



BONZA AVIATION PTY LTD

ACN 653 309 909

CONDITIONS OF CARRIAGE

DOMESTIC CARRIAGE TO AND FROM POINTS WITHIN AUSTRALIA

Effective Date: 18 March 2024

Version 3

AGREED CONDITIONS

1. Definitions and Interpretation

Capitalised terms or expressions used in these Conditions of Carriage have the meanings set out in this clause.

Agent means a person who carries on business as a travel agent, and who is licensed as a travel agent (if required) under applicable laws.

Agent Premium means a surcharge which the Authorised Agent adds to a Fare whether in respect of a Booking or a subsequent Booking, or for a Related Services.

Agent Services means services provided as Authorised Agent to Bonza Customers, and other Customers travelling on the same Itinerary and Bonza Services being purchased other than to Customers with special needs, including:

- a. making Bookings and purchase of Related Services via the Travel Trade Portal on behalf of Customer and Customers travelling with Customer on same Itinerary; and
- b. receiving payments.

Airline Designator Code means the two or three characters which identify a Carrier granted by IATA.

Australian Consumer Law means Schedule 2 of the Competition and Consumer Act 2010 (Cth), and the Australian Consumer Law Regulations being as set out in Parts 6 and 7 of the Competition and Consumer Regulations 2010.

Authorised Agent means an Agent which carries on business as a travel agent, and is an IATA registered travel agent (if required), and is authorised by Bonza to conduct Agent Services.

Baggage means the Customer's personal property accompanying the Customer with the travel described in the Itinerary.

Baggage Allowance means the amount of Baggage a Customer may carry within the Bonza Baggage Policy.

Baggage Tag means a document issued by Bonza solely for identification of the Checked Baggage of the Customer, to be attached to a particular article of Checked Baggage, with a portion of the same identification given to the Customer.

Booking means a Customer reservation booking recorded in a travel document issued by Bonza for a reservation of a Bonza Flight or Itinerary made by a Customer direct or by an Authorised Agent on behalf of a Customer.

Bonza or We or Us means **Bonza Aviation Pty Ltd**, (ACN 653 309 909), a company incorporated under the laws of Australia, with a place of business at 3 Friendship Avenue, Marcoola, QLD 4564.

Bonza App means an instance of our online Travel Portal made available via a computer, laptop, mobile device.

Bonza's Baggage Policy means Bonza's baggage policy published on the Bonza App or Travel Portal, as amended or updated from time to time. Note: the Bonza Baggage Policy, at www.flybonza.com, currently permits up to 8kg of Carry on baggage free of charge, and

checked- baggage purchased based on Bonza's baggage policy outlined at the time of booking, described in these Conditions of Carriage as 'Related Services'.

Bonza's Designator Code the Airline Designator Code of Bonza, "AB".

Bonza's Rescheduling Policy or Rescheduling Policy means the policy at Appendix 1, which may vary from time to time, setting out Bonza's intention as to how it will manage disruption.

Bonza Website means an instance of our online Travel Portal made available via a computer, laptop, mobile device.

Carry on baggage means Baggage of the Customer for Carriage within the aircraft cabin including within Bonza's Baggage Policy.

CACL means the *Civil Aviation (Carriers' Liability) Act 1959* (Cth), and regulations pursuant to that Act.

Cargo means any property carried or to be carried in an aircraft which may comprise of air freight, air express and airmail, without an accompanying Customer.

Carriage means domestic carriage between points within Australia with no transfer outside Australia.

Carrier means an air carrier.

Change Fee means a fee payable in order to change the dates of a confirmed Booking plus any difference between the Fare for the original Booking and the then-current Fare for a new Booking.

Charge means Bonza's charges including Fares, and charges for Related Services and third-party charges, as noted in Bonza's Fees and Charges Policy which may vary from time to time without prior notice, and **Charges** has the corresponding meaning.

Checked Baggage means Baggage within the Baggage Allowance purchased by the Customer which is delivered or will be delivered to Bonza at check-in for Carriage in the aircraft hold.

Circumstances Under Bonza's Control include, without limitation:

- a. unscheduled aircraft maintenance;
- b. crew shortages;
- c. system outages, where under Bonza's direct control, and not caused by factors which are beyond Bonza's direct control or
- d. where Bonza cancels a route for commercial reasons.

Circumstances Outside Bonza's Control, include, without limitation:

- a. weather events;
- b. air traffic control related events;
- c. industrial action;
- d. security issues raised by or controlled by third parties;
- e. law enforcement related events;
- f. events under the direction of a Governmental Agency or Regulatory Authority;
- g. material impact on passengers ability to travel as a result of matters outside our control;
- h. unforeseen events or circumstances; or
- i. the consequences of any of the above which cannot be avoided.

Conditions of Carriage means the applicable Fares and rules of Carriage governing the transport of a Customer which are incorporated by reference in the Ticket of that Customer, which are published on either the Travel Portal, website or the Bonza App as amended and updated from time to time,

Consumer Guarantees include:

- a. a guarantee of due care and skill;
- b. a guarantee of fitness for a particular purpose; and
- c. a guarantee of reasonable time for supply.

Digital Support Centre means Bonza's online helpdesk functionality providing live and virtual assistance services to Customers.

DVT means Deep Vein Thrombosis, or blood clots which may form in the body of the Customer during or as a result of Carriage.

Excess Baggage means Baggage in excess of the Customer's Baggage Allowance based on services provided or paid for by the customers.

Excess Baggage Charge means a charge additional to the Fare for the Related Service of Carriage of Baggage additional to the Baggage Allowance which may be payable as a Service at the time of making the Booking or subject to Bonza's acceptance at check-in.

Fare means fares, Charges and tariffs in respect of Bonza Flights related to the Conditions of Carriage, published by Bonza via the Travel Portal or Travel Trade Portal, or communicated via the Digital Support Centre, including Change Fees.

Fare Family/Bundle means a selection of a group of services according to specific criteria determined by Bonza, including Fare Rules.

Fare Rules means the specific terms associated with the type of Fare, and the restrictions and limitations displayed or communicated in respect of a Fare (for example, introductory or sale Fares may be non-changeable). A Fare Rule may state a Booking cannot be changed without payment again of the full Fare, or may prescribe that a Fare is non-refundable. Certain Fares may include specific bundled Services. The Fare Rules are set out in clause 5 or such other Fare Rule Policy as Bonza may establish and change from time to time.

Fees and Charges Policy means the Bonza policy at Appendix 2 that lists the Charges for Change Fees, Flight Services and Non-flight Services as available at www.flybonza.com, and which may change from time to time.

Flight means a single segment scheduled Customer air service for Carriage of Customer domestically between origin and destination within Australia, and such Related Services as are either selected by the Customer at the time of Booking or subsequent, and chargeable by Bonza.

Flight Details means the Flight details, including local departure time, origin, destination and local destination arrival time, and details of any Related Services.

Flight Services means services additional to a Flight which include, without limitation, seat selection, exit row seat, selected meal, selected beverage, non-food merchandise for purchase, additional Baggage Allowance, and Excess Baggage Charge. Charges for certain Flight Services as noted in Bonza's Fees and Charges Policy, which may vary from time to time without prior notice..

Customer means passenger travelling under a Ticket and includes Customers who travel together on the same Itinerary.

Customer Personal Information means the Customer Profile, Customer's participation in and data in respect of and other Personal Information of Customer(s).

Customer Profile means the information of the Customer provided to Bonza either by Customer or Authorised Agent, including:

- a. Full name of Customer, which is identical to photo identification, such as passport or drivers' license;
- b. Address of Customer;
- c. email address of Customer;
- d. telephone number of Customer (if available);

- e. mobile number of Customer, being the number to which Bonza may send SMS messages or via instant messaging platforms;
- f. consent by Customer for Bonza to communicate with Customer via SMS or instant messaging platform;
- g. credit card or debit card information of Customer;
- h. dietary requirements of Customer; and
- i. such other Personal Information requested by Bonza which is relevant to the Booking.

Customer Service Charge means an estimate of aeronautical charges paid by Bonza to the relevant airport.

GST means Australian goods and services tax, and shall have the meaning given in *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

Governmental Agency means any government or any governmental agency, semi-governmental or judicial entity or authority (including, without limitation, law enforcement and any airport authorities established under statute).

Infant means a Customer under 2 years of age at the time of travel.

Itinerary a Customer journey of one or more Flights recorded in a travel document or Ticket.

Non-Flight Services means services additional to but unrelated to a Flight which may be remarketed by Bonza which include without limitation, or car rental, insurance, hotels and other related services. Charges for certain Non-Flight Services as noted in Bonza's Fees and Charges Policy, which may vary from time to time without prior notice.

Major Failure means as defined in Australian Consumer Law, and occurs when:

- a. a reasonable customer would not have purchased the goods or Services, had they known of the Major Failure;
- b. the goods or Services are significantly different from a sample, if applicable; the goods or Services are substantially unfit for purpose, or cannot be fixed within a reasonable time;
- c. the supply of goods or Services create an unsafe situation.

Minor means a Customer between the ages of 2, until their 12th birthday at the time of travel.

Oversize Baggage means any item with linear dimensions exceeding the baggage policy outlined at the time of booking.

Personal Information means as defined in the *Privacy Act (1988)* (Cth) as amended, and includes credit and debit card information and IP addresses.

PNR means passenger name record.

Privacy Policy means Bonza's Privacy Policy which can be located at <https://www.flybonza.com/privacy-policy> as amended and updated from time to time and available on the Travel Portal.

Related Services means Flight Services and Non-Flight Services provided by Bonza, additional to a Flight.

Regulatory Authority means a regulator with authority with respect to Carriage, including the Federal Department of Home Affairs, the Civil Aviation Safety Authority (**CASA**), the Australian Competition and Consumer Commission (**ACCC**), the Office of the Australian Information Commissioner (**OAIC**), and any other relevant authority.

Safety and Security Charge means a reasonable estimate of the blended cost for aeronautical security services at an airport.

