

# Virgin Blue Tax Invoice and Travel Plan



Virgin Blue Airlines Pty Ltd  
(ABN: 36 090 670 965)  
PO Box 1034  
Spring Hill QLD 4004  
AUSTRALIA

JUST TRAVEL  
SUITE 2  
NAPIER CL  
DEAKIN ACT 2600  
AUSTRALIA  
(Agent: Order No: VICKI BROWN)

Reservation Number: **P544AC**  
Reservation Date: 02 Apr 2003



## GUEST NAME (1 ADULT)

1. PASQUALE, ANDREW MR

## GETTING YOU AWAY ON TIME



On-time performance is important to you, and therefore important to us. To ensure your flight leaves on time we ask that you arrive at the check in desk **at least 30 minutes** before your scheduled departure, for all your flights, so you may complete all the required check in and security procedures. Arrival after this time will not guarantee you a boarding pass and may result in you forfeiting the fare paid. This is particularly important at peak periods. Boarding of the aircraft commences 15 minutes prior to and closes 5 minutes before take off. Please be aware departure of your aircraft will not be held if you arrive after this time.

## TRAVEL PLAN WITH VIRGIN BLUE



### PERTH TO MELBOURNE



Flight No **DJ286**  
(Fair Fare\*)

#### DEPARTING

Perth Domestic Terminal  
0040hr, Wed 09 Apr 2003

#### ARRIVING

Melbourne Virgin Blue Terminal  
0605hr, Wed 09 Apr 2003

### MELBOURNE TO PERTH



Flight No **DJ289**  
(Fair Fare\*)

#### DEPARTING

Melbourne Virgin Blue Terminal  
0705hr, Sat 12 Apr 2003

#### ARRIVING

Perth Domestic Terminal  
0925hr, Sat 12 Apr 2003

Note: All times noted above are local times at the relevant airport.  
Fare rules are described later in the itinerary.

## FARES AND PAYMENTS



Virgin Blue Base Fare	AU\$	542.15
Levies and Other Charges		12.40
<b>Subtotal</b>		<b>554.55</b>
Total Payable GST		55.45
Air Passenger Ticket Tax (Ansett Tax)		10.00
<b>Total</b>		<b>620.00</b>

### PAYMENTS

Payment Type	Amount	Date
Diners	620.00	02 Apr 2003
<b>Balance Due</b>	<b>AU\$ 0.00</b>	

## \*FAIR FARE RULES

- Booking is non-refundable.
- Schedule changes and/or cancellations permitted if requested **at least 24 hours** before departure time by phoning 13 6789.
- \$30 per Guest is payable for any requested schedule change plus any fare difference between the original fare paid and the current Guest Contact Centre fare. The new fare needs to be at least the same value as the original fare.
- Cancellation will incur a fee of \$30 per Guest.

- When cancelling flights the balance is held in credit to be used within 12 months from the date of first purchase. All future bookings utilising such credit, do so at applicable Guest Contact Centre fare levels, by phoning 13 6789.
- Booking is non-transferable and name changes are not permitted.
- Passengers who do not fly and do not notify Virgin Blue 24 hours before departure time will forfeit fare paid.

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## CHANGING YOUR BOOKINGS

If you would like to change your travel plans, please contact the Virgin Blue Guest Contact Centre 24 hours a day on 13 6789 or your travel agent. You will need to quote your Reservation Number (**P544AC**) to make any changes to your booking. Your Reservation Number is confidential and should only be given to Virgin Blue staff or your travel agent. Additional charges may be applied to changes to your booking. Please note, changes cannot be made online at this time.

