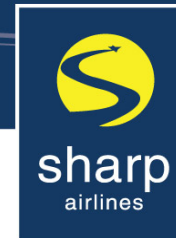


Victoria & South Australia Services – Fare terms & conditions



| Fare Type | Payment | Changes/Swap/Name Changes | Change, Swap or Cancel Fee | Refunds, Cancellation And Credits | No Show |
|------------------------|--|---|---|---|---|
| Sharp Flex (Y) | Immediate. Fares may be held on a time limit without charge for up to 2 hours from time of booking if requested. | At least 1 hour before scheduled departure time. Name Changes Allowed. | Free | Refunds are available if cancellation made at least 1 hour before scheduled departure time. Fare may also be held in credit for 1 year from the date of cancellation** | Failure to check-in before deadline airports fare will be forfeited. 30 minutes for Adelaide, Essendon & Avalon 15 minutes for Portland, Hamilton, Port Augusta & Mildura |
| Sharp Biz (S) | | At least 2 hours before scheduled departure time. Confirmed Travel Name Changes Allowed. | \$38.50 (Inc GST) plus cost difference between next available fare if original fare type is not available | No refund available. Fare may be held in credit for 1 year from the date of cancellation if made at least 2 hours prior to scheduled departure time. Otherwise fare is forfeited. | |
| Sharp Saver (B) | | At least 24 hours before scheduled departure time. Same direction/same day flight swap allowed for a change fee. No name changes allowed. | No refund available, Fare may be held in credit for 1 year from the date of cancellation if made at least 24 hours before scheduled departure time. Otherwise fare is forfeited. | | |
| Sharp Cut (X) | Immediate | At least 48 hours before scheduled departure time. Same direction/same day flight swap allowed on waitlist only. Confirmed ONLY at close of check-in. Confirmed travel must be upgraded + change fee No name changes allowed. | Upgrade plus a Change fee (\$38.50*) (Booking Fee) | No refund available. For changes to this fare type, an upgrade and change fee applies if made at least 48 hours prior to scheduled departure time. A new date must be booked at the time of cancellation and fare may not be held in credit | |
| Sharp Promo (E) | Immediate (Web bookings only) | Non Transferable, Non Changeable No name changes allowed. | N/A | Non Refundable and fare may not be held in credit | |

* This cost is incurred per passenger per flight segment plus the credit card surcharge

** For tickets that have been upgraded from a non-refundable fare category to a refundable fare category, the value of the original non-refundable fare remains non-refundable.

Please Note: Credit Card surcharge is 2.25% for Amex, Diners Visa and MasterCard. Credit card surcharges are not refundable with Fully Flexible tickets