Service Animal means service animals such as guide, hearing and assistance animals, and service animals under training who are recognised or certified as such by:

- a. a member organisation of Assistance Dogs International (**ADI**);
- b. the Queensland Guide, Hearing and Assistance Dogs Act (**Queensland Act**); or
- c. otherwise approved by Bonza.

Services means Flights and Related Services, Digital Support Centre services provided by Bonza to Customers.

Ticket means a ticket issued by Bonza directly or via an Authorised Agent containing details of a Booking, which may be issued in physical or electronic form, and includes all printed conditions and notices and which shall incorporate these terms and conditions.

Travel Portal means Bonza's proprietary software application and internet booking engine where Bonza Content is made available to Customers directly, and includes use of Bonza's website, mobile application, APIs, domain names, uniform resource locators (**URLs**), databases and related functions for the purpose of making Bookings.

Travel Trade Portal means Bonza's proprietary software application and internet booking engine where Bonza Content is made available to Agents directly; and via Customers indirectly, and includes use of Bonza's website, mobile application, APIs, domain names, uniform resource locators (**URLs**), databases and related functions for the purpose of making Bookings as Bonza's Authorised Agent.

You means **Customer** and/or **Authorised Agent**, as applicable.

Youth means a Customer between the ages of 12, until their 15th birthday at the time of travel.

Web Terms means:

- a. the terms between Bonza and Customer for direct Bookings via the Travel Portal in accordance with the Bonza Travel Customer Terms, and
- b. the terms between Bonza and Authorised Agent for indirect Bookings by Authorised Agents as Agent Services for Customers via the Travel Trade Portal in accordance with the Bonza Travel Trade Portal Terms.

1.1 In these Conditions of Carriage, the following rules of interpretation apply, unless the contrary intention appears or context otherwise requires:

- (a) headings and subheadings are for convenience only and do not affect the interpretation of these Conditions of Carriage;
- (b) words denoting the singular include the plural and words denoting the plural include the singular;
- (c) words denoting any gender include all genders;
- (d) a reference to a law includes:
 - (i) legislation, regulations and other instruments made under legislation and any consolidations, amendments, re-enactments or replacements of them;
 - (ii) any applicable convention;
 - (iii) any judgement;
 - (iv) any rule or principle of common law or equity,and is a reference to that law as amended, consolidated, re-enacted, replaced or applied to new or different facts;
- (e) a reference to a day is to be interpreted as the period of time commencing at midnight and ending 24 hours later;

- (f) if any act is required to be performed under these Conditions of Carriage by a party on or by a specified day and the act is performed after 5.00 pm on that day, the act is deemed to be performed on the next day; and
 - (g) a reference to **writing** or **written** includes email (unless otherwise expressly provided in these Conditions of Carriage).
- 1.2 A word or provision in these Conditions of Carriage must be:
 - (a) read down if it becomes invalid, illegal, void, voidable or otherwise unenforceable if it is not read down; or
 - (b) severed if, despite the foregoing sub-clause (a), the word or provision is invalid, illegal, void, voidable or otherwise unenforceable if it is not severed.
- 1.3 Without limiting Bonza's right to change a Fare Rule, change delete or add to these Conditions of Carriage, as described in Section 2.3, or any other Bonza policy, no Bonza employee or other person may vary these Conditions of Carriage, and any changes purported to be made by individuals who are not authorised are void.
- 1.4 A waiver on one occasion does not mean a subsequent waiver or waiver on any other occasion.
- 1.5 Should Bonza summarise these Conditions of Carriage, the full terms will prevail over any summary.
- 2. **Acceptance of These Conditions of Carriage**
- 2.1 You agree these Conditions of Carriage apply in addition to any other terms and conditions applicable to Your specific Booking or Ticket.
- 2.2 Non-compliance with these Conditions of Carriage constitute a material breach by You of the contract of Carriage formed by the Web Terms to which these Conditions of Carriage form part.
- 2.3 We may change, delete or add to any of these Conditions of Carriage without prior notice. However, the terms and conditions applicable to the Itinerary of a Customer are those in effect when We confirm the Booking. If You make a change to an Itinerary of a Customer, the terms and conditions applicable to the changed Itinerary are those in effect when We confirm the change to the Booking.
- 2.4 Separate terms and conditions may apply to specific Related Services. Bonza may change, delete or add to any of the terms and conditions without prior notice. However, the terms and conditions applicable to Related Services included in an Itinerary of a Customer at the time of the confirmed Booking, or as they may change at the time We confirm a change to the Booking are those in effect when We confirm the Booking or changed Booking of those Related Services.
- 3. **Bonza Designator Code**
- 3.1 Our name may be abbreviated to AB on the booking confirmation.
- 4. **Application of These Conditions of Carriage**
- 4.1 These Conditions of Carriage apply where Bonza's Designator Code is indicated as the Carrier on the Ticket, and in any case, where Bonza has legal liability to You.

- 4.2 These Conditions of Carriage apply whether full Fare, discounted Fare, special Fare, or gratuitous travel applies.
- 4.3 The Customer's Carriage on any Bonza Flight is, without exception, subject to:
- (a) these Conditions of Carriage;
 - (b) if Your Booking is made through an Agent, any applicable Agent Premium;
 - (c) tariffs filed by Us with a Regulatory Authority;
 - (d) any applicable conventions;
 - (e) directions given to a Customer in writing or verbally by Bonza personnel; and
 - (f) Our Fare Rules, or other rules or conditions imposed by Bonza, as applicable.
- 4.4 No Customer will be permitted to travel without a Ticket for a confirmed Booking.
- 4.5 Bonza may arrange travel for the Customer on a Flight with another Carrier's Airline Designator Code, but it will only do so as an agent for that other Carrier. In that case, the other operating Carrier's conditions of carriage will apply.
- 4.6 Bonza may arrange travel for the Customer on a Flight with another carrier but under Bonza's Designator Code. In that case, these Conditions of Carriage will apply.
- 4.7 Bonza may transport or arrange to transport the Customer by means other than aircraft. In that case, additional or different terms and conditions of the third party operator will apply.
- 5. Bonza Fare Rules**
- 5.1 The Fare is subject to the Fare Rules.
- 5.2 The Fare Rules are determined by Bonza. Bonza may in its discretion, waive any Fare Rule, increase Fares from time to time, or offer discounts on Fares or introductory or special Fares.
- 5.3 The Fare is inclusive of the following bundled Services for the Customer whose name appears on the confirmed Booking and Itinerary:
- (a) the Flight(s) described in the Itinerary;
 - (b) applicable Baggage Allowance from origin airport to destination airport purchased by the Customer and described in the Itinerary;
 - (c) Carriage of a Service Animal or wheelchair if the Customer requires either of them for travel, although some limits may apply.
- 5.4 The Fare does not include:
- (a) ground transport between an airport and any other place;
 - (b) meals and refreshments unless the applicable Fare Rules provide for included meals and refreshments;
 - (c) other Related Services not purchased by the Customer or described in the Itinerary.
- 5.5 Subject to the Australian Consumer Law and other applicable law, and Bonza's Rescheduling Policy, all Fares are non-refundable.

- 5.6 We recommend that Customer's familiarise themselves with the applicable Fare Rules for more information.
6. **Fare Families**
- 6.1 Bonza may determine Fare Families, and Bonza may modify criteria for Fare Families.
7. **Bookings, Fares, Taxes, Charges, Currency**
- 7.1 Bookings may be made by Customers direct via the Travel Portal in accordance with the applicable Web Terms, or indirect by Authorised Agents as Agent Services for Customers via the Travel Trade Portal in accordance with Bonza's Travel Trade Portal Terms between Bonza and the Authorised Agent.
- 7.2 Bookings made by Customers via the Digital Support Centre may attract a call centre charge.
- 7.3 Bookings made by Customers direct via an Authorised Agent may attract an Agent Premium additional to the Fare.
- 7.4 A Booking is inclusive of the applicable Fare, any other applicable surcharges, fees or taxes, and any applicable amounts relating to changes to the Booking.
- 7.5 Charges for Related Services are additional to the Fare for the Flight. We may change, delete or add to any of the Charges without prior notice. However, the Charges applicable to Related Services included in an Itinerary of a Customer are those in effect when We confirm the Booking of those Related Services.
- 7.6 The Fare may include surcharges, fees and taxes, including the Customer Service Charge, and/or a Safety and Security Charge, which You must pay.
- 7.7 Third parties, including Authorised Agents may levy other charges, fees and taxes on Customer, and these will not be marked on Customer's Itinerary receipt.
- 7.8 Applicable Agency Services will be separately communicated by the Authorised Agent to the Customer.
- 7.9 Bookings must be paid in Australian dollars, or as otherwise specified by Bonza by an approved payment approved by Bonza as more fully described in these Conditions of Carriage , or the Bonza Travel Trade Portal Terms.
- 7.10 Bookings will not be confirmed until payment has been received in full.
- 7.11 Bonza does not offer open Bookings. All Bookings when confirmed by Bonza contain particulars of a specific Flight with specific day and departure time.
- 7.12 Bookings for Flights operated by Bonza cannot be used for Flights operated by any other Carrier without Bonza's prior approval
8. **Ticket Allocation**
- 8.1 A Booking on a given Flight is confirmed by a confirmation Tax Invoice with a confirmed Itinerary and the issuance of a Ticket which are sent to You by us by email (whether that be from the Travel Portal or otherwise) or via the Bonza App, as more fully described in the Web Terms.

8.2 Bookings and Tickets are personal to the Customer. Except where required by applicable law or provided under Fare Rules, Bookings and Tickets are not transferable to any other person. Further, changes to the name on a Ticket or Itinerary is not permitted. You are prohibited from selling or attempting to sell, re-sell or transfer the Customer's Booking or Ticket to anyone else.

8.3 Bonza will make reasonable efforts to confirm a Customer's identity. Bonza may refuse the Carriage of any person who impersonates or pretends to be a Customer. However, in the event that someone impersonates a Customer, either by presenting Bonza with a Customer's Ticket or otherwise, and as a result Bonza carries or gives them a refund, then Bonza is not obliged to replace the Customer's Booking and is discharged from any and all liability to provide the Customer with a refund or other compensation.

