



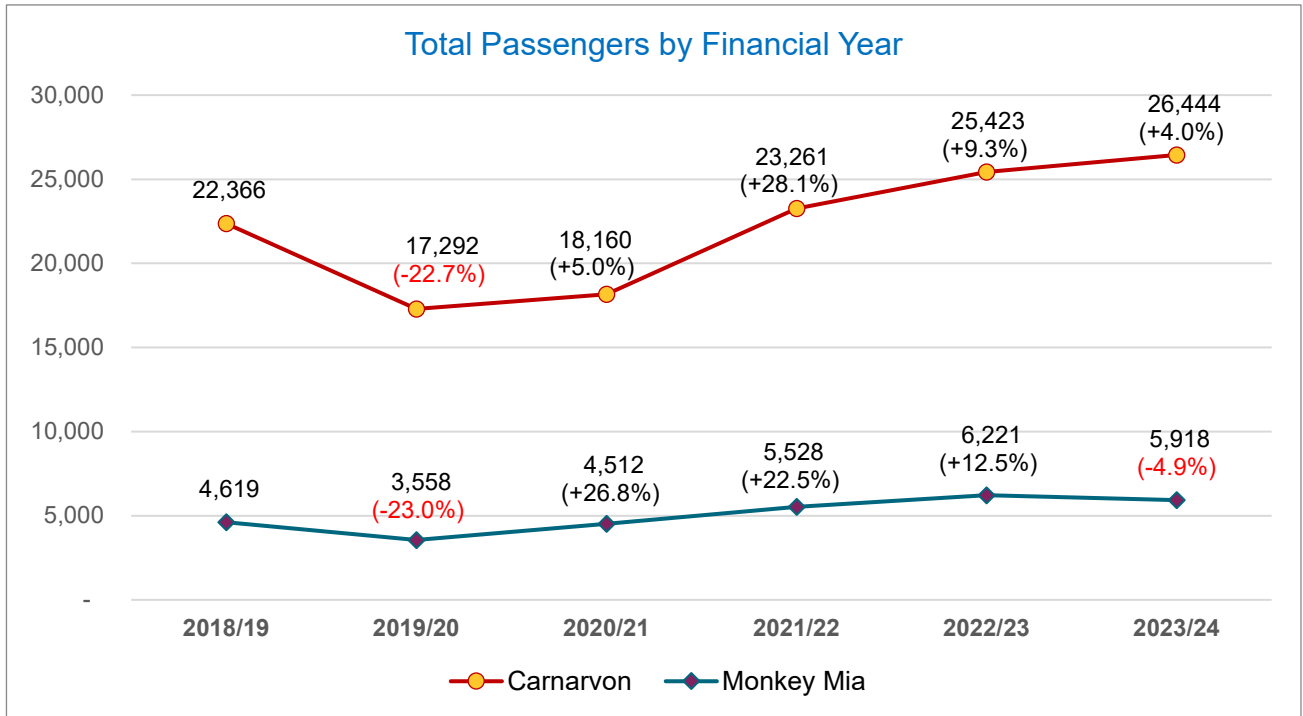
# Snapshot: Monkey Mia-Carnarvon Air Route

