



# Snapshot: Albany Air Route

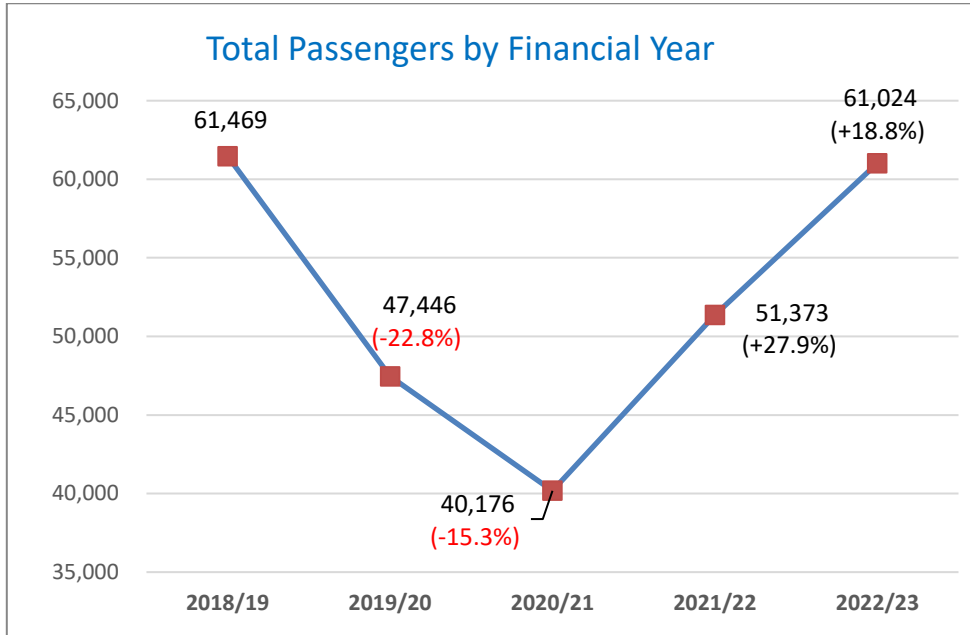
## Quick Facts

|                                 |  |
|---------------------------------|--|
| <b>Perth - Albany:</b>          | <ul style="list-style-type: none"> <li>• Road distance – 415 km (approx.)</li> <li>• Flight distance – 375 km* (approx.)</li> </ul>  |
| <b>Number of services:</b>      | <ul style="list-style-type: none"> <li>• Minimum service level – 24 return weekly air services 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>• 1 hour 10 minutes</li> </ul>  |
| <b>Aircraft used:</b>           | <ul style="list-style-type: none"> <li>• Saab 340B turboprop aircraft with a seat capacity of 33 and is operated by two pilots and a flight attendant.</li> </ul>  |
| <b>Start of service:</b>        | <ul style="list-style-type: none"> <li>• Rex commenced Regular Public Transport (RPT) air services on the Albany-Perth air route in Western Australia on 28 February 2016.</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 Albany and Perth 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 Albany 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> |

\*BITRE data source

## Passenger Demand

- Current passenger demand on the Albany-Perth 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 2022/23 increased by 18.8% to 61,024 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.

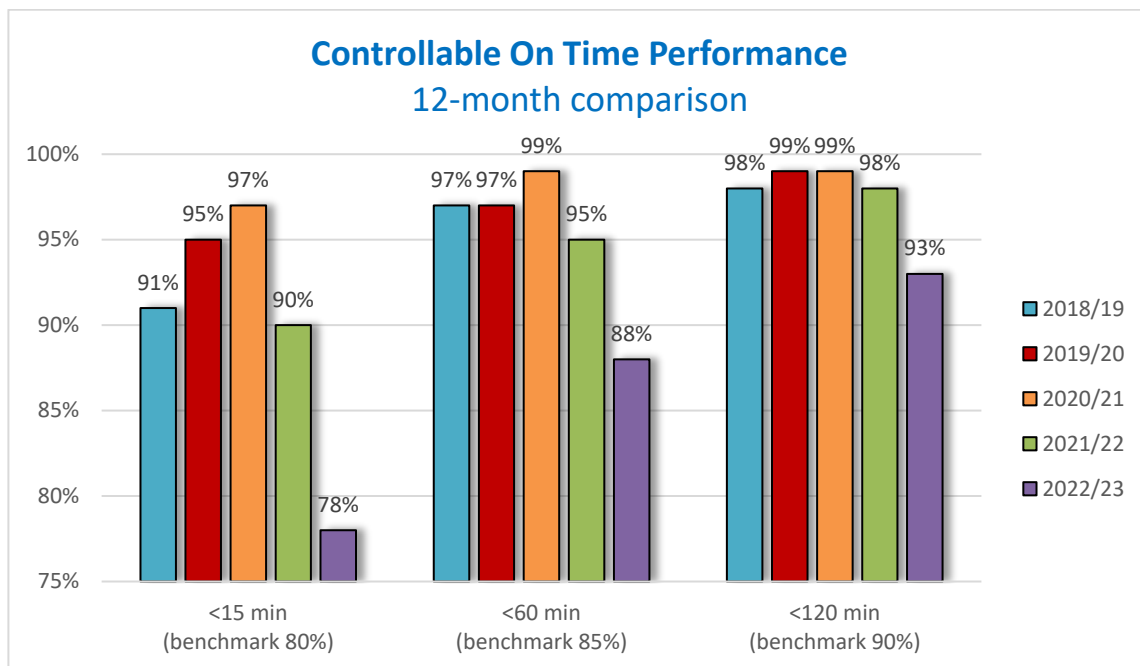
#### Uncontrollable delays

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.