9. **Ticket Validity**

9.1 Unless otherwise stated including in the Fare Rules, Tickets for which changes are permitted are valid for 12 months from the date of first issue.

9.2 Bonza may extend the Ticket validity if Bonza cancels Your Flight.

9.3 Notwithstanding any other clause in these Conditions of Carriage Bonza will only issue a Ticket if you have paid for it within the payment time limit which shall be the time limit set by Bonza within which you must pay the Fare for the Booking

10. **Ticket on another Carrier**

10.1 Should Bonza issue a Ticket for a flight on another Carrier but with Bonza's Designator Code then these Conditions of Carriage apply. Should Bonza issue a Ticket for a flight on another Carrier which uses the other Carrier's Designator Code then, Bonza does so as the agent for the other Carrier and in such case the conditions of carriage of the other Carrier apply to that flight.

11. **Travel Insurance**

11.1 Due to risks of travel, including loss of Tickets, Baggage, medical and hospital expenses, repatriation costs, personal injury, death or losses arising from delays, travel insurance is recommended.

11.2 The information on the Travel Portal, Bonza Website or Bonza App is for general information purposes only and does not take into account the Customer's particular circumstances. The Travel Portal, Bonza Website and the Bonza App may not include full details of any products referred, and the Customer should carefully consider the relevant policy document, Product Disclosure Statement, Target Market Determination or other such disclaimers or disclosures, and their own personal circumstances before purchase.

11.3 The Customer acknowledges that Bonza is not an insurance provider and does not hold a financial services license, nor meet regulatory requirements to operate an insurance business. Subject to applicable law, Bonza disclaims any liability, or claims for losses arising from the terms of an insurance policy entered into between Customer and any insurance provider.

12. **Schedule and Scheduling Changes – Our Communication**

12.1 While Bonza will make reasonable efforts to operate in accordance with published schedules, We do not guarantee that We will be able to offer or provide Carriage for

the Customer and/or their Baggage in accordance with the scheduled date and time of the Flights specified. Any guarantee of Flight time is excluded from these Conditions of Carriage.

- 12.2 We may revise a Flight departure time appearing on a confirmed Booking or Ticket. We will use reasonable efforts to update You on the change of time for Your Flight by communicating to you via our communication channels to the detail particulars provided by the Customer in the Customer Profile, and/or in the case of Bookings made by an Authorised Agent on behalf of a Customer, to the Customer with the details provided by the Authorised Agent to Bonza.
- 12.3 We will contact You in the manner described in the applicable Web Terms.
- 12.4 Subject to the Australian Consumer Law and other applicable law, Bonza disclaims any liability arising from schedule changes in respect of the Customer's Itinerary. Schedules may change without notice for a range of reasons that are not Circumstances Under Bonza's Control.

13. **Preparing to Travel – Documentation**

- 13.1 The Customer is solely responsible for making all necessary arrangements for travel and ensuring compliance with all laws, regulations and orders of their destinations.

14. **Destinations**

- 14.1 Bonza makes no representations as to the safety, conditions or other issues that may exist at any destination. The Customer is solely responsible for obtaining travel advice and making all necessary inquiries with the appropriate authorities prior to Carriage.

15. **Health**

- 15.1 We may refuse to carry a Customer, if the Customer is unwell or We have reason to believe the Customer is unwell.

16. **COVID and Other Public Health Emergencies**

- 16.1 Bonza may introduce a COVID Policy if it deems it necessary and such policy shall be applicable to all Bookings for such time as it remains current.
- 16.2 If a public health emergency is announced by a Governmental Agency, Bonza may without liability change its schedule, such that Flights are cancelled, delayed or diverted. In addition in the event of such public health emergency, Bonza may:
- (a) screen Customers;
 - (b) require valid and current evidence of health records, including vaccinations, and test results of a prescribed nature or form and within a prescribed window prior to the scheduled time of departure;
 - (c) require such evidence to be produced by the Customer;
 - (d) refuse Carriage of a Customer, and their Baggage should evidence not be produced or such evidence not be sufficient;
 - (e) require Customers to wear face masks; and
 - (f) perform any operation which Bonza considers appropriate in the circumstances, taking into account other Customers, pilots and crew, and other personnel.

- 16.3 Customer consents to Bonza notifying health authorities, law enforcement and police or airport security, Bonza personnel, and Authorised Agents, in relation to any Customer Personal Information containing health records relating to Flights or for any public health benefit.
- 16.4 The Customer is responsible for obtaining vaccinations and inoculations.
- 16.5 The Customer is responsible for following directions from all Governmental Agencies, and his or her treating doctor, or pharmacist in relation to quarantine restrictions or any health matter.
- 16.6 Without limiting Customer's personal responsibility, the Customer shall pay Bonza on demand amounts to cover Bonza's costs and expenses incurred on behalf of Customer in complying with health policies, restrictions and conditions.

17. **DVT**

- 17.1 The Customer should consult with their medical practitioner or registered physician before travel if the Customer believes they may be at risk of DVT on an aircraft in flight or as a result of such Flight. DVT may impose a risk to certain Customers and the Customer is responsible for such risk and any consequences associated with it.

18. **Pregnancy**

- 18.1 If you are pregnant, the following precautions must be observed. For travel after the 27th week and beginning of the 28 week of your pregnancy: you will need to carry a certificate or letter (dated no more than 14 days prior the the date of travel) from a registered doctor or registered midwife confirming:

- (a) the estimated date of delivery
- (b) whether it is a single or multiple pregnancy; and
- (c) that there are no complications with your pregnancy

- 18.2 The Conditions of Carriage applicable to pregnant Customers intending to travel are set out in **Table 1** below.

Item	Pregnancy	Conditions of Carriage
Flights with a duration less than 4 hours		
(a)	Single or multiple pregnancy that is 0 to 27 weeks along, and with a history of complication	The pregnant Customer must provide a certificate from a registered physician which: <ul style="list-style-type: none"> (i) clears them for travel; and (ii) confirms there are no complications with their pregnancy. The pregnant Customer must seek advice from their medical practitioner prior to Booking the Flight about whether air travel is safe for them.
(b)	Single pregnancy that is between 28 to 40 weeks along	The pregnant Customer must provide a certificate from a registered physician which:

	OR Multiple pregnancy that is between 28 to 36 weeks along	(i) clears them for travel; (ii) confirms there are no complications with their pregnancy; and confirms the estimated date of delivery. The pregnant Customer must seek advice from their medical practitioner prior to Booking the Flight about whether air travel is safe for them.
(c)	Single pregnancy from beginning of 41th week OR Multiple pregnancy from beginning of 37th week	No carriage.
Flights with a duration of 4 hours or more		
(d)	Single or multiple pregnancy that is 0 to 27 weeks along, and with a history of complication	The pregnant Customer must provide a certificate from a registered physician which: (i) clears them for travel; and (ii) confirms there are no complications with their pregnancy. The pregnant Customer must seek advice from their medical practitioner prior to Booking the Flight about whether air travel is safe for them.
(e)	Single pregnancy that is 28 to 36 weeks along OR Multiple pregnancy that is 28 to 32 weeks along	The pregnant Customer must provide a certificate from a registered physician which: (i) clears them for travel; (ii) confirms there are no complications with their pregnancy; and (iii) confirms the estimated date of delivery. The pregnant Customer must seek advice from their medical practitioner prior to Booking the Flight about whether air travel is safe for them. Pregnant persons travel at their own risk.
(f)	Single pregnancy from beginning of 37th week OR Multiple pregnancy from beginning of 33rd week	No carriage.

Table 1 – Conditions applicable to pregnant persons

- 18.3 Customers who intend to travel within 7 days after delivery of an Infant must provide Bonza prior to their flight with a medical certificate from a registered physician stating the Customer is fit to travel .
- 18.4 Customers who intend to travel within 7 days of a miscarriage (whether possible or actual) or who have an ectopic pregnancy must provide a medical certificate stating they must provide Bonza prior to their flight with a medical certificate from a registered physician stating that the Customer is fit to travel.
- 18.5 Bonza makes no warranty that air travel is safe for a Customer to whom this clause 18 applies and disclaims liability for claims for losses arising from travel by Customers who are pregnant. The periods in this section are Bonza's minimums and do not constitute any advice or recommendation.

19. Persons with Special Needs Requiring Specific Assistance

- 19.1 Bonza is unable to provide supervision for Customers who cannot travel alone and will refuse carriage for such persons. It is only able to provide limited assistance when requested through the proper channels.
- 19.2 For Bonza to provide specific assistance, the Customer, or their guardian or support person, must:
- (a) communicate with Bonza via the app or Digital Support Centre to complete a Booking of this nature at least forty-eight 48 hours before the scheduled departure time; and
 - (b) check-in at least ninety 90 minutes before the scheduled departure time.
- 19.3 Customers are expected to be independent so far as personal needs are concerned, including medication, eating and toileting. Otherwise, they must travel with a support person who is physically able, independent, at least 15 years of age, and is able to assist with personal needs and in the case of a ground or in-flight emergency. The Customer acknowledges that Bonza does not have the systems, staff, or facilities to assume such responsibility.
- 19.4 Due to limited resources, specific assistance is only provided to Customers with limited mobility, visual or hearing impairments, intellectual disabilities, certain medical conditions, or Customers who need to travel with a service animal. Individual flight limits may apply. Customers should contact the Digital Support Centre at least 5 days prior to travel to advise if specific assistance is needed.
- 19.5 If, for safety reasons, Bonza cannot allow them on the Flight or if any other limitations apply, Bonza will do everything reasonably possible to check whether it can propose an acceptable alternative. Bonza reserves the right, without liability, to cancel any Booking made for a Customer with special needs or disabilities, if, in Bonza's sole discretion, reasonable accommodation in accordance with Bonza's guidelines on the Carriage for such Customers cannot be provided in respect of the Booking made.