## Quick Facts

<b>Perth-Monkey Mia-Carnarvon:</b>	<ul style="list-style-type: none"> <li>Road distance – 1,196 km (approx.)</li> <li>Flight distance – 825 km* (approx.) (<i>BITRE data source</i>)</li> </ul>
<b>Number of services:</b>	<ul style="list-style-type: none"> <li><b>Minimum service level:</b> 12 return services per week for Carnarvon and 7 return services for Monkey Mia under the current Deed of Agreement.</li> <li>The number of air services operating per week continues to be reviewed and is adjusted according to travel demand.</li> </ul>
<b>Flight time:</b>	<ul style="list-style-type: none"> <li>Perth-Monkey Mia – 2 hours</li> <li>Monkey Mia-Carnarvon – 30 mins</li> <li>Carnarvon-Perth – 2 hours 10 mins in Saab 340B turboprop aircraft <b>or</b> 1 hour 45 mins in Dash 8-402 aircraft</li> <li>Perth-Carnarvon – 2 hours 15 mins in Saab 340B turboprop aircraft <b>or</b> 1 hour 40 mins in Dash 8-402 aircraft</li> </ul>
<b>Aircraft used:</b>	<ul style="list-style-type: none"> <li><b>Carnarvon / Monkey Mia service:</b> Saab 340B turboprop aircraft with a seat capacity of 30 and is operated by two pilots and one flight attendant.</li> <li><b>Carnarvon direct service:</b> Saab 340B turboprop with a seat capacity of 30 operated by two pilots and one flight attendant or Dash 8-402 - 76-82 seats (operates from Perth Airport, T2), operated by two pilots and two flight attendants.</li> </ul>
<b>Start of service:</b>	<ul style="list-style-type: none"> <li>Rex commenced Regular Public Transport (RPT) air services on the Perth-Monkey Mia-Carnarvon air route in Western Australia on 2 July 2018.</li> </ul>
<b>Service agreement:</b>	<ul style="list-style-type: none"> <li>The State Government has a Deed of Agreement with Rex to provide RPT air services between Perth, Monkey Mia and Carnarvon until 2 July 2028.</li> </ul>
<b>State Government's role:</b>	<ul style="list-style-type: none"> <li>Under the Deed the Department of Transport (DoT):             <ul style="list-style-type: none"> <li>Chairs two Aviation Community Consultation Group meetings in Carnarvon per year. During the meeting key stakeholders meet with DoT and Rex to discuss airline performance, initiatives, and partnership opportunities. These discussions are vital in ensuring the air route's long-term viability and to foster potential route growth.</li> <li>DoT engages with Rex regularly in relation to any issues that may occur on the air route.</li> </ul> </li> <li>Under the Deed, Rex is required to report monthly on key statistics such as passenger numbers, load factors, airfares, On Time Performance (OTP) and service cancellations.</li> </ul>

## Passenger Demand

- Current passenger demand on the Perth-Monkey Mia-Carnarvon route is enough for only one operator. Generally, demand of less than 100,000 passengers per year is unlikely to sustain two airline operators.
- Passenger demand in 2023/24, increased by 4.0% to 26,444 on the Carnarvon route and decreased by 4.9% to 5,918 on the Monkey Mia route when compared to the previous year.



## Air Service Performance

### On Time Performance (OTP)

When a flight departs/arrives within 15 minutes of the scheduled time, it is considered on time. This is an airline industry benchmark. The OTP of flights can be affected by controllable or uncontrollable circumstances causing the flight delays.

#### Controllable delays

Controllable delays are those circumstances that cause flight delays that are within the airline’s control and the airline has capacity to rectify potential delays.

#### Uncontrollable delays

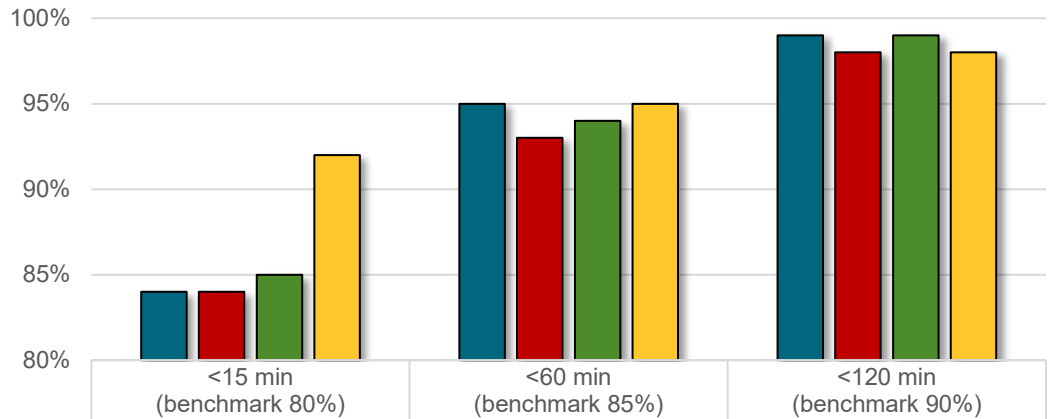
Uncontrollable delays are those circumstances that cause flight delays that are beyond the airline’s control and capacity to rectify, such as bad weather conditions, airport congestion and air traffic control delays by third parties at airports.

### OTP Benchmarks

Under the Deed of Agreement with the State, Rex is required to meet or exceed the following for aircraft departures and arrivals:

- 80% controllable OTP within 15 minutes of scheduled departure and arrival times;
- 85% controllable OTP within 60 minutes of scheduled departure and arrival times; and
- 90% controllable OTP within 120 minutes of scheduled departure and arrival times.