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## VIRGIN BLUE GIVES YOU THE CHOICE ON THE LONG STRETCHES

New seating offer for the long haul

- Virgin Blue has called these seats the **BLUE ZONE** for our guests who prefer certain seats on our aircraft such as the front row and the over wing exits. The **BLUE ZONE** offers the choice to pre-reserve one of these seats for a small additional charge on each one way sector.
- You can secure a **BLUE ZONE** seat on all our long haul services between **Perth & Brisbane, Sydney, Melbourne or Adelaide** between **Darwin & Brisbane**, and between **Cairns & Melbourne or Sydney**.
- How does it work? By simply paying an extra \$50 per sector you can reserve a Blue Zone seat (subject to availability and Civil Aviation Safety Authority & Virgin Blue company requirements).
- Want to know more? Check out our web site for more information or book your seat now by calling our Guest Contact Centre on 136 789.
- It's our way of giving you the choice of something a little extra over and above our regular seats pitch that have in excess of 30" which by the way matches up against our competitors economy class. So step into the **BLUE ZONE**.

\*Seat allocation subject to meeting the CASA and Virgin Blue safety regulations relating to exit row seat conditions.

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## IDENTIFICATION AT CHECK-IN

All Guests must present Photo Identification at check in. Children travelling with adults may be required to produce identification. It's recommended that parents bring identification for their children. Guests who cannot provide sufficient identification may be denied boarding. Examples of acceptable forms of identification are - Drivers Licence, Passport, Birth Certificate, School Identification or Medicare card listing children.

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## AT THE AIRPORT/BAGGAGE ALLOWANCE

Virgin Blue is a ticketless airline, therefore you don't need a ticket to travel with us. All you need to do is quote your Reservation Number (**P544AC**) at Check In and present a photo identification for security validation. It's that easy!

**Baggage** - Each Guest is also entitled to check in for carriage in the aircraft hold up to 20 kg of baggage without charge. A baggage charge of \$10.00 applies to total baggage over 20kg up to and including 30 kg; \$20.00 applies to total baggage over 30kg up to and including 35 kg; \$50.00 applies to total baggage over 35 kg up to and including 40kg; \$80.00 applies to total baggage over 40kg up to and including 45kg; and \$120.00 applies to total baggage over 45kg up to and including 50kg. An additional charge of \$5.00 per kg applies to total baggage over 50kg. No individual piece of checked baggage may exceed 32 kg or total linear dimensions (depth, width and length) of 190cm. All baggage not meeting these requirements or total baggage exceeding 40 kg will only be carried at the Carrier's discretion.

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## ON BOARD YOUR VIRGIN BLUE FLIGHT

Virgin Blue offers a full selection of yummy snacks and drinks for purchase on board. A range of soft drinks and alcohol are available. Please be aware that only alcohol purchased from the inflight bar may be consumed on board. For more details on the inflight menu, log onto our website at [www.virginblue.com.au](http://www.virginblue.com.au).

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## EXCITING NEWS

You and your friends may also like to join our mailing list and be advised of special news and offers. You can do this at any time by registering to receive **V-Mail** at [www.virginblue.com.au](http://www.virginblue.com.au).

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## THANKS

Thanks for supporting Virgin Blue. We hope you enjoy your trip with us and remember, for fast, efficient booking, please visit us at [www.virginblue.com.au](http://www.virginblue.com.au). You may also call us on 13 6789 or contact your travel agent.

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## PRIVACY AND YOUR PERSONAL INFORMATION

The collection of the personal information you have given to us to make your reservation is governed by privacy laws. Please note:

- There is a mandatory requirement under Australian civil aviation laws and regulations to collect some of your personal information.
- The purpose of our collecting your personal information is to process your reservation, to answer any queries you may have and to market the products and services of Virgin Blue and our business associates.
- We will only disclose your personal information to airport management and security, our contractors and business associates.
- You may make a request to gain access to any of your personal information that we have collected.
- If you have not provided us with some of your personal information we have requested, we may be unable to process your reservation.

Full details on how we manage your personal information can be found in the Virgin Blue privacy statement and Virgin Blue privacy policy. These are available on our website at [www.virginblue.com.au](http://www.virginblue.com.au) or by calling 13 6789 for a copy to be posted to you. We will assume you consent to management of your personal information in the manner specified above and in the Virgin Blue privacy policy until you tell us to the contrary by contacting us on 13 6789 or by emailing us at [feedback@virginblue.com.au](mailto:feedback@virginblue.com.au), or mailing us at PO Box 1034, Spring Hill, QLD 4004, Australia.