20. Death or Illness of a Customer

- 20.1 Unless relevant travel insurance policy from Bonza applies to a Customer, Bonza will not permit cancellations, refunds or the waiving of Fares on the grounds of illness.
- 20.2 If a Customer passes away before their Flight, Bonza may cancel and refund the total amount for the deceased Customer or all of the Customers in the same Booking;

20.3 For Customers travelling on the same Booking as the deceased person referred to in clause 20.2, Bonza may waive the Change Fare, along with any restrictions associated with changing Flights.

20.4 Bonza may ask for proof, such as a valid death certificate or a medical certificate indicating serious illness.

21. Travel by Infants and Minors

21.1 The Conditions of Carriage applicable to travel by Infants and Minors are set out at **Table 2** below.

Item	Age	Conditions of Carriage
(a)	Infants from a parent with a history of complications or premature birth	No carriage.
(b)	7 days or younger	No carriage.
(c)	8 days to under 2 years	The Infant must be accompanied by their responsible adult guardian at all times and sit on their lap using an infant seat belt provided by Bonza cabin crew. The parent(s) and/or guardian(s) of the Infant is solely responsible for the Infant's safety on the ground and in the air. The parent(s) and/or guardian(s) of the Infant agrees to indemnify and defend Bonza for any Claims that occur in relation to the Infant's safety.
(d)	2 to under 12 years	Minors must be accompanied by an adult Customer and seats must be reserved so that the Minor sits next to or adjacent to an accompanying adult Customer during the Flight.
(e)	12 to under 15 years	Youths do not need to be accompanied by an adult, however they are unable to sit in emergency rows.

Table 2 – Conditions applicable to Infants and Minors

21.2 There is no Charge for Infants travelling with Customers.

21.3 Parents and/or guardians of Minors are responsible for complying with all the requirements and procedures for their travel, which includes documentary evidence, such as notarised letters of relationship and permissions for the Minor's travel.

Proof of age may be required at check-in for Infants that do not require their own seats.

22. Security Checks and Searches

- 22.1 The Customer must agree and consent to any security checks and searches required by Bonza or any authorised Governmental Agencies, including Baggage security checks. These security checks may be conducted with or without the Customer's knowledge.
- 22.2 If the Customer refuses to submit themselves or their Baggage to a security check, Bonza may refuse to carry them and their Baggage, and may deliver their baggage to government or airport officers.
- 22.3 Security checks may involve authorised personnel conducting clothing and body searches and/or screen, and Baggage searches and inspections including x-ray searches (with or without the Customer present).
- 22.4 Customers who are required to carry hypodermic needles in their Cabin Baggage must declare them to Bonza ground staff prior to boarding or at point of screening.
- 22.5 Bonza accepts no liability for damage caused from security checks or searches, including to your Baggage due to x-rays.

23. Check-in – Online or at Departure Airport

- 23.1 Customers are required to check-in for their Flight either online or at the check-in desk or kiosk of the departure airport within:
 - (a) in the case of online check-in, 120 minutes before departure;
 - (b) in the case of the check-in desk or kiosk, 40 minutes before departure;
 - (c) or otherwise the time(s) prescribed on the Ticket or as advised by Bonza from time to time.
- 23.2 Customers who have checked-in online must bring a full copy of their digital Ticket to present to Bonza ground staff or Bonza cabin crew.
- 23.3 Customers may not be able to check-in online where the Ticket has been purchased by an Agent who is not an Authorised Agent, or You have breached the applicable Web Terms.
- 23.4 Customers must complete the check-in process personally.
- 23.5 Customers will not be permitted to check-in after the Flight is closed. Bonza accepts no liability for claims by a Customer who has failed to check-in within the prescribed time due to his or her late arrival.
- 23.6 Bonza's check-in times are strictly enforced in order for Bonza to meet its Flight schedule. Bonza accepts no liability for any reason preventing the Customer from being able to arrive at check-in within the required time period.

24. Identification, Boarding Passes and Bag Tags

- 24.1 Bonza shall not provide Carriage to any Customer who is not named on the Ticket.
- 24.2 The Customer shall provide satisfactory proof of identification of any particulars of the Customer Profile to Bonza where requested by Bonza. For Customers who check-in

at the check-in desk or kiosk of the departure airport should Bonza be satisfied with the identification of the Customer, Bonza or its agent; or via an airport kiosk will issue a boarding pass with an allocated seat for each Ticket corresponding to a confirmed Booking.

- 24.3 Bonza may place conditions prior to the issue of the boarding pass at the Bonza check-in desk, such as a requirement for evidence of payment by Customer of an Excess Baggage Charge, or a charge for a Related Service if applicable.
- 24.4 Customers are required to retain their Boarding Pass and Baggage Tags for the duration of the journey and agree to present them to Bonza personal at any time upon request.
- 24.5 Unless We direct otherwise, any documents the Customer provided to Bonza must be copies and not originals as Bonza is not obliged to retain or return any documents.
- 24.6 Bonza or its agent; or via an airport kiosk will issue Bag Tags for Checked Baggage of Customer to Customer at check-in.
- 24.7 Checked Baggage (including any Oversize Baggage) must be checked-in with valid Baggage Tag(s) at least 40 minutes prior to the scheduled time of departure.

25. No Show or Change of Mind of Customer

- 25.1 Should the Customer arrive late or fail to show at the airport prior to the time the Flight closes:
 - (a) Bonza may refuse to Carry the Customer, and
 - (b) Customer will forfeit the Fare for the Flights in the Itinerary.
- 25.2 Cancellations are not permitted. However, reasonable changes to a Booking may be made subject to Bonza's Rescheduling Policy and the payment of a Change Fee.
- 25.3 Subject to the Australian Consumer Law and other applicable law, Bonza is not liable to the Customer, and Bonza disclaims any liability arising from a Customer arriving late or failing to show at the airport prior to the time the Flight closes.

26. Baggage Allowance

- 26.1 The Customer's Baggage Allowance for the amount of Cabin Baggage a Customer may carry without Excess Baggage Charge must be in accordance with Bonza's Baggage Policy.
- 26.2 The Customer may carry the maximum weight allowance of Cabin Baggage in accordance with Bonza's Baggage Allowance. Bonza may accept Carriage of Cabin Baggage in excess of such maximum weight allowance subject to payment by the Customer of the applicable Excess Baggage Charge.
- 26.3 The Customer may purchase Checked Baggage as Customer choice options at the time of the confirmed Booking, or as Excess Baggage subject to payment by the Customer of the applicable Excess Baggage Charge.
- 26.4 A Customer's Baggage Allowance cannot be transferred to another Customer, but Baggage Allowances may be pooled by Customers on the same Itinerary.

26.5 Bonza may change its Baggage Allowance Policy at its discretion, however, the Baggage Allowance prescribed and applicable at the time of the confirmed Booking shall apply to that Booking.

27. **Restricted Items**

27.1 Bonza has no obligation to carry, and Customers must disclose to Bonza if they intend to or are travelling with, the following items:

- (a) items prohibited by any applicable law from being carried on an aircraft;
- (b) weapons of any type including firearms, ammunition, knives, blades, scissors, axes, hatchets, arrows, darts, harpoons or sharp items;
- (c) flammable or pyrotechnic devices;
- (d) items intended to disable or incapacitate a person, such as pepper spray;
- (e) items listed as Dangerous Goods on a Ticket;
- (f) human ashes;
- (g) items likely to endanger, or likely to become dangerous to, the aircraft, persons, animals, or property; or
- (h) items Bonza reasonably determines are unsuitable for carriage because they are dangerous or unsafe.

27.2 Customers who intend to travel with a weapon and ammunition must pack them separate from each other. If they are carried in the same case, there must be some form of safe internal partition within the case.

27.3 Subject to clause 27.4, restricted items must be enclosed in a lockable case.

27.4 Ammunition must be packed in its manufacturer's original packaging, which may not be enclosed a lockable case.

27.5 If a Customer is found to be carrying or attempting to carry any restricted items that was not disclosed to and permitted by Bonza, then Bonza reserves the right to remove such restricted item(s) from the possession of the Customer and reserves the right to confiscate or dispose of the item(s) without liability to the Customer.

27.6 Bonza is not responsible and disclaims liability for any loss or damage caused to any restricted item(s).

28. **Prohibited Checked Baggage Items**

28.1 Bonza has no obligation to carry, and Customer(s) shall not include in his or her Checked Baggage or attempt to carry the following prohibited items in Checked Baggage:

- (a) fragile, delicate or perishable items;
- (b) computers, other electronics, or items with lithium batteries;
- (c) items with special or value, including jewellery, watches, precious metals and items with sentimental value;
- (d) cash or negotiable instruments;
- (e) keys;
- (f) cameras;
- (g) e-cigarettes or vapes;

- (h) commercial goods or business documents;
- (i) passports and other travel documents; or
- (j) originals of important documents.

28.2 Bonza's liability for loss or damage to baggage is limited under these Conditions of Carriage. Should a Customer carry items in contravention of these Conditions of Carriage, Bonza will use all available defences against any claim in respect of any damage, loss or destruction of such items.

29. **Prohibited Cabin Baggage Items**

29.1 Bonza has no obligation to carry, and Customer(s) shall not include in their Cabin Baggage or attempt to carry the following prohibited items in the cabin:

- (a) seafood and other perishable items;
- (b) firearms, weapons, including knives, sharp tools or cutting implements (e.g. scissors);
- (c) sporting goods such as surfboards, cricket bats, tennis rackets, hockey sticks, lacrosse sticks, kayaks, fishing gear, martial arts equipment, and baseball bats;
- (d) any blunt instrument; and
- (e) any item that Bonza considers to be a danger to other Customers or inappropriate.

29.2 If a Customer attempts to bring a prohibited item into the cabin, Bonza staff may take such item from the Customer.

29.3 All electronic equipment must be switched off when in Cabin Baggage.

29.4 Customer is responsible for all Checked Items under the care, custody and control of the Customer.

30. **Excess Baggage**

30.1 You may purchase Excess Baggage as a Related Service at the time of making the Booking.

30.2 Bonza has no obligation to provide Carriage for Excess Baggage not included in the Booking at check-in.

30.3 Bonza may accept Carriage of Excess Baggage not included in the Booking upon payment by Customer of an Excess Baggage Charge.

