

What are the rules for check-in times?

In order to ensure on-time departures, every passenger should complete check-in formalities at least 45 minutes before departure (and no later than 30 minutes!). Failure to check-in within the designated times may result in you being refused carriage on FlyPelican.

Check-in will close strictly 30 minutes before your scheduled departure time.

Photo identification and a copy of your itinerary are required at the time of check-in.

For group travel bookings, groups are advised to present to check-in 60 minutes before departure.

Does FlyPelican stipulate minimum flight connection times?

Yes. FlyPelican assumes no responsibility for making connections between, or with, the flights we offer. The same applies for the flights of other airlines or any other form of transport.

Passengers connecting from another airline's flight onto a FlyPelican service are advised to allow a minimum of 2 hours connecting time for domestic flights and a minimum of 3 hours for international flights.

Passengers connecting from a FlyPelican flight onto another airline's service are advised to refer to the individual carrier's check-in requirements/minimum connecting times.

Does FlyPelican offer services for passengers requiring special assistance?

FlyPelican requires advanced notice of passengers traveling with a disability or requiring special assistance. In some circumstances passengers with disabilities may need to check-in earlier or travel with a personal carer. If you require special assistance, please contact us before making a booking.

We currently cater for the following special requirements:

- Animal assistance
- Baby on board
- Child and adult harnesses
- Companions and passenger facilitators
- Firearms - requires 48hrs prior notice
- Musical instruments
- Oxygen and breathing aids
- Pregnant passengers

How do passengers who require wheelchair assistance travel with FlyPelican?

For all flights operated within NSW and the ACT on a Jetstream 32 aircraft:

Wheelchair assistance is available between the terminal and the aircraft upon request. Passengers are required to ascend and descend the aircraft via stairs. Due to the aircraft design, an access ramp or passenger lift device is unable to be used.

At each airport that FlyPelican operates from/to, which terminal do my passengers use?

Newcastle

FlyPelican operates from Newcastle Airport (Williamstown). Our check-in facilities are located in the main check-in area. Once our staff check you in and advise you of your departure gate, make your way through passenger screening to the departure lounge to relax before your flight.

For more information about the services and facilities at Newcastle Airport (including getting to/from the airport and parking), visit www.newcastleairport.com.au

Ballina (Byron Bay)

FlyPelican operate from the Ballina Byron Gateway Airport. Check out the terminal before your trip with this [virtual tour](#) of the terminal.

For further information about the airport, including details on car parking and getting to/from the airport, please visit ballinabyronairport.com.au

Canberra

FlyPelican check-in at Canberra Airport is located in the main check-in area on the upper level, at the far-right end. Once you have checked in, make your way back to passenger screening and through to the departures area.

At Canberra Airport, FlyPelican flights usually depart from Gate 3, however our staff will notify you of your departure gate at check-in. You can also check the departure information boards for any gate changes after check-in.

For more information about the services and facilities available at Canberra Airport (including getting to/from the airport and parking), visit www.canberraairport.com.au

Cobar

FlyPelican flights from Cobar operate from the Cobar Airport Terminal building. For information about Cobar Airport:

<https://www.cobar.nsw.gov.au/community-services/cobar-regional-airport>

Dubbo

FlyPelican flights to and from Dubbo operate from Dubbo City Regional Airport.

For more information about Dubbo City Regional Airport - parking, terminal facilities - visit www.dubboairport.com/

Mudgee

FlyPelican flights from Mudgee operate from the Mudgee Airport Terminal building.

For information about Mudgee Airport go to www.midwestern.nsw.gov.au/business/MudgeeAirport/

Sydney

FlyPelican operate out of T2 at Sydney Domestic Airport and our check-in desk is located in the middle of the main departures' hall.

Once you've checked-in, make your way through passenger security screening and down to the lower departures level. Our flights depart from Gate G1 which is located just past the food court as you head towards departure gates 49-59.

If you're arriving on an international flight (T1), you can take advantage of several terminal transfer options servicing Sydney Airport - visit www.sydneyairport.com.au/go/terminal-transfer.aspx - for more information.

Additional information regarding the services and facilities at Sydney Airport (including getting to/from the airport and parking) can be found at www.sydneyairport.com.au.

Taree

FlyPelican flights from Taree operate from the Taree Airport Terminal building.

For information about Taree Airport go to www.midcoast.nsw.gov.au/Recreation/Find-a-Facility/Community-Buildings/Taree-Regional-Airport

Are there special considerations for passengers who are pregnant?

