flights and 3 hours prior to the scheduled departure time for International flights.

7. Insurance: As the airline's liability is limited, personal and Baggage insurance is recommended.

8. Limitation of Liability

Domestic Australian: Carriage wholly within Australia which is not part of an international journey, is subject to the provisions of the Civil Aviation (Carriers' Liability) Act 1959 (Cth) or complementary State legislation. Jetstar's liability in respect of the death or injury of any Passenger is limited to A\$500,000, and in respect of baggage is limited to A\$1,600 per Passenger for Checked Baggage, and A\$160 per Passenger for Cabin Baggage. Jetstar is not liable for any loss the Passenger may suffer if Cabin Baggage is left on an aircraft or in the airport terminal.

Domestic New Zealand: For carriage wholly within New Zealand which is not part of an international journey the airline's liability for death or injury is excluded for any Passenger who has cover for personal injury arising from an accident under Part 2 of the Injury Prevention, Rehabilitation, and Compensation Act 2001. If this Act applies you or your personal representative should lodge a claim as provided in the Act. For any liability that is not covered by that Act, the airline's liability will be limited to a maximum of NZ\$100,000. Our liability for delay is limited to the amount of Damage proved to be a result of the delay, or an amount representing 10 times the sum paid for the carriage, whichever amount is smaller. Our liability for loss or Damage is limited to NZ\$1,500 per unit of Checked Baggage. Jetstar is not liable for any loss or Damage to Cabin Baggage, subject to any rights you may have under the Consumer Guarantees Act 1993.



International: If your journey is to or has a stop in another country, the Warsaw Convention or the Montreal Convention may apply. These Conventions govern and may limit the airline's liability for death or bodily injury, for loss of or damage to Baggage, and for delay. Death or bodily injury: Jetstar will not exclude or limit liability for damages not exceeding 100,000 SDRs (about AU\$195,000). To the extent that damages may exceed 100,000 SDRs, Jetstar will rely on all available defences and limits of liability. Baggage: The Warsaw Convention limits liability for loss or damage to baggage to an amount expressed in gold francs. As these are no longer in use, in accordance with international practice the amount is US\$20 (about AU\$32) per kilo for Checked Baggage, and US\$400 (about AU\$640) for Cabin Baggage, unless Article 25 of the Convention applies. Where the Montreal Convention applies, Jetstar's liability is limited to a total of 1,000 SDRs (about AU\$1,900) per passenger for both Checked and Cabin Baggage together, unless Article 22(5) of the Convention applies. Jetstar will only be liable for Cabin Baggage if at fault. You must not include in your Checked Baggage fragile or perishable articles, money, jewellery, precious metals, negotiable papers, securities or other valuables (including but not limited to cameras and electronic equipment), business documents or samples. Jetstar may have no liability if you include such items in Checked Baggage, whether with or without the knowledge of the airline. Valuable personal items should be carried as Cabin Baggage.

9. Time limits: Any claim for loss of or damage to Checked Baggage or Cabin Baggage must be made in writing within the following timeframes:

Australian Domestic: 3 days in the case of damage to or loss or destruction of part only of an item of Checked Baggage; 21 days in the case of loss or destruction of the whole of an item of Checked Baggage; 3 days in the case of damage to or loss or destruction of Cabin Baggage, except for damage to clothing in the cabin which must be reported immediately to cabin crew.

International: 7 days if you're checked baggage is lost, damaged or destroyed; 21 days in the case of a delay, from the date on which the baggage was placed at your disposal. If you miss these deadlines, you will lose any right to claim. Jetstar will not be liable for fair wear and tear of Baggage. All other proceedings against the airline for damages must be commenced within two years.

10. Liability for breach of condition or warranty: Subject to clause 10, and to the extent permitted by law, Jetstar excludes all liability for any costs, expenses, losses or damages whatsoever that may arise in any way in connection with the carriage. If the Trade Practices Act 1974 (Australia) or any similar law implies a condition or warranty that cannot be excluded, the liability of Jetstar for a breach of the condition or warranty will be limited to either supplying the services again or paying the cost of having the services supplied again, as determined by Jetstar in its absolute discretion.