31. **Oversize Baggage**

31.1 Oversize must be Checked Baggage, and is subject to the terms applicable to Checked Baggage in these Conditions of Carriage, including any applicable Excess Baggage Charge.

31.2 Bonza has no obligation to provide Carriage for Oversize Baggage which is not booked as a Service at the time of making the Booking.

31.3 Oversize Baggage presented at check-in may be subject to an Excess Baggage Charge.

32. Overbooking

- 32.1 You acknowledge that Flights may be overbooked (particularly at times of high demand). Although remote, Customer acknowledges that Carriage of Customer on a confirmed Booking may not be possible due to overbooking.
- 32.2 Should the Flight be overbooked Bonza offers incentives for volunteers not to travel on their booked Flight. If the overbooking cannot be relieved by volunteers accepting incentives, Bonza may need to deny boarding of one or more Customers involuntarily.
- 32.3 Subject to the Australian Consumer Law and other applicable law, Bonza makes no warranty for Customer's failure of Carriage due to overbooking. If Carriage of Customer cannot be achieved due to overbooking, Bonza will either:
- (a) offer an incentive for Customer to accept or reject;
 - (b) offer a refund in accordance with Bonza's Rescheduling Policy;
 - (c) offer a voucher – in which case Bonza will specify a period of validity; or
 - (d) reaccommodate Customer by offering a Booking on the next available Flight to the same destination. Should a voucher be offered, such voucher shall be for the value of the Fare and for the applicable Related Service.

33. Boarding, and Disembarking

- 33.1 Customer shall abide by the directions of Bonza's crew and personnel, and any Governmental Agency with respect to boarding and disembarking of the aircraft, including boarding by row number.
- 33.2 The Customer must be at the boarding gate at least 30 minutes prior to the scheduled time of departure.
- 33.3 The Customer must provide documentation that is deemed by Bonza or a Governmental Agency, or Regulatory Authority to be sufficient for travel at the boarding gate.
- 33.4 Should Bonza not be satisfied with the identification of a Customer at any time, Bonza may require the Customer to provide a copy of the boarding pass, and Ticket, together with photo identification, such as drivers' license or passport approved by a Governmental Agency or Regulatory Authority.

34. Service Animals

- 34.1 Customers that intend to travel with a Service Animal must inform Bonza when they make their Booking, or as soon as they become aware that they will need the assistance of their Service Animal. This must be at least seven (7) days before their scheduled time of departure.
- 34.2 Bonza will do everything reasonably possible to allow the Carriage of the Service Animal. However, if for safety reasons, Bonza cannot allow the Service Animal on a Flight, Bonza will do everything reasonably possible to propose an acceptable alternative.
- 34.3 Bonza will not agree to carry a Service Animal which is likely to endanger the safety of the aircraft or the persons aboard. The pilot in Command has the final decision as to whether or not a Service Animal is offered Carriage on the day of departure and

may impose further reasonable restrictions that they may require in the interests of safety.

- 34.4 Bonza reserves the right to take any reasonably necessary action to ensure the safety of the aircraft and the persons aboard in circumstances where the Service Animal is behaving in an uncontrolled, aggressive and/or dangerous manner.
- 34.5 The Customer must at all times be in possession of identity documents issued by a relevant authority/organisation or otherwise any letter of approval for the Carriage of a Service Animal issued by Bonza. The Customer must be able to produce such documents on request.
- 34.6 The Customer who is the handler accepts full responsibility for the Service Animal, including attending to its needs for the duration of the Flight and any damage to other persons, items, Baggage or facilities caused by the Service Animal.
- 34.7 For the avoidance of doubt, Service Animals do not receive separate Baggage Allowance.
- 34.8 The Service Animal must:
- (a) wear its harness, vest, coat and/or other identifier to identify it as a Service Animal;
 - (b) be seated on the floor by the handler's seat or, if that space is not appropriate, then any other space allocated by Bonza that is safe for the animal and other Customers;
 - (c) be accompanied by Customer who is the handler at all times during the Flight;
 - (d) be placed on a moisture absorbent mat and secured in a way to prevent it from moving off the mat at all times during the Flight; and
 - (e) be restrained on a leash approved by Bonza.

35. Seat Allocation

- 35.1 All seats are offered as a Related Service for which a separate charge is payable and confirmed in a Booking. Seat availability is subject to these terms of the Conditions of Carriage.
- 35.2 Bonza will use reasonable efforts to accommodate seat reservations in a confirmed Booking, but may reallocate or change a seat without liability to the Customer, and Bonza does not make any guarantee that the Customer will be able to travel on a particular seat even where allocated in a confirmed Booking.
- 35.3 Bonza reserves the right to change a Customer's seat at any time, even after boarding the aircraft if necessary, including for safety or security reasons, or for operational reasons.
- 35.4 Customers who change Flight times or dates in a Booking or an Itinerary must do so in accordance with Bonza's Rescheduling Policy.
- 35.5 Bonza will not refund fees for seats reserved in a confirmed Booking other than in accordance with Bonza's Rescheduling Policy.

36. Flight Services - In-Flight Food and Beverages

- 36.1 Where a Customer has selected and prepaid for in-Flight meal, food and/or beverage(s) included as a Flight Service included the Booking or bundled with the Fare, Bonza will make all reasonable efforts to ensure such selected food and/or beverage(s) are made available to the Customer on the Flight.
- 36.2 A Customer may not consume their own alcohol on the aircraft.
- 36.3 Bonza does not guarantee that it will be able to supply all Flight Services.

37. Safety

- 37.1 These Conditions of Carriage are subject to any limitations due to safety regulations and circumstances such as the type of aircraft, cabin layout, total weight, or the maximum number of Customers the aircraft can carry, the number of Customers crew members can manage in an emergency situation, and any other matters relating to emergency procedures or applicable laws. In some circumstances, Customers may not be allowed to board the aircraft if it would put the aircraft, other Customers, the crew, or the Customer himself or herself at risk.

38. Changes to Bookings

- 38.1 Some Bookings cannot be changed. Bonza offers Bookings with different Fare Rules and different bundles of Services. Changes to Bookings may be made where such changes accord with Bonza's Rescheduling Policy.
- 38.2 Changes to Bookings made by Customers direct via the Digital Support Centre may attract a call centre charge additional to the Change Fee.
- 38.3 Changes to Bookings made by Customers direct via an Authorised Agent may attract an Agent Premium additional to the Change Fee.

39. Disruption

- 39.1 If a Customer's journey is significantly disrupted Bonza will manage the disruption in accordance with Bonza's Rescheduling Policy with such management being dependent on the type and length of disruption.
- 39.2 Subject to the Australian Consumer Law and other applicable law, Bonza has no obligation to pay any costs or expenses incurred by Customer which are not related to any disruption described in the Bonza's Rescheduling Policy.

40. Connecting Flights

- 40.1 Bonza does not connect flights. If a Customer books two flights (either with Bonza or a third party carrier) with a view to connect then Bonza is not responsible for ensuring that you will make your connecting flight. While Bonza will make reasonable efforts to operate in accordance with published schedules, Bonza makes no warranty for Customer's failure of Carriage on a Connecting Flight(s) being achieved whether for scheduling or any other reason. If Bonza prevents a Customer from taking a Connecting Flight, Bonza may extend Ticket validity for the Flight the Customer failed to take.

41. Refusal of Carriage – Denied Boarding

41.1 Even if a Customer has a confirmed Booking and valid Ticket, Bonza may refuse Carriage of the Customer, where:

- (a) Bonza has reason to believe Carriage of the Customer may put the safety of the aircraft or other Customers at risk;
- (b) the Customer has behaved in an inappropriate or disrespectful manner, including being aggressive, abusive, unruly, violent or insulting towards fellow Customers or towards Bonza crew or personnel or towards any Governmental Agency's personnel;
- (c) Carriage may be contrary to any applicable law or regulation;
- (d) the refusal is directed by a Governmental Agency or Regulatory Authority;
- (e) the Customer may be carrying any item which may adversely affect the comfort of other Customers;
- (f) the Customer show signs of poor mental health, or where the Customer's mental condition may affect other Customers;
- (g) the Customer refuses a security check;
- (h) the Customer is inebriated, affected by drugs or found in possession of drugs;
- (i) the Customer's Ticket:
 - (i) has not be fully paid for;
 - (ii) has been reported stolen;
 - (iii) has been acquired illegally or by fraud;
 - (iv) has been acquired from any party other than Bonza or an Authorised Agent or from any party not authorised to sell it;
 - (v) has been transferred;
 - (vi) contains an alteration not approved by Bonza;
 - (vii) is counterfeit, altered, or tampered with; or
 - (viii) should Bonza have reason to suspect the Ticket was illegally obtained or obtained by fraud;
- (j) the Customer's documentation is insufficient, including, an inability of the Customer to identify themselves, a failure by the Customer to show their documentation at check-in or upon entry to another state or territory, or COVID certification as required;
- (k) the Customer fails to show at check-in or the boarding gate within time;
- (l) the Customer does not conform with Bonza's medical requirements;
- (m) specific assistance is required for the Customer and the Customer has not made prior arrangements with Bonza;
- (n) the Customer has committed a criminal offence at any time during their journey, including at the airport, at check-in, boarding, departure, or on the aircraft;
- (o) a Customer has damaged or attempted to damage the property of Bonza or a third party at an airport; and
- (p) a Customer seeks to travel with documentation that is incorrect or fraudulent;

Such refusal of Carriage includes removing a Customer from a Flight after boarding, and should a Customer be denied Carriage, the Customer will forfeit all Flights and Related Services described in the Itinerary, without liability of Bonza.

42. Directions of Bonza Crew During Flight

42.1 The Customer acknowledges that due to the safety of other Customers, and Bonza pilots, crew and personnel, it is essential that he or she obey the directions of Bonza crew during the Flight, including:

- (a) care to be taken when opening overhead lockers;
- (b) the stowage of Cabin Baggage (under the seat in front/ in the overhead locker);
- (c) keeping Customer's seatbelt fastened at all times;
- (d) mask wearing, if required by Bonza or a Governmental Agency;
- (e) remaining seated with seat belt fastened during turbulence;
- (f) remaining seated during taxiing, and upon landing during taxi until the aircraft has reached a complete stop;
- (g) refraining from smoking or vaping, including in the toilets;
- (h) not using or charging e-cigarettes;
- (i) moderate consumption of alcohol;
- (j) not behaving in a manner which other Customers may object; or
- (k) submitting travel documentation to a member of cabin crew upon request.