### Controllable On Time Performance 12-month - 2023/24 Financial Year



Route	<15 min (benchmark 80%)	<60 min (benchmark 85%)	<120 min (benchmark 90%)
Perth-Carnarvon	84%	95%	99%
Carnarvon-Perth	84%	93%	98%
Perth-Monkey Mia	85%	94%	99%
Monkey Mia-Carnarvon-Perth	92%	95%	98%

## Airfares

### Maximum Fully-flexible (Y) Airfare (one-way)

Route:	Perth-Carnarvon	Perth-Monkey Mia
Maximum Fare components (one-way)		
<b>Base Fare (ex GST)</b>	<b>\$653.00</b>	<b>\$613.00</b>
Perth Airport Taxes	\$21.51	\$21.51
Regional Airport Taxes	\$39.09	\$20.00
<b>Total Taxes, Charges and Fees</b>	<b>\$131.96</b>	<b>\$106.96</b>
<b>GST</b>	<b>\$71.36</b>	<b>\$65.45</b>
<b>Maximum Fare/Fully Flexible/Y Fare</b>	<b>\$784.96</b>	<b>\$719.96</b>

### Discounted Airfares (one-way)

Route:	Perth-Carnarvon	Perth-Monkey Mia
Airfare type		
Rex Community Airfare <b>excluding</b> taxes/fees/charges	\$174.85	\$157.58
Rex Community Airfare <b>including</b> taxes/fees/charges	\$259.00	\$219.00
Regional Zone Cap Airfare <b>including</b> taxes/fees/charges	\$199.00	\$199.00

## Rex Community Airfare

The Rex Community Airfare for Monkey Mia is the result of a partnership agreement between Rex, and the regional airport operated by RAC Parks and Resorts - Monkey Mia. The partnership agreement provides a growth incentive for Rex in respect of airport taxes and for Rex to provide the Community Fare scheme.

The Rex Community Airfare is available for passengers booking a flight:

- more than 30 days in advance (subject to availability); or
- within 24 hours of flight departure. Depending on the flight times, between 10% and 25% of the advance purchase seats are set aside for the Rex Community Airfare.

The fare can be purchased online via [www.rex.com.au](http://www.rex.com.au), subject to availability. Details on the Fare Rules can be found on the Rex website at [www.rex.com.au/specials/fare\\_rules.aspx?pos=mbpi](http://www.rex.com.au/specials/fare_rules.aspx?pos=mbpi)

## Regional Airfare Zone Cap

The Regional Airfare Zone Cap scheme is a joint initiative between the State Government and airlines including Rex. The one-way Zone Cap fare is \$199.00 on the Perth-Carnarvon and Perth-Monkey Mia routes, inclusive of airport charges/GST. The scheme is until December 2025.

The Zone Cap fare is available for passengers:

- Booking a return trip into Perth; and
- Who are residents of Carnarvon or Monkey Mia booking a trip for personal reasons.

The Zone Cap fare:

- Allows flight changes free of charge until 60 minutes before scheduled departure.
- Can be purchased online via [www.rex.com.au/?des=per](http://www.rex.com.au/?des=per)



## Booking and Service Surcharges

### Additional Booking and Fare Charges

Visit the Rex website for current information on fees and surcharges - [www.rex.com.au/FlightInfo/FeesAndSurcharges.aspx](http://www.rex.com.au/FlightInfo/FeesAndSurcharges.aspx)

## Baggage Allowance

Checked and carry-on baggage allowance on Rex's flights on the Perth-Monkey Mia-Carnarvon route, is:

- Each passenger occupying a paid seat is entitled to cabin baggage of 7 kg.
- Passengers on all fares (except Rex Flex) are permitted a 15 kg free baggage allowance.
- Passengers on a Rex Flex (Y) fare are permitted 23 kg free baggage allowance.
- Upon presentation of a valid international itinerary or ticket, passengers with international connections within 24 hours of their Rex flight are permitted 23 kg free baggage allowance.

Excess baggage may be carried subject to:

- the aircraft not exceeding the regulatory maximum take-off weight; and
- payment of an excess baggage charge.
- For more details on baggage allowance visit the Rex website - [www.rex.com.au/FlightInfo/BaggageAllowance.aspx](http://www.rex.com.au/FlightInfo/BaggageAllowance.aspx)

## Air Freight

Rex carries air freight on the RPT air service when capacity allows. The Perth-Monkey Mia-Carnarvon air service is a passenger transport air service and priority is given to passengers and passenger baggage. All air freight across the Rex network is consigned with Qantas Freight and not directly with Rex.