11. Late or cancelled flights beyond Jetstar's control: Whether you have checked in or not, unless required by law, Jetstar will not be liable in any way for delay or cancellation where the cause was beyond our control.

12. Schedules and Seating: The flight time shown on your Itinerary and Tax Invoice may change between the date of booking and your date of travel. Jetstar does not guarantee the flight times but will make reasonable attempts to notify you in the event of a material change. Jetstar does not guarantee you any particular seat.

13. Charges and Taxes: The price of your Booking may include significant amounts of surcharges, fees and taxes. You may also be required to pay additional charges and taxes not marked on the Itinerary and Tax Invoice direct to third parties.

14. Searches: Jetstar, government or airport officers may require you to submit to clothing and body searches, require you to submit your Baggage to searches or inspections, and may search or inspect your Baggage with or without you.

15. Right to Refuse Carriage: Jetstar reserves the right to refuse carriage to any person who seeks to travel in violation of applicable law, tariffs or the Conditions of Carriage, or who is under the influence of drugs or alcohol, or if Jetstar believes it is necessary for the safety or comfort of you or other Passengers or for the protection of property.

16. Overbooking: If you are denied boarding due to the overbooking of a scheduled flight for which you have a Booking, Jetstar will try to get you to your destination within a reasonable time of your original scheduled arrival time. If Jetstar does not, Jetstar will provide compensation and any care as required by any law which may apply or in accordance with Jetstar's policy if no law applies.

17. Privacy: Jetstar may retain, use and disclose your personal information to its related companies, other Carriers, travel service providers, organisations which provide services to Jetstar, such as collecting commissions, your employer if you are travelling on a Booking purchased by your employer, Australian and international law enforcement agencies, regulatory bodies and any other governmental authorities for security, customs, emergency and immigration purposes.

More details are in our Privacy Statement on jetstar.com.

18. Dangerous Goods: Firearms and weapons of any type, including but not limited to knives, blades, or sharp items of any kind are not permitted in the cabin. Jetstar may destroy, withhold or retain such items as it deems appropriate. For safety reasons, the following dangerous goods must not be carried in your Cabin or Checked Baggage: Corrosives (eg wet cell batteries), Compressed gases (eg camping gas), Explosives, Poisons and toxic substances, Dry ice or heat producing articles, Infectious substances, Flammable liquids, Organic peroxides (eg bleaching powders), Radioactive materials, Matches and articles easily ignited, Oxidising materials, Magnetised material, Brief cases and attaché cases incorporating dangerous goods such as Lithium batteries, Pyrotechnic devices, Disabling devices such as mace and pepper spray containing an irritant or incapacitating substance.

19. Alcohol: If alcohol is served on your flight, please drink only in moderation. Consumption of alcohol acquired elsewhere is not permitted onboard the aircraft.

20. Definitions

"Baggage" means your personal property accompanying you on your trip. It consists of both your Checked Baggage and Cabin Baggage.

"Booking" (otherwise known as electronic ticket) means the details which Jetstar or Jetstar's authorised agent have entered in Jetstar's system relating to a journey.

"Cabin Baggage" (sometimes referred to as carry-on or unchecked baggage) means any of your Baggage other than Checked Baggage. (You take your Cabin Baggage into the cabin of the aircraft with you.)

"Checked Baggage" means that part of your Baggage (if any) which Jetstar has taken into our custody for carriage in the hold of the aircraft and for which Jetstar has issued a Baggage Identification Tag.

"Passenger" means any person with a Booking who is to be carried or who is carried on an aircraft, except members of the crew.

"SDRs" means the composite unit of currency that is the official unit of exchange of the International Monetary Fund. Jetstar Airways Pty Limited (Australia ABN 33 069 720 243) February 2009.