43. Electronic Devices in the Cabin

43.1 Customers must comply with the directions of Bonza's cabin crew and personnel in respect of electronic devices, being devices which may transmit messages or calls, including laptops, cellular phones, electronic games, or transmitting devices ensuring they are either switched off or in "Aeroplane Mode" or "Flight Mode" during the Flight. Should the Customer fail to obey the directions of Bonza crew, Bonza may retain the device and return it to Customer upon conclusion of the Flight.

44. Recourse Against Disruptive Customers

44.1 A Customer is liable for any losses, costs and damages incurred by Bonza as a result of that Customer's disruptive conduct, including but not limited to:

- (a) repair or replacement of property, including Baggage, that was damaged by the Customer's conduct or as a result of any efforts to subdue, restrain or remove the Customer;
- (b) any damage, including death or bodily injury, of any other Customers or Bonza employee, or third party caused or contributed to by the conduct of the disruptive Customer;
- (c) compensation for delay to other Customers, Bonza or its employees and third parties; and
- (d) any other losses, costs or damages attributable to the disruptive conduct.

44.2 Disruptive conduct of a Customer includes:

- (a) conduct which may endanger the safety of the aircraft or another Customer or any other person onboard including Bonza crew or personnel;

- (b) conduct which other Customers may object to, or have objected to;
 - (c) tampering with the aircraft's equipment;
 - (d) interfering with a crew member in the course of their duties; or
 - (e) any failure by the Customer to obey the directions given by Bonza crew.
- 44.3 Should a Customer display any disruptive conduct, Bonza may restrain the Customer, and remove the Customer from the Flight.
- 44.4 A Customer may be prosecuted for disruptive conduct.
45. **Flight Diversions**
- 45.1 Should a Flight be diverted such that a landing at an airport not described on the Itinerary be required Bonza will make such alternative arrangements on behalf of Customer as more fully described in Bonza's Rescheduling Policy.
- 45.2 If a Flight is diverted due to a Customer's disruptive conduct, the Customer is liable for Bonza's costs associated with an unscheduled stop.
46. **Smoking Prohibited**
- 46.1 Smoking or vaping is not permitted either in the aircraft cabin, on the tarmac or in the airport terminal (other than in a designated smoking area where provided).
47. **Arrival, Collection of Checked Baggage**
- 47.1 Customers must collect every item of Checked Baggage as soon as possible upon arrival at the destination for all Flights.
- 47.2 Customers should use the Baggage Tag and confirm the Customer's name to identify any item of Checked Baggage upon collection. This is particularly the case should the item be a bag that is used widely and may be easily confused with Baggage of another Customer.
- 47.3 Should a Customer notice that the Baggage collected belongs to another Customer, they must immediately notify Bonza's ground staff. Should the Customer have left the airport he or she must return the item of Checked Baggage of another Customer as soon as possible to the airport where it was collected, or such location as advised by Bonza
- 47.4 Only the Customer with the Baggage Tag is entitled to collect the Checked Baggage bearing that Baggage Tag.
- 47.5 Should a Customer not retain their portion of the Baggage Tag, Bonza will release an item of Checked Baggage to a Customer where:
- (a) the Customer can confirm their entitlement to the Checked Baggage by showing proof;
 - (b) the Customer undertakes to reimburse Bonza for any claims for losses which Bonza may suffer by releasing the item of Checked Baggage to the Customer; and
 - (c) the Customer complies with reasonable directions given by Bonza personnel in respect of the item of Checked Baggage.

47.6 Customers permit Bonza to destroy any item of Baggage not collected within 30 days of the date of Your Flight. In such an event the item of Checked Baggage shall be disposed of without notice to the Customer, or liability to Bonza.

48. Personal Information and Bonza Privacy Statement

48.1 The Customer authorises Bonza and freely consents to Bonza's processing of their Personal Information in relation to Bookings and Related Services in accordance with Bonza's Privacy Policy.

48.2 The Customer authorises Bonza and freely consents to Bonza using their Personal Information for marketing purposes, in accordance with Bonza's Privacy Policy.

48.3 The Customer authorises Bonza to retain a copy of their Personal Information and to disclose it to Bonza's Related Bodies Corporate or Authorised Agents, service providers and licensees in accordance with Bonza's Privacy Policy.

48.4 The Customer acknowledge that there will be circumstances where their Personal Information may be shared more broadly, including without limitation, with their employer where a Booking is made under a corporate travel arrangement with their employer, or to Governmental Agencies, or law enforcement authorities. All such disclosures will be in accordance with Bonza's Privacy Policy.

49. Carrier Liability under Civil Aviation (Carriers' Liability) Act (1959) (Cth) for Carriage within Australia

49.1 Carriage by Bonza is subject to the provisions of the CACL.

50. Claims for Personal Injury or Death

50.1 If the Customer wishes to make a claim against Bonza for personal injury or death arising out of Bonza's Carriage under these Conditions of Carriage, the Customer must make the claim at the earliest opportunity. All personal injury death claims must be made in writing. Bonza's liability for claims for personal injury and death during Carriage is prescribed by Part IV and Part IVA of the CACL.

50.2 Subject to the Australian Consumer Law and other applicable law, including the CACL, Bonza's liability for personal injury or death resulting from an accident is limited to the greater of \$925,000 or such higher amount prescribed by Part IV of the CACL.

51. Bonza Liability for Damage to Baggage

51.1 Should the Customer in receipt of the Baggage Tag not make any complaint in respect of Checked Baggage received for 3 days or more following collection from the airport, Bonza will assume the Customer is satisfied that such Baggage was received in good condition, unless the Customer is able to show otherwise with sufficient proof.

51.2 All Baggage, including sporting equipment and/or fragile items, is carried with limited liability.

51.3 Bonza will not be responsible for claims for damage arising from fair wear and tear including but not limited to damaged/ broken handles, zippers, surface marks/abrasions and wheels.

- 51.4 Bonza will not be responsible for claims for damage if baggage weight exceeds the maximum weight specifications of the manufacturers. Where the weight specifications are unavailable, the weight limit applied will be 25kg per bag.
- 51.5 If the Customer wishes to make a claim against Bonza for loss, damage or destruction to part only of an item of Checked Baggage arising out of Bonza's Carriage under these Conditions of Carriage, the Customer must make the claim within 36 hours from the time the Baggage was collected from the airport. All Baggage claims must be made in writing.
- 51.6 If the Customer wishes to make a claim against Bonza for loss, or destruction to an entire item of Checked Baggage arising out of Bonza's Carriage under these Conditions of Carriage, the Customer must make the claim within 21 days from the time the Baggage would have been made available at the airport. All Baggage claims must be made in writing.
- 51.7 If the Customer wishes to make a claim against Bonza for loss, damage or destruction to Cabin Baggage arising out of Bonza's Carriage under these Conditions of Carriage, the Customer must make the claim within 36 hours from the time of arrival at their final destination airport. All Baggage claims must be made in writing.
- 51.8 It is the Customers responsibility to ensure that all fragile items, including, but not limited to, sporting equipment, fishing rods, bicycles, prams, car seats, cots, golf clubs, surfboards, snowboards, skis or any other fragile items are packaged in appropriately suitable protective bags or protective cases. Bonza also recommends that all fragile items are appropriately insured.
- 51.9 Subject to the Australian Consumer Law and other applicable law, including the CACL, Bonza's liability for Baggage claims is limited to the greater of:

Maximum Amount per Customer	Type of Baggage
\$3,000	Checked Baggage
\$300	Cabin Baggage

or such higher amount prescribed by Part IV of the CACL.

- 51.10 Bonza does not accept liability for damage occasioned to goods Carried in Baggage including fragile items; or fair wear and tear occasioned to Baggage during Carriage.

52. **Claims for Clothing Damage, or Damage to Other Items**

- 52.1 If the Customer wishes to make a claim against Bonza for clothing loss or damage, or loss or damage to other items arising out of Bonza's Carriage under these Conditions of Carriage, the Customer must make the claim to Bonza's cabin crew or ground staff immediately upon such damage arising.

53. **Passenger Liability for Fines**

- 53.1 The Customer is liable for any fines imposed on the Customer in the course of Carriage.

54. Fraud, and Criminal Liability

54.1 Bonza disclaims all liability for any event arising from fraud or criminal liability of Customer, Authorised Agent or any other person.

55. Charter and Tours

55.1 These Conditions of Carriage also apply under any charter agreements, unless Bonza or the charter operator notifies the Customer otherwise.

56. Cargo

56.1 These Conditions of Carriage do not apply to Cargo.

57. Prohibited Items Carried Interstate

57.1 The Customer is liable for any items which he or she seeks to bring or brings from one Australian State or Territory to another in the course of Carriage, including items which are prohibited by Australian Interstate Quarantine, such as plants, fruit, vegetables, nursery stock, flowers, soil, timber and machinery.

58. Bonza's Agents

58.1 These Conditions of Carriage apply to and for the benefit of Bonza's Authorised Agents.

59. Australian Consumer Law, Fair Trading and Overriding Consumer Protection Law

59.1 These Conditions of Carriage are subject to Australian Consumer Law, and other applicable laws.

59.2 These Conditions of Carriage do not apply to the extent they are inconsistent with any laws that apply to Customer's Carriage.

59.3 Goods and Services under Australian Consumer Law come with Consumer Guarantees. Where Bonza fails to provide goods or Services in accordance with these Consumer Guarantees (for example if a Flight is delayed, rescheduled or cancelled), Customers may be entitled to seek a remedy in accordance with Australian Consumer Law. Customers' rights are additional to the goods and Services Bonza provides under these Conditions of Carriage and not excluded. However, Bonza does not give any warranty additional to these implied Consumer Guarantees or warranties or make any representation of any kind express or implied with respect to goods or Services outside of these laws.

