

## Rex Airlines COVID Commercial Policy

### All Bookings

#### Commercial Policy

<b>ISSUE DATE</b>	20 July 2021
<b>SUPERSEDES</b>	15 July 2021
<b>NOTES</b>	From 15th July 2021 just one waiver code will be used for current lockdowns and border closures. Previous waiver codes placed at the end of document for past lockdowns.

#### General Information

<b>INTENT</b>	This policy applies to any bookings impacted by COVID 19 border closures/ lock down
<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 01 April 2021

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#### General Information cont.

<p><b>CONDITIONS</b></p>	<p>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.</p> <p>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.</p> <p>From 15th July 2021 use waiver code CAUSJUL21 as your refund or change waiver code for the following current lockdowns and border closures:</p> <p>NSW Lockdown - travel to/from Sydney from 18th June 2021 to 31st August 2021 inclusive.</p> <p>South Australia Lockdown - travel to/from South Australia from 20th July 2021 to 27th July 2021 inclusive</p> <p>Victoria Lockdown - travel/to from Victoria lockdown regions from 16th July 21 to 27th July 2021 inclusive.</p> <p>Where a state has closed its borders to other states from 18th June 2021 to 31st August 2021 inclusive use the same waiver code.</p> <p>Dates maybe extended dependent on each State requirement and policy will be update accordingly.</p> <p>For past waiver codes please refer to the next page.</p> <p>Changes outside of this policy are subject to the reissue rules of the ticketed fare. This includes applicable fare differences, fees and taxes.</p> <p>For unticketed bookings, alternate flights and or routings can be rebooked subject to availability and fare conditions.</p> <p>For other COVID 19 related queries please contact us.</p>
<p><b>CHANGES TO LAST POLICY</b></p>	<p>one waiver code now applicable to current border closures and lockdowns with travel dates stated. Melbourne lockdown dates extended. South Australia lockdown added</p>

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#### **HISTORICAL WAIVERS**

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 QLDJUN21 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