**BOOK ONLINE, CALL 13 6789 OR YOUR TRAVEL AGENT.**

## VIRGIN BLUE DOMESTIC TERMS AND CONDITIONS OF CARRIAGE

1. These terms and conditions (where not inconsistent with the context):

**"baggage"** includes registered baggage and baggage, personal effects or other articles (not being registered baggage) which is or was in the possession of the Guest or in the possession of another person (being a person accompanying the Guest or the Carrier) on behalf of the Guest, while the Guest is or was on board an aircraft, or embarking or disembarking an aircraft pursuant to the provision of transport and services under the contract for carriage the subject of the Booking;

**"Booking"** means the booking entry made with and accepted by the Carrier in relation to the travel sought by or on behalf of the Guest, the boarding pass, the baggage check and/or any other document or message of the Carrier issued by or on behalf of the Carrier as part of or relating to the contract for carriage concerning such travel;

**"Carrier"** includes the carrier which accepts the Booking and all carriers that provide transport and services to the Guest and any of the Carrier's agents, servants, representatives or contractors;

**"CACL Act"** means the Civil Aviation (Carriers Liability) Act 1959 (Cth);

**"Guest"** means the person specified as receiving transport and other services in the Booking and any infant or baggage carried with that person;

**"registered baggage"** means baggage, personal effects or other articles registered with the Carrier as baggage intended to be carried under the contract for carriage the subject of the Booking;

**"Trade Practices Act"** means the Trade Practices Act 1974 (Cth).

2. The Booking and the contract for carriage between the Carrier and the Guest is subject to these terms and conditions.

3. Carriage pursuant to the Booking and on these terms and conditions is provided subject to the provisions of the Trade Practices Act, the CACL Act and applicable State and Territory legislation.

4. The Carrier is not a common carrier and may refuse to carry any person or baggage, whether or not a Booking has been accepted or processed by the Carrier, without any obligation to provide reasons for such refusal. Guests must check in to board the flight at the Carrier's check-in facility serving the place of departure at least 30 minutes prior to the scheduled departure time. The fare paid may be forfeited and the Carrier may cancel or re-allocate the Booking if the Guest fails to check in at least 30 minutes prior to the scheduled departure time.

5. The Booking and the benefit of the contract for carriage are not transferable by the Guest. The Carrier reserves the right to refuse a person carriage unless satisfactory proof of identity (eg. current drivers licence) and, in the case of minors, satisfactory proof of age, is produced by the Guest when checking in to board a flight.

6. The Booking is valid only for provision of the transport and services in respect of which it is accepted by the Carrier. Subject to clause 21 of these terms and conditions and to the extent permitted by law, no payment accepted by the Carrier in respect of a Booking is refundable under any circumstances to the Guest. Subject to restrictions on various fare structures, Guests may change Booking details provided these arrangements are made a reasonable time prior to the travel the subject of the Booking. Under some restricted fare structures (of which a Guest will be notified at the time of booking), if the Guest fails to travel on the scheduled services specified in the Booking, the Booking will lapse, become valueless and not be substitutable for other services.

7. Subject to these terms and conditions, Guests may incur a Booking alteration charge where changes are requested by the Guest in relation to itinerary, fare type or date(s) of travel or other Booking details. Details of this charge and applicability are available by contacting Virgin Blue.

8. The Carrier will make all reasonable endeavours to provide to the Guest the mode of transport or services the subject of the Booking but, in certain circumstances beyond its control, the Carrier may have to, without notice, substitute other means of transport or service. These terms and conditions of carriage apply to any such substituted transport or services.

9. The Guest acknowledges that the Carrier may need to cancel or delay and reschedule flights or services due to industrial action, landing restrictions, airport loading restrictions, unsuitable weather conditions, technical problems or any event beyond the Carrier's reasonable control, and scheduled flight times or destinations are not guaranteed. In no circumstances will the Carrier be liable for any consequential losses which a Guest may incur as a result of any such delayed or rescheduled flight.

10. If the Guest is landed at a destination other than that the subject of the Booking, the Carrier will make all reasonable endeavours to convey the Guest to the specified destination, but undertakes no obligation to the Guest as to time or means of transport.