Rex prioritises checked baggage and freight as follows:

- checked baggage within the 15 kg checked baggage allowance, or Rex checked baggage within the 23 kg checked baggage allowance when purchasing a full economy fare or for international connections;
- urgent medical freight;
- excess checked baggage above the allowances listed above; and
- non-urgent freight.

## Rex Cancelled/Delayed Flight Notification

- In the event of an operational delay or cancellation Rex will send advice via SMS to customers where check-in for the flight has not yet opened.
- For operational delays or cancellations that occur close to the time of departure, customers will be advised at the time of check-in and kept updated via announcements within the airport terminal.
- Rex provides a flight disruption forecast for the current and following day on its website where customers can submit the flight number and date to check the status of the flight using the following link - [www.rex.com.au/FlightInfo/disruption.aspx](http://www.rex.com.au/FlightInfo/disruption.aspx).
- Customers can also phone the Rex Customer Contact Centre on 13 17 13 to check on the status of a flight.
- Should a cancellation occur, customers are advised to contact Rex on 13 17 13 to discuss options, which may include either a full refund or to be rebooked onto the next available service at no cost.
- Customers requesting a refund who have had their tickets issued by a travel agent need to contact the agent to arrange a refund.

## Rex Trip Protect Travel Insurance

- Rex offers the **Rex Trip Protect Travel Insurance** for all passengers when booking directly from their website.
- The Travel Insurance option is clearly displayed during the booking process.
- The Policy provides cover if you need to cancel, curtail, or change your trip due to unforeseen circumstances including illness or injury (excluding pre-existing medical conditions).
- The Policy also covers trip delay by providing additional hotel accommodation (room only) if your flight is cancelled or extensively delayed (waiting periods apply), as well as cover for lost or damaged personal baggage and travel documents (theft report required, limits and sub-limits apply, excludes items stolen if left unattended in a public place).
- For information on the Rex Trip Protect Travel Insurance visit - [www.chubbtravelinsurance.com.au/cti/au-en/home/rex.html](http://www.chubbtravelinsurance.com.au/cti/au-en/home/rex.html)

## Customer Service

Rex uses an online passenger feedback system that tracks every follow-up action once the passenger lodges feedback or a complaint. This online passenger feedback system is available at [www.rex.com.au/FeedBack/ContactUs.aspx](http://www.rex.com.au/FeedBack/ContactUs.aspx). All feedback submitted through the Rex contact portal is reported to the Department of Transport.

## Perth-Monkey Mia-Carnarvon RPT Air Service Schedule

Route Timetable: Perth - Carnarvon/Monkey Mia														
MONDAY					TUESDAY					WEDNESDAY				
FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR
2436	1130	PER	CVQ	1310	2416	0700	PER	CVQ	0915	2434	1130	PER	CVQ	1345
2437	1345	CVQ	PER	1530	2417	0950	CVQ	PER	1200	2435	1415	CVQ	PER	1625
2268	1335	PER	MJK	1535	2268	1335	PER	MJK	1535	2268	1335	PER	MJK	1535
2268	1600	MJK	CVQ	1630	2268	1600	MJK	CVQ	1630	2268	1600	MJK	CVQ	1630
2268	1705	CVQ	PER	1915	2268	1705	CVQ	PER	1915	2268	1705	CVQ	PER	1915
THURSDAY					FRIDAY					SATURDAY				
FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR	FLT	DEP	FROM	TO	ARR
2416	0700	PER	CVQ	0915	2436	1130	PER	CVQ	1310	2258	0700	PER	MJK	0900
2417	0950	CVQ	PER	1200	2437	1345	CVQ	PER	1530	2258	0925	MJK	CVQ	0955
2268	1335	PER	MJK	1535	2268	1335	PER	MJK	1535	2258	1030	CVQ	PER	1240
2268	1600	MJK	CVQ	1630	2268	1600	MJK	CVQ	1630	SUNDAY				
2268	1705	CVQ	PER	1915	2268	1705	CVQ	PER	1915	2268	1335	PER	MJK	1535
<b>Note:</b> Flights ZL2436 Perth-Carnarvon and ZL2437 Carnarvon-Perth will be operated in De Havilland Dash 8-400 aircraft.										2268	1600	MJK	CVQ	1630
										2268	1705	CVQ	PER	1915

The flight schedule above is subject to change. For all bookings and current schedule details visit the Rex website - [www.rex.com.au](http://www.rex.com.au)