

## Rex Airlines COVID Commercial Policy

### All Bookings

#### Commercial Policy

<b>ISSUE DATE</b>	24 March 2022
<b>SUPERSEDES</b>	04 January 2022
<b>NOTES</b>	Update to COVID refund guarantee terms and conditions

#### General Information

<b>INTENT</b>	This policy applies to any bookings impacted by COVID 19
<b>IMPACTED TRAVEL DATES</b>	Travel dates 01 April 2021 until further notice where border closures or lockdowns occur, see conditions for specific travel dates
<b>APPLICABLE DOCUMENTS</b>	Valid Rex Airlines (899) tickets
<b>APPLICABLE BOOKINGS</b>	This policy applies to: - All Valid Ticketed Rex bookings, tickets issued from 28 March 2022

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#### General Information cont.

<p><b>CONDITIONS</b></p>	<p>ELIGIBILITY TERMS AND CONDITIONS</p> <p>Refund permitted for the following:</p> <ul style="list-style-type: none"> <li>• Any passenger whose trip has to be cancelled or changed due to COVID related border closures or geographical lockdowns, even if Rex’s flights operate as scheduled</li> <li>• Passengers who have tested positive for COVID at the time of travel, and who have provided proof of declaration to their state/territory government.</li> </ul> <p>Where travel insurance covers part of the loss, the COVID guarantee only covers the loss not covered by insurance.</p> <p>For refund due to the points above please use waiver code: CREFMAR22</p> <p>NOT ELIGIBLE</p> <ul style="list-style-type: none"> <li>• Passengers who are deemed ‘close contact’ or passengers and required to isolate are not eligible for refund. Standard fare rules and conditions apply.</li> <li>• Passengers who have changed their mind about traveling due to COVID are not eligible for refund. Standard fare rules and conditions apply.</li> </ul> <p>Travel insurance is recommended to cover for any eventualities other than those covered by the Rex Refund Guarantee to ensure complete peace of mind.</p> <p>For other COVID 19 related queries please contact us.</p> <p>Flights that are cancelled by Rex or where travel is impacted by a significant schedule change can be refunded with waiver code SKDCHGZL. Please reference the details of the schedule change in the comments when submitting requests through BSPLink.</p>
<p><b>CHANGES TO LAST POLICY</b></p>	<p>New guidance on bookings impacted by COVID restrictions</p>

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#### HISTORICAL WAIVERS

For customers affected by COVID restrictions i.e. - they are COVID positive, in quarantine as a close contact or unable to travel whilst waiting for PCR results we will permit a refund of the airfare. Please use waiver code CREFJAN22 and reference the reason in comments.

For customers who change their mind about travelling due to COVID related concerns i.e. - they are anxious to travel or have been told not to travel due to a spike in cases, are a casual contact or have COVID-like symptoms the ticket can be placed on hold for 12 months from the original date of ticket issue. The administration fee will be waived upon rebooking however if the same fare is not available a fare difference will be payable.

Please use waiver code CCHGJAN22 upon reissue.

For any changes to travel plans for a non-COVID reason the standard fare conditions will apply.

For other COVID 19 related queries please contact us.

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All Valid Rex Airlines Tickets impacted by COVID 19 Border closures/lock downs requiring voluntary change or refund request, regardless of fare type. Travel must be travelling to or from the impacted city/state and within the waiver travel periods.

If the customer decides they want to travel on a different date you can use the same waiver code to change the date with nil admin fees however a fare difference will apply if the same booking class is not available.

From 15th July 2021 use waiver code CAUSJUL21 as your refund or change waiver code for the following current lockdowns and border closures:

NSW Lockdown - travel to/from Sydney from 18th June 2021 to 14th November 2021 inclusive.

Victoria Lockdown - travel to/from Victoria lockdown regions from 5th August 2021 to 14th November 2021 inclusive.

ACT Lockdown - travel to/from Canberra from 13th August 2021 to 14th November 2021 inclusive.

South Australia travel restrictions - travel to/from South Australia from 19th October 2021 to 30th November 2021 inclusive.

QLD travel restrictions - travel to/from Queensland from 19th October 2021 to 16th December 2021 inclusive

Dates may be extended dependent on each State requirement and policy will be update accordingly.

For past waiver codes please refer to the next page.

Changes outside of this policy are subject to the reissue rules of the ticketed fare. This includes applicable fare differences, fees and taxes.

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#### **HISTORICAL WAIVERS**

For unticketed bookings, alternate flights and or routings can be rebooked subject to availability and fare conditions.

For other COVID 19 related queries please contact us.

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For Adelaide Border Closure - Those traveling to/from NSW/QLD/ACT from 27th June 2021 to 9th July 2021 inclusive use CADLJUN21 as your refund or change waiver code

For Melbourne Lockdown - travel from 27th May 2021 to 24th June 2021 inclusive use CMELMAY21 as your refund or change waiver code

For the delay to the Melbourne - Canberra v.v launch services - travel from 10th June 2021 to 23rd June 2021 unclusive use CMELMAY21 as your refund or change waiver code

For Perth Lockdown - travel to/from Perth from 29th June 2021 to 3rd July 2021 inclusive use CPERJUN21 as your refund or change waiver code

For South East Queensland/Townsville Lockdown - travel to/from these areas from 29th June 2021 to 3rd July 2021 inclusive use CQLDJUN21 as your refund or change waiver code

CAUSJUL21 waiver code for the following :

South Australia Border closure to South East Queensland - travel to/from South East Queensland from 15th July 2021 to 23rd July 2021

Victoria and South Australia border closure to ACT - travel to/from ACT from 11th July 2021 to 31st July 2021 inclusive

Victoria Lockdown - travel/to from Victoria lockdown regions from 16th July 21 to 27th July 2021 inclusive.