## Airfares

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

| Airfare Component  | Perth-Albany         |
|--|----------------------|
| Base Fare (ex GST)   | \$310.00             |
| Perth Airport Tax  | \$21.51              |
| Regional Airport Tax   | \$30.48 <sup>1</sup> |
| <i>Total Taxes, Charges and Fees</i>   | <i>\$51.99</i>       |
| GST on Y fare and airport fees   | \$36.20              |
| <b>Maximum Fully Flexible (Y) Airfare, one-way including all taxes/charges</b> | <b>\$398.19</b>      |

### Discounted Airfares (one-way)

| Airfare Type  | Perth-Albany |
|---|--------------|
| Rex Community Airfare <b>excluding</b> fees/charges     | \$74.37      |
| Rex Community Airfare <b>including</b> fees/charges     | \$139.00     |
| Regional Zone Cap Airfare <b>including</b> fees/charges | \$199.00     |

## Rex Community Airfare

The Rex Community Airfare is the result of a partnership agreement between Rex and the regional airport operated by the City of Albany. The partnership agreement provides a growth incentive for Rex in respect of airport taxes and for Rex to provide the Community Airfare scheme.

<sup>1</sup> This is the standard RPT published head tax. Rex has entered into a guaranteed airport revenue agreement with the respective airport operator. The per passenger amount will be subject to the number of passengers flown.

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 [www.rex.com.au/specials/fare\\_rules.aspx](http://www.rex.com.au/specials/fare_rules.aspx)

## Regional Airfare Zone Cap

The Regional Airfare Zone Cap scheme is a joint initiative between the State Government and Rex. The one-way Zone Cap fare is \$199.00 on the Perth-Albany route, inclusive of airport charges/GST.

The Rex Zone Cap fare is available for passengers:

- Booking a return trip into Perth; and
- Who are residents of Albany 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-Albany 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-Albany 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.

## Albany-Perth RPT Air Service Schedule

| MONDAY   |      |      |     |      | TUESDAY |      |      |     |      | WEDNESDAY |      |      |     |      |
|----------|------|------|-----|------|---------|------|------|-----|------|-----------|------|------|-----|------|
| FLT      | DEP  | FROM | TO  | ARR  | FLT     | DEP  | FROM | TO  | ARR  | FLT       | DEP  | FROM | TO  | ARR  |
| 2112     | 0630 | ALH  | PER | 0740 | 2112    | 0630 | ALH  | PER | 0740 | 2112      | 0630 | ALH  | PER | 0740 |
| 2113     | 0840 | PER  | ALH | 0950 | 2113    | 0840 | PER  | ALH | 0950 | 2113      | 0840 | PER  | ALH | 0950 |
| 2114     | 1015 | ALH  | PER | 1125 | 2114    | 1015 | ALH  | PER | 1125 | 2114      | 1015 | ALH  | PER | 1125 |
| 2125     | 1210 | PER  | ALH | 1320 | 2125    | 1210 | PER  | ALH | 1320 | 2125      | 1210 | PER  | ALH | 1320 |
| 2126     | 1350 | ALH  | PER | 1500 | 2126    | 1350 | ALH  | PER | 1500 | 2126      | 1350 | ALH  | PER | 1500 |
| 2131     | 1550 | PER  | ALH | 1700 | 2131    | 1550 | PER  | ALH | 1700 | 2131      | 1550 | PER  | ALH | 1700 |
| 2132     | 1725 | ALH  | PER | 1835 | 2132    | 1725 | ALH  | PER | 1835 | 2132      | 1725 | ALH  | PER | 1835 |
| 2133     | 1910 | PER  | ALH | 2020 | 2133    | 1910 | PER  | ALH | 2020 | 2133      | 1910 | PER  | ALH | 2020 |
| THURSDAY |      |      |     |      | FRIDAY  |      |      |     |      | SATURDAY  |      |      |     |      |
| FLT      | DEP  | FROM | TO  | ARR  | FLT     | DEP  | FROM | TO  | ARR  | FLT       | DEP  | FROM | TO  | ARR  |
| 2112     | 0630 | ALH  | PER | 0740 | 2112    | 0630 | ALH  | PER | 0740 | 2112      | 0630 | ALH  | PER | 0740 |
| 2113     | 0840 | PER  | ALH | 0950 | 2113    | 0840 | PER  | ALH | 0950 | 2113      | 0840 | PER  | ALH | 0950 |
| 2114     | 1015 | ALH  | PER | 1125 | 2114    | 1015 | ALH  | PER | 1125 | 2114      | 1015 | ALH  | PER | 1125 |
| 2125     | 1210 | PER  | ALH | 1320 | 2125    | 1210 | PER  | ALH | 1320 | SUNDAY    |      |      |     |      |
| 2126     | 1350 | ALH  | PER | 1500 | 2126    | 1350 | ALH  | PER | 1500 | 2125      | 1210 | PER  | ALH | 1320 |
| 2131     | 1550 | PER  | ALH | 1700 | 2131    | 1550 | PER  | ALH | 1700 | 2126      | 1350 | ALH  | PER | 1500 |
| 2132     | 1725 | ALH  | PER