The following applies for all FlyPelican flights:

A medical certificate from a registered doctor or registered midwife, dated no more than 10 days prior to travel, is required for the following:

- Single pregnancy - beyond the 36th week of pregnancy
- Multiple pregnancy – beyond the 28th week of pregnancy
- Complicated or high-risk pregnancy – at any stage of the pregnancy

the certificate must state:

- Estimated date of delivery
- Whether it is a single or multiple delivery
- That there are no complications with the pregnancy
- That they are fit for travel

Is there a guideline for the carriage of infants and children?

Please refer to the table below for information regarding the carriage of infants and children on FlyPelican flights:

- Infants (0 - 24 months)
- Child (2 - 11 years inclusive)
- Adolescent (12 - 16 years inclusive)

Infants travel free of charge on FlyPelican flights. However, when booking you will still need to specify the number of infants travelling in the booking.

When travelling with infants (0-24 mths) they must be carried in the arms or on the lap of an adult travelling companion. Each infant travelling will require one adult per infant.

Children aged from 2 years to 11 years (inclusive) travelling with FlyPelican must occupy a seat with their own ticket.

Children aged from 2 years to 4 years (inclusive) must be travelling in the company of a supervising adult travelling companion.

Children aged from 5 years to 11 years (inclusive) may be permitted to travel as an unaccompanied minor in accordance with conditions below.

Adolescent children aged from 12 years to 16 years (inclusive) are permitted to travel alone. Proof of age and identification required at check-in.

Unaccompanied Minor (UM) instructions:

FlyPelican will accept unaccompanied minors for children aged from 5 years to 11 years (inclusive).

1. Before booking a child(ren) on FlyPelican flights, the parent or guardian needs to carefully read the policy contained in our UM Form - download here:

<https://flypelican.com.au/flying-with-us/forms/FlyPelican-Unaccompanied-Minor-Form-v3.2.pdf>

2. Please contact our Travel Agent Helpdesk 1800 922 976 with the travel details to formally request the unaccompanied minor service, and to book the flights.
3. Please complete in full, the relevant part of the UM Form as directed on the document
4. Please bring the original, completed UM Form to FlyPelican when checking the children in for their flight, ensuring any required documentation is also on hand for sighting by our staff.

What is the baggage weight and dimension policy for passengers travelling with FlyPelican?

Each piece of baggage must not exceed the following weight and dimensions;

- Maximum weight of any one item must not exceed 32 kg.
- Square or rectangular objects: Length: 750mm, Width: 450mm and Height: 500mm
- Elongated objects: Length: 1580mm, Width: 550mm and Height: 230mm
- Refer to item 8 for surfboards and oversize baggage

Do baggage allowances differ between fare classes booked for passengers?

For all flights operated within NSW and the ACT on a Jetstream 32 aircraft:

The following baggage allowances, which are all-inclusive of both checked-in baggage and cabin baggage, apply:

Pelican Saver (NSAVER): 20kg

Pelican Flyer (VFLYER): 20kg

Pelican Corporate (BCORP): 23kg

Pelican Flexible (YFLEX): 23kg

What is FlyPelican's policy for carry-on cabin baggage?

For all flights operated within NSW and the ACT on a Jetstream 32 aircraft:

Cabin bags need to be able to be placed under the seats. Items must not exceed the following dimensions: Length: 32cm, Height: 20cm and Width: 18cm and a maximum of 4kg.

Cabin baggage that exceeds these dimensions may be 'green tagged' and hand carried to the aircraft. The maximum weight limit for the 'green tagged' baggage is 7kg for one piece, or 10kg for two pieces. 'Green tagged' baggage will be stowed in the aircraft baggage hold and will be made available upon arrival at destination.

All fare classes: Cabin baggage and 'green tagged' baggage will be considered part of the overall baggage allowance of either 20kg or 23kg.

Are there restrictions for travelling with infants and/or personal mobility devices?

In addition to the allowable limits, FlyPelican will also carry the following items with no additional charge:

Baby accessories such as a pram and portable cot, provided you are traveling with an infant (limited to one pram or one cot per infant, up to a maximum of 7kg per infant). Any additional items will be charged as excess baggage.

Personal mobility devices such as a wheelchair, crutches, and walking frame, provided you are dependent on them.