11. The Carrier may offer two or more Virgin Blue flight sectors for sale for a through fare as a scheduled connection ("**Connecting Flight**"). Subject to clause 9, in the event that a Connecting Flight fails to connect, the Carrier will use best endeavours to enable the Guest to travel on the next available Virgin Blue flight to the destination at which the Guest was due to arrive on the Connecting Flight. However, the Carrier does not provide any guarantee whatsoever that any two or more single sector Virgin Blue flights (which are not offered for sale as Connecting Flights) will connect (even though a Guest may Book such single sector flights with the intention of those flights connecting). Subject to the provisions of these terms and conditions of carriage, the CACL Act 1959, the Trade Practices Act and applicable State and Territory legislation, the Carrier is not liable in any way for or in connection with any cost, expense or consequential loss which a Guest may incur as a result of any such single sector Booked flights failing to connect.

Further, other than for Connecting Flights, in no circumstances does the Carrier offer, provide or guarantee connections between the flights it offers and the flights of another carrier or any other form of transport, and subject to the provisions of these terms and conditions of carriage, the CACL Act 1959, the Trade Practices Act and applicable State and Territory legislation, the Carrier is not liable in any way for or in connection with any cost, expense or consequential loss which a Guest may incur as a result of any such flight failing to connect with the flight of another carrier or another form of transport.

12. Guests must comply with all laws, regulations, orders and notifications in force relating to air transport, including the Civil Aviation Act 1988 (Cth), the Air Navigation Act 1920 (Cth) and any Regulations made under those Acts, and all conditions and instructions of the Carrier. Guests must submit upon request by the Carrier to reasonable searches of their persons and baggage.

13. The Carrier is responsible in any way for carriage of the Guest by water, any liability is limited to the extent permitted by the Navigation Act 1912 (Cth).

14. A Guest may be refused entry, be requested to leave the aircraft or other means of transport or be physically restrained or removed if, in the reasonable opinion of the Carrier, the Guest is in breach of these terms and conditions, under the influence of alcohol or drugs or, for any reason, causing a disturbance or threatens the safety of other Guests, any property or the Carrier.

15. Subject to the provisions of these terms and conditions of carriage, the CACL Act, the Trade Practices Act and applicable State and Territory legislation, the Carrier is not liable for or in connection with loss or damage sustained to baggage; injury or death of any person; direct, consequential or indirect loss or damage arising out of or in any way connected to the provision of transport and other services to the Guest (whether arising from negligence or omission or any other

cause, including for costs or losses resulting from cancellation of flights and/or services, delay or rescheduling, substitution of means of transport, or any other change to the transport or services described in or covered by the Booking); or inaccuracies or errors in any information relation to transport, services or pricing.

15.2. Liability of the Carrier to the Guest on Australian domestic flights is limited by the provisions of Commonwealth and State legislation and these terms and conditions of carriage to: \$1,600 in respect of destruction, loss or injury to registered baggage of the Guest; \$160 in respect of destruction, loss or injury to baggage other than registered baggage of the Guest; and \$500,000 in respect of personal injury or death of the Guest; or such other sums (if any) as are prescribed by law from time to time. The Carrier is not liable for damage to baggage which is solely the result of normal wear and tear.

15.3. The Carrier does not accept the following items as registered baggage and does not accept liability for their loss or damage unless the items are identified to the Carrier and it has, in its absolute discretion, given its written acceptance for carriage:

• Cash, credit cards, deeds, passports, securities or other valuable documents;

• Jewellery, antiques, precious metals or similar valuable items;

• Any item of a fragile or brittle nature eg. glassware;

• Any item of a perishable nature;

• Electrical or electronic components eg. computers & cameras;

• Any item that has insufficient packaging to withstand the normal circumstances and effects of carriage by air.

Any acceptance by the Carrier pursuant to this clause 15.4 is issued subject to clause 12, 15.1, 15.2 and 16 - 22.