59.4 In addition to the Australian Consumer Law, Customers may have consumer protection rights under fair trading legislation and regulation in each state and territory applicable to Bonza's goods and Services and Carriage. Customers' rights are additional to the goods and Services Bonza provides under these Conditions of Carriage and are not excluded, however Bonza does not give any warranty additional to these fair trading laws or make any representation of any kind express or implied with respect to the Services outside of these laws.

59.5 If a statute or other law provides a guarantee that cannot be excluded, such guarantee is not excluded.

- 59.6 Bonza's obligations to Customers are limited in each case under all applicable consumer laws to either supplying the goods or Services again or at Bonza's discretion, to paying the costs of having them supplied again. Customers are aware and acknowledge that should Bonza elect to supply the goods or Services again and that given Bonza's schedule the resupply may not be until a period of 3 to 4 or more days.
- 59.7 Customers may be entitled to a refund or compensation if Bonza's goods or Services fail to meet the standards of consumer laws, which cannot be remedied. Generally, Customers are able to make a choice of available remedy option. Customers are entitled to claim a refund if the breach of Consumer Guarantees is a Major Failure or a minor failure. Customers may also be entitled to compensation for reasonably foreseeable losses caused by such failure.
60. **Disclaimer and Release – Events Beyond Circumstances Under Bonza's Control**
- 60.1 Customers release Bonza from claims arising from events beyond Circumstances Under Bonza's Control, and Bonza disclaims all liability for any event outside of Circumstances Under Bonza's Control, including Circumstances Outside Bonza's Control.
- 60.2 If a Customer purchases a ticket for a Flight but Bonza is unable to fly to your destination for whatever reason including without limitation the destination is subject to regulatory approval then Bonza will notify you as soon as practicable. Bonza will in such circumstances provide you with a refund of the Fare.
61. **Disputes**
- 61.1 All disputes will follow the procedure described in the applicable Web Terms.
- 61.2 If a Customer makes a dispute or claim on behalf of another Customer travelling on the same Booking or Itinerary, they must provide the written consent of the other Customer.
- 61.3 A Customer who purchased their Ticket through an Authorised Agent must make their claim on the Authorised Agent, and not on Bonza direct. A Customer shall dispute Agency Services or an Agent Premium with the Authorised agent and not Bonza.
62. **Limitation of Liability**
- 62.1 Subject to the Australian Consumer Law and other applicable law, including the ACL, Bonza, excludes all liability for any claims for costs, expense losses or damages arising from Carriage under these Conditions of Carriage.
- 62.2 Subject to the Australian Consumer Law and other applicable law, including the ACL, Bonza's liability to Customer is limited to proven direct damages.
- 62.3 The total amount a Customer is able to claim from Bonza, its personnel and its Authorised Agents cannot exceed the amount of Bonza's liability to the Customer.
- 62.4 Nothing in these Conditions of Carriage waives any exclusion of liability available to Bonza.
- 62.5 Nothing in these Conditions of Carriage waives any defence available to Bonza.

63. **Your Negligence**

63.1 Bonza's liability to the Customer will be reduced to the extent any damage was caused or contributed to by the Customer or which arises from the Customer's negligence.

64. **Limitation of Bringing Claims**

64.1 No court proceeding for claims for damages may be brought by Customers arising out of Bonza's Carriage under these Conditions of Carriage after 2 years from the earlier of:

- (a) the date of the Customer's arrival at their final destination;
- (b) the completion of Carriage; or
- (c) the date on which the aircraft should have arrived or was due to complete the Customer's journey.

65. **Governing Law & Jurisdiction**

65.1 These Conditions of Carriage and all disputes arising are governed by the laws of Queensland. Bonza and Customers each submit to the non-exclusive jurisdiction of the Courts located in Brisbane.

66. **Translations**

66.1 The English language version of these Conditions of Carriage prevails if translated into another language.

67. **Contact Details**

67.1 Bonza's address for service of correspondence and claims is in the Web Terms.

Appendix 1 Bonza's Rescheduling Policy

Bonza's priority is to get the Customer and their Baggage to their destination safely.

The safety of Customers and crew and aircraft is Bonza's number one priority.

Carriage by air can be subject to unforeseen circumstances, and there will be factors affecting safe and on time Carriage. Some of these are Circumstances Under Bonza's Control, while others are Circumstances Outside Bonza's Control.

While Bonza will make all reasonable efforts to operate in accordance with published schedules, Bonza cannot guarantee that we will be able to carry you or your baggage in accordance with the scheduled date and time of flights specified. Prior to your Flight you should check to ensure that your Flight times have not changed.

Bonza makes no warranty for Customer's failure of Carriage on Flights being achieved whether for scheduling, bad weather, air traffic control delays, strikes, technical disruptions, late inbound aircraft or any other reason.

Customers may have rights in accordance with Australian Consumer Law, which are not excluded.

I. Changes Requested by Customers with Notice

Customers may change a Booking for a Flight to another Flight upon payment of any applicable Change Fee and the difference in Fare, provided the Origin and Destination are the same. Depending on what method Customer makes the changes on, they may incur an additional fee (for example the Digital Support Centre). In cases where Fare of the new Flight is lower than the Fare of the original Flight, no refund is payable. For the avoidance of doubt if the Origin and Destination are different or a name change to another Customer is required, the Customer will be required to forfeit their original flight and purchase a new flight. If Customer has paid for seat selection and that seat is no longer available Customer may receive a credit or may forfeit the seat selection depending on availability owing to the decision to move flights. In circumstances where a credit is provided this will only be used for the purchasing seat selection on the new flight and any other relevant conditions will be provided. Baggage allowances will transfer along with the Customer with applicable fees.

II. Changes Requested by Authorised Agents With Notice

Authorised Agents may change a Booking for a Flight to another Flight, subject to the same limitations as described in this Policy for a Customer who originally made their Booking through the Authorised Agent. Additional Fees may be charged by Authorised Agents at their own discretion. Bonza may require written confirmation from the Authorised Agent by the Customer whose name appears on the original Booking prior to making such change.

III. Rules Regarding Changes, Whether Requested by Customer or Authorised Agent

Requests for changes can be made up to 2 hours prior to departure and will be subject to availability. All requests for changes will incur a Change Fee and the difference in Fare which will vary based on the request and the time of the change and will be provided at the time of the change (if applicable and as explained above).

Certain Related Services may not be subject to such changes and will be forfeited upon such change of Booking.

IV. Customer's Rights Where Bonza Cancels a Booking

Subject to Australian Consumer Law and other applicable law, if Bonza cancels a Booking, because of Circumstances within Bonza's control then Bonza will use its best endeavours to provide an alternate Flight that is acceptable to the Customer (with the Customer acting reasonably noting also the note below) however if Bonza is unable to re-book the Customer on an alternative Flight for whatever reason including if the alternative Flight is not acceptable to the Customer (with the Customer acting reasonably), Bonza will in the first instance provide a credit voucher or a refund of the applicable Fare (if requested by the Customer). If a voucher is provided by Bonza, it will specify the value and period of validity for a future Flight.

Please note that Bonza operates on a low frequency schedule meaning that the next alternative Flight that is available may be a few days (if not more) following the original Flight.

V. Customers Rights Where a Booking is Cancelled through No Fault of Bonza

If the Customer's Flight or Related Services can not be provided through Circumstances outside of Bonza's control, Bonza shall at first seek to make suitable alternative arrangements, including rebooking the Customer on the next available Flight (see note below). If Bonza is unable to make suitable alternative arrangements, Bonza will provide a credit voucher. If a voucher is provided by Bonza, it will specify the value and period of validity for a future Flight.

Please note that Bonza operates on a low frequency schedule meaning that the next alternative Flight that is available may be a few days (if not more) following the original Flight.

If for some reason Bonza does not contact the Customer to offer a voucher, the Customer can contact the Digital Support Centre to claim a voucher or via the Travel Portal, Bonza Website or Fly Bonza app using the chat link on the support section of the menu as applicable.

VI. Bonza's Rights to Cancel a Booking for Non-Payment

The Customer acknowledges that Bonza may cancel a Booking with no liability to Customer, if payment for the Booking and Related Services has not been received in full, if fraud is suspected, where unauthorised agents book Tickets for Customers, or in the event of a dispute or chargeback in relation to payment.

VII. Bonza's Rights to Cancel a Booking Without Refund Where Carriage is Refused or Denied

Bonza is not obliged to provide a refund of Fare or Related Services to You, where Carriage is refused or denied for any of the reasons described in these Conditions of Carriage, including under clause 41 (Refusal of Carriage – Denied Boarding).

VIII. Forfeit by Customer for No Show or Change of Mind

If the Customer does not travel on a confirmed Booking, due to a no show or change of mind or any other reason, no refund of Fare or Related Services is due or payable.

IX. Diversions

If, Bonza cannot land at the destination on the Customer's Booking, and the aircraft is diverted and required to land at another airport the following applies.

For Circumstances Outside Under Bonza's Control, Bonza shall at first seek to make suitable alternative arrangements, including rebooking the Customer on the next available Flight or providing alternate ground transport options. If Bonza is unable to make suitable alternative arrangements, Bonza will provide in the first instance a credit voucher or a refund of the applicable Fare (if requested by the Customer). If a voucher is provided by Bonza, it will specify the value and a period of validity for a future Flight.

For Circumstances within Under Bonza's Control, Bonza will use its best endeavours to provide an alternate Flight that is acceptable to the Customer (with the Customer acting reasonably noting also the note below) however if Bonza is unable to re-book the Customer on an alternative Flight for whatever reason including if the alternative Flight is not acceptable to the Customer (with the Customer acting reasonably), Bonza will in the first instance provide a credit voucher or a refund of the applicable Fare (if requested by the Customer). If a voucher is provided by Bonza, it will specify the value and period of validity for a future Flight. refund of the applicable Fare.