What is FlyPelican's policy for passengers travelling with oversize baggage (sporting equipment and musical instruments)

Golf clubs, surfboards, snowboards/skis, other sporting equipment and musical instruments can be carried as part of your baggage allowance. All oversize baggage must be sufficiently packaged and protected for air travel. FlyPelican will not be held liable for any damage that may be caused to oversize baggage. It is recommended that independent insurance is sought prior to carrying any oversize baggage

FlyPelican must be notified when any oversized baggage is expected to be carried. At the time of booking, travel agents are to email the details of their client's oversized baggage to helpdesk@flypelican.com.au.

In consideration of aircraft capacity limitations and other factors, oversize baggage items may be unable to be carried. FlyPelican reserves the right to refuse the carriage of these items at the time of the flight.

Are there surfboard dimensions that should be specifically referenced for my clients?

For all flights operated within NSW and the ACT on a Jetstream 32 aircraft:

Surfboards may be carried provided they do not exceed Length: 2200mm, Width: 550mm and Height 230mm. Fins must be removed if possible.

Our agency needs to know FlyPelican's ticketing, fare rules and refund policies. Are you able to explain these to our agency on this site?

No worries! Please ensure you are fully aware of the specific terms and conditions applying to your ticket before purchase.

All tickets are issued subject to general conditions of contract and to the terms and conditions of carriage.

Specific fare rules then apply to the ticket and vary depending on the type of ticket purchased. The table below lists the current fares rules for each ticket type that are refundable and/or changeable. Refunds will only be applicable to these fares.

What are the valid forms of payment (FOP) accepted by FlyPelican for tickets issued via GDS?

- Cash
- Visa
- Mastercard
- Diners Club
- American Express

Are there service fees for contacting the Travel Agency Helpdesk?

For general enquiries and communication with the Helpdesk, there are no service fees for our agent partners.

In the instances of our Helpdesk consultants having to take action in a PNR on behalf of your client, a service fee will be charged in accordance with the fare rules, as specified in the table. The credit card surcharge will apply to the administration fee.

An administration fee of AUD\$33 (inclusive of GST) applies to any bookings which are made by our Travel Agency Central Ticket Office. Once again, the telephone number is 1800 922 976 and email is helpdesk@flypelican.com.au

What happens if my client is a 'No-Show' Passenger?

Passengers who fail to complete check-in formalities prior to 30 minutes before scheduled flight departure time will be considered a 'No-Show'. This will result in their seat and ticketed fare being forfeited.

Will FlyPelican consider refunding 'Unused Tickets'?

Whether or not your airfare is refundable, if you do not use your ticket, you may be entitled to claim a refund of certain charges and taxes which you have paid. This does not apply where we have had to pay certain charges and taxes to third parties even though you have not travelled. We may deduct a reasonable administration fee. If the fee exceeds the amount of the refund, no refund will be paid.

Who receives the refund and how is it paid?

(a) Any refund will be paid to the person who paid for the ticket unless that person has authorised us in writing to pay the refund to someone else.

(b) We will pay the refund in the same way and in the same currency used to pay for the ticket, unless the fare rules provide otherwise, or we agree otherwise.

(c) If the person who paid for the ticket is not the passenger, we will not provide a refund without the passenger's written consent, unless the passenger is under 18 or the fare rules provide otherwise.

Are there deadlines for refunding FlyPelican tickets?

Make sure that you check the fare rules for eligibility of refunding your client's tickets. For eligible tickets, refunds can be processed up to 12 months from the date of ticket issuance.

Unless an applicable law says otherwise, FlyPelican may refuse to provide a refund of taxes if it is requested 30 days or more, after the ticket cancellation date or the ticket's travel date.

Can I place tickets on hold for my clients?

Some fares can be placed on hold (subject to airfare conditions) with the applicable flight change fee per person, per sector, for a 6-month duration. Advance notification is required as per the fare conditions and original fare rules apply. Rebooking is subject to seat and airfare availability.

Any tickets to be placed on hold will incur the Booking Management Fee of AUD \$66.00 per passenger.

Can my clients receive refunds on upgraded fare classes from non-refundable fare classes?

If a ticket has been upgraded from a non-refundable fare class, only the amount paid for the upgrade (i.e. a fare difference between the original fare and the flexible fare class) will be refunded less the applicable refund administration fee.

The non-refundable fare value always remains non-refundable.

What is the reissue fee tax code in Amadeus and Sabre?

For the \$66.00 reissue fee the YR is \$60.00 and the UO is \$6.00

For the \$33.00 reissue fee the YR is \$30.00 and the UO is \$3.00