16. In the event of loss of, destruction of or damage to baggage, written claims must be made upon the Carrier: in respect of damage to or loss or destruction of only part of registered baggage, within 3 days of the Guest receiving the remainder of the registered baggage from the Carrier; in respect of loss or destruction of a whole item of registered baggage, within 21 days from the date the Guest should have received the registered baggage from the Carrier; or in respect of damage, loss or destruction of unregistered baggage, within 3 days from the date when the carriage ended.

17.1. Each Guest (except an infant not occupying an aircraft seat) is entitled to carry on board (unless the Carrier directs such be stowed in the aircraft hold) either one briefcase or small bag, in either case not exceeding depth 23cm, height 34cm, length 48cm, and one suitpack or garment bag, in either case non-rigid/unfolded and not exceeding thickness 11cm, width 60cm, length 114cm (or another such briefcase or small bag instead of the suitpack/garment bag). The total weight of all carry on baggage must not exceed 7kg.

17.2. Crutches or other prosthetic devices may be carried in the cabin provided the Guest is dependent upon their use in respect of the journey being undertaken.

17.3. Wheelchairs and infants' carry baskets, capsules or baby strollers which Guests may reasonably need to use in respect of the journey being undertaken will be stowed in the aircraft hold during the flight and carried free of charge.

17.4. Each Guest is also entitled to check in for carriage in the aircraft hold up to 20 kg of baggage without charge. A baggage charge of \$10.00 applies to total baggage over 20kg up to and including 30 kg; \$20.00 applies to total baggage over 30kg up to and including 35 kg; \$50.00 applies to total baggage over 35 kg up to and including 40kg; \$80.00 applies to total baggage over 40kg up to and including 45kg; and \$120.00 applies to total baggage over 45kg up to and including 50kg. An additional charge of \$5.00 per kg applies to total baggage over 50kg. No individual piece of checked baggage may exceed 32 kg or total linear dimensions (depth, width and length) of 140cm. All baggage not meeting these requirements or total baggage exceeding 40 kg will only be carried at the Carrier's discretion.

18. The Guest must not take or permit to be taken the following items onto the aircraft or in baggage: Compressed gases (eg refrigerants, gases such as butane, aqualung cylinders, liquid nitrogen, oxygen); Infectious substances (eg live virus cultures, bacterial strains); Corrosive substances (eg acids, alkalines, mercury, wet cell batteries); Flammable liquids or solids (eg fuel of any kind, matches (except safety matches), paints, thinners); Explosives (eg firearms, ammunitions, fireworks, flares); Radioactive and magnetised materials; Oxidising materials (eg bleach, peroxide); Poisons (eg weedkillers, insecticides); Dead animal matter; Live animals (except as in clause 19).

19. At the sole discretion of the Carrier, a maximum per Guest of one domestic dog or one domestic cat per Guest may be transported in the aircraft hold as part of Guest's baggage, subject to any special conditions which the Carrier may impose prior to the time of carriage. A charge of \$10.00 per animal will apply. Guests wishing to transport their dog or cat must contact Virgin Blue a reasonable time prior to the date of travel specified in the Booking to make arrangements in advance. All such animals must be secured in appropriate animal travel holders and there must be only one animal per holder.

20. Firearms and dangerous weapons of any type, including but not limited to knives, any item with a blade or any item confiscated by airport security, must not be carried in the cabin. Guests must not tender dangerous goods or potentially dangerous goods as baggage. The Carrier is entitled to destroy, abandon, withhold or retain such goods (without any liability to the Carrier) and produce them as evidence in any proceedings or inquiry as it considers appropriate.

21. To the extent permitted by law, any liability of the Carrier for a breach of any provisions of the contract of carriage or related obligations shall not exceed resupply or the payment of the cost of resupply of the service in question.

22. The price of the travel the subject of the Booking may include taxes, imposts or fees which are imposed by government or other authorities in relation to air transportation. Guests may be required to pay taxes, imposts or fees which have not already been collected.

23. In accordance with Civil Aviation Regulations, smoking is not permitted on any Australian domestic flight or in any Australian airport.

24. These terms and conditions of carriage may not be modified or waived by any person.

25. The Booking, the related contract and the carriage or other services supplied pursuant to it shall be governed by the laws for the time being in force in Queensland.



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