

SmartLynx Australia Disrupt Policy Effective 1 July 2025

SmartLynx Australia is committed to getting all our customers to their destination on time. This policy outlines how we respond in situations where flights are delayed or cancelled.

Communication of Disrupts

SmartLynx Australia will notify passengers or booking agents of any schedule changes by SMS and email, using the contact details provided in the booking.

Schedule Changes

If a change, involving a delay of more than two hours, is notified more than 24 hours prior to departure, any affected customer may:

- Cancel the booking and receive a refund or a credit to the value of the booking.
- Move to any alternative available SmartLynx Australia flight on the same route.

Delays

If a SmartLynx Australia flight is delayed by more than two hours due to reasons within our control as specified below, any affected passenger or booking agent may:

- Cancel the booking and receive a refund or a credit to the value of the booking.
- Move to any alternative available SmartLynx Australia flight on the same route.

Delays within our control include:

- Operational, such as non-availability of aircraft and crew.
- IT system outages unless caused by issues that SmartLynx Australia cannot control.
- Other circumstances which SmartLynx Australia can reasonably control.

Delays outside of our control include:

- Weather affecting operational conditions.
- IT systems outages, controlled by third parties.
- In flight medical emergencies.
- Third party restrictions, including the grounding of aircraft, and police advice.

CORPORATE HEAD OFFICE STREET ADDRESS:

📍 Ground Floor, Airport Administration Centre,
Caudron Ave Cairns Airport, Cairns Qld 4870
✉ PO Box 3, Airport Administration Centre,
Aeroglen QLD 4870

☎ 1300 759 872
✉ info@smartlynx.au
🌐 www.smartlynx.au

Cancellations

SmartLynx Australia will move passengers on a cancelled flight to an alternative SmartLynx Australia flight. Where possible this will be on the same day and might be earlier or later than scheduled. SmartLynx Australia may offer a flight on a different aircraft, other carrier, or to a nearby alternative destination. Passengers who choose not to accept the change may:

- Move to any alternative available SmartLynx Australia flight on the same route at no additional cost.
- Cancel the booking and receive a refund, or a credit to the value of the booking for use on any SmartLynx Australia flight.

In the event of a route being discontinued, SmartLynx Australia will arrange to refund all customers.

Accommodation

If a flight is cancelled on the day of departure due to reasons with SmartLynx Australia control as defined above and the next available flight is on the following day or later, we will offer accommodation, where available, to passengers who are away from their home port. We may require proof of address. SmartLynx Australia will arrange transfers to and from the accommodation and provide a meal allowance as stated below.

Customers who accept accommodation must travel on the next available flight as notified by SmartLynx Australia. If SmartLynx Australia cannot provide accommodation for such customers or they advise that they prefer to make their own arrangements we will reimburse up to \$125 per room, per night and up to \$25 meal allowance per person per night, subject to receipts being provided by email to info@smartlynx.au. The meal allowance will not include any alcoholic beverages and is not transferrable.

Other Expenses

SmartLynx Australia will not cover any other costs associated with delays, or cancellations nor will we reimburse loss of earnings, food and beverages, or costs incurred on pre-purchased accommodation, activities, or transport.

Connections

Where a customer is connecting from one SmartLynx Australia flight to another and a schedule change, delay or cancellation results in that connection being missed, SmartLynx Australia will rebook onto the next available connecting SmartLynx Australia flight or another carrier, where available. Customers or booking agents may choose to cancel the connecting flight and receive a credit or refund for that portion of the fare. If the customer accepts the schedule change SmartLynx Australia will seek to provide accommodation for any overnight stay between the two flights. This applies even if the change is due to circumstances outside of our control.

SmartLynx Australia accepts no responsibility for any connections with other carriers, unless specified, and recommends that passengers allow sufficient connecting time.

CORPORATE HEAD OFFICE STREET ADDRESS:

Fees and Charges

No fees or charges will apply to disrupted passengers who change their travel due to a cancellation or notified schedule change of more than two hours to the departure time, regardless of the fare rules applicable to the purchased fare. For changes of less than two hours, the fare rules apply to customers who decide not to accept the schedule change.

Credits and Refunds

- Refunds do not include any merchant or credit card payment fees.
- Credits are valid for twelve months from the original payment date.

Consumer Rights

This policy does not affect any statutory rights allowed under Australian consumer law.

The Australian Competition and Consumer Commission provide general information on consumer rights in respect of travel delays and cancellations on their website:

[Travel delays and cancellations | ACCC](#)

Travel Insurance

SmartLynx Australia recommends that customers obtain relevant travel insurance for their journey. We will provide details to assist with claims, on request from the customer or the insurance provider with the customer's written consent.

Contact

SmartLynx Australia Customer Service: 1300 759 872

Email: info@smartlynx.au

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