If for some reason Bonza does not contact the Customer to offer voucher, in addition to the Customer's other rights, the Customer can contact the Digital Support Centre to claim a refund or voucher or via the Travel Portal, Bonza Website or Fly Bonza app using the chat link on the support section of the menu as applicable.

Please note that Bonza operates on a low frequency schedule meaning that the next alternative Flight that is available may be a few days (if not more) following the original Flight.

X. Disruption resulting in overnight

If there is a significant disruption due to Bonza that results in the Customer being substantially away from their designated airport and has to remain there overnight before travelling on the alternative flight provided by Bonza (being an airport greater than 50km away from their home) then Bonza will, use its best endeavours to find alternate accommodation and ground transport at a cost no greater than \$220 per room and to provide meal and refreshment (as applicable) at a cost no greater than \$50 per person.

If in the unforeseen circumstances where Bonza is unable to find alternate accommodation then the Customer may do so and in such circumstances Customer shall be entitled to a refund from Bonza provided that they have evidentiary evidence of the costs incurred (e.g. receipts). Bonza shall not be required to reimburse Customer for costs greater than \$220 per room for accommodation and ground transport and costs greater than \$50 for meal and refreshments (as applicable).

XI. Refunds

Circumstances where a Customer may be entitled to a refund include:

- (a) Bonza is not able to provide Carriage for a Customer with a confirmed Booking and valid Ticket as described in this policy; or
- (b) where a refund is available under Australian Consumer Law.

Bonza will use every effort to refund you in a timely manner.

XII. Amount of Refund

If the full Fare has been received by Bonza, and no part of the Ticket has been used by the Customer, the refund is equal to the Fare paid.

If part of the Ticket has been used by the Customer, the amount of the refund is equal to the difference between the Fare paid and the fare that would have been payable if booked for the travel taken under the conditions and Fare Rules at the time.

The Customer acknowledges that in many circumstances where a Ticket is partially used, the remaining value of that part not used is often of little value.

XIII. When Claimable?

Generally, refunds must be claimed by You within the period of Ticket validity provided all supporting documentation is submitted to Bonza at the time of the Customer or Authorised Agent making the claim.

Customers must retain receipts of all transactions in support of a claim and submit financial records in support of a claim.

XIV. How Payable?

Refunds are payable by Bonza to the Customer's or Authorised Agent's form of original payment of the Booking.

XV. Recipient of Refund

Refunds are paid to the Customer or Authorised Agent who paid the Fare either to the credit or debit card of the original payment, or to an account nominated by the Customer with the Customer's authority.

If the original Booking was for more than one Customer, only one refund is due, and payable to either the Customer or Authorised Agent who paid the Fare at the time of the confirmed Booking for the Customer and all Customers travelling on the same Itinerary.

If payment of a refund is paid to a Customer where that Customer has made the original Booking via an Authorised Agent, Bonza has no liability to the Authorised Agent. If payment of a refund is paid to an Authorised Agent where that Customer has made the original Booking via an Authorised Agent, Bonza has no liability to the Customer.

Bonza is not obliged to pay a refund to a person who is not the Customer (other than the Authorised Agent) without the written approval and consent of the Customer, unless the Customer is a Minor.

Refunds are payable in Australian dollars (AUD).

XVI. Related Services

If You purchased a Related Service, and You are not provided with this Related Service through no fault of Bonza, You will not be entitled to a refund.

If You claim a refund for a Related Service, You must claim that refund in accordance with the terms and conditions for that Related Service.

Related Services are cancelled at the time the related Booking is cancelled and become forfeit and non-refundable.

XVII. **Changes**

Bonza's Rescheduling Policy is subject to change at Bonza's discretion.

Version 3_ Dated 18 March 2024

Appendix 2 Bonza's Fees and Charges Policy

Charge	At time of Booking	Subsequent to Booking in the Fly Bonza app, Travel Portal or Bonza Website	Subsequent to Booking and made via the Digital Support Centre	Subsequent to Booking and made at the Airport
Fare All Fares include: a Standard Seat; Cabin Baggage in accordance with Baggage Allowance for which no additional Charges apply (Standard)	The variable fee communicated by Bonza to the Customer which may differ for the same Flight by a number of factors at Bonza's discretion, including Customer demand and time prior to scheduled time of departure.	Not applicable / available.	Not applicable / available.	Not applicable / available.
Fee for Fare made via Digital Support Centre – Call Centre Charge	\$25 service fee per booking.	Not applicable / available.	Not applicable / available.	Not applicable / available.
Safety and Security Charge	Included in Fare.	Not applicable / available.	Not applicable / available.	Not applicable / available.
Customer Service Charge	Included in Fare.	Not applicable / available.	Not applicable / available.	Not applicable / available.
Infant Charge	No charge as part of an adult Fare.	Not applicable / available.	Not applicable / available.	Not applicable / available.
Extra seat	As per a standard Fare.	Not applicable / available.	Not applicable / available.	Not applicable / available.
Checked Baggage (including	The variable fee communicated by Bonza to the	The variable fee communicated by Bonza to the	The variable fee communicated by Bonza to the	The variable fee communicated by Bonza to the

Oversize items)	Customer which may differ for the same Flight by a number of factors at Bonza's discretion, including Customer demand and time prior to scheduled time of departure. This variable fee will always be lower than for when adding Checked Baggage at any other time.	Customer which may differ for the same Flight by a number of factors at Bonza's discretion, including Customer demand and time prior to scheduled time of departure. This variable fee will always be lower than for when adding Checked Baggage by the Digital Support Centre or at the Airport.	Customer which may differ for the same Flight by a number of factors at Bonza's discretion, including Customer demand and time prior to scheduled time of departure. This variable fee will always be lower than for when adding Checked Baggage at the Airport.	Customer which may differ for the same Flight by a number of factors at Bonza's discretion, including Customer demand and time prior to scheduled time of departure. This variable fee will always be higher than when adding Checked Baggage at any other time.
Checked Baggage - infant items	One item of each of a car seat, baby capsule or booster seat, a stroller, pram or pusher, a portable cot (portacot), and a portable high chair for Infant Customer permitted at no Charge, up to a maximum of 23kg.			
Seat Selection, including extra leg room (Bonza Stretch or Stretch+) upfront seating (Bonza Prime) or selection of any other seat (Bonza Pick)	The variable fee communicated by Bonza to the Customer which may differ for the same Flight by a number of factors at Bonza's discretion, including Customer demand and time prior to scheduled time of departure. This variable fee will always be lower than for when adding Seat Selection by the Digital Support Centre or at the Airport.	The variable fee communicated by Bonza to the Customer which may differ for the same Flight by a number of factors at Bonza's discretion, including Customer demand and time prior to scheduled time of departure. This variable fee will always be lower than for when adding Seat Selection by the Digital Support Centre or at the Airport.	The variable fee communicated by Bonza to the Customer which may differ for the same Flight by a number of factors at Bonza's discretion, including Customer demand and time prior to scheduled time of departure. This variable fee will always be lower than for when adding Seat Selection at the Airport.	The variable fee communicated by Bonza to the Customer which may differ for the same Flight by a number of factors at Bonza's discretion, including Customer demand and time prior to scheduled time of departure. This variable fee will always be higher than when adding Seat Selection at any other time.
Special Service Request items	Nil.			

that need to be Checked In (including wheelchairs, mobility devices and assistance at airport and/or onboard)	Note carriage limits apply on the number of items able to be carried on any individual flight, and so Special Request Items may not always be able to be accommodated.			
Overweight (exceeding 8kg) and/or oversize Carry-on Baggage requiring to be checked-in at the gate	Not applicable / available.	Not applicable / available.	Not applicable / available.	<p>The variable fee communicated by Bonza to the Customer which may differ for the same Flight by a number of factors at Bonza's discretion, including Customer demand and time prior to scheduled time of departure.</p> <p>This variable fee will always be higher than when adding Checked Baggage at any other time.</p>
Overweight Checked in Baggage exceeding the pre-purchased weight limit	Not applicable / available.	Not applicable / available.	Not applicable / available.	\$10 per kilogram over the pre-purchased allowance
Change of customer/s' booking date and/or origin and/or destination	Not applicable / available.	<p>For changes more than 7 days prior to travel, a \$50 change fee per Customer applies, in addition to any difference in fare.</p> <p>For changes less than 7 days prior to travel, a \$80 change fee</p>	<p>For changes more than 7 days prior to travel, a \$50 change fee per Customer applies, in addition to any difference in fare.</p> <p>For changes less than 7 days prior to travel, a \$80 change fee</p>	Not applicable / available.

		per Customer applies, in addition to any difference in fare. If the Fare for the changed flight is lower than the original flight, no refund applies and the change fee is applied in full. Flight changes may result in a forfeit of seat selection, no refund of any Seat Selection Charges applies in such a case.	per Customer applies, in addition to any difference in fare. If the Fare for the changed flight is lower than the original flight, no refund applies and the change fee is applied in full. Flight changes may result in a forfeit of seat selection, no refund of any Seat Selection Charges applies in such a case.	
Change of customer/s' name or date of birth	Not applicable / available.	Not permitted - Fare forfeited if booked Customer is unable to travel.	Not permitted - Fare forfeited if booked Customer is unable to travel.	Not permitted - Fare forfeited if booked Customer is unable to travel.
Flight Cancellation by Customer	Not applicable / available.	Not permitted - Fare forfeited if unable to travel.	Not permitted - Fare forfeited if unable to travel.	Not permitted - Fare forfeited if unable to travel.
Group booking fee	\$10	Not applicable / available.	Not applicable / available.	Not applicable / available.
Monoova (or equivalent zero fee payment transaction fee)	Nil.	Nil.	Nil.	Not applicable / available.
Credit card transaction fee	The variable fee set as a percentage of the total transaction value as communicated by Bonza to the Customer, which may differ by credit card provider (1.37% for Visa Credit or 1.53% for Mastercard Credit).			
Debit card transaction fee	The variable fee set as a percentage of the total transaction value as communicated by Bonza to the Customer, which may differ by debit card provider (1.03% for Visa Debit or 1.07% for Mastercard Debit).			

Version 3_ Dated 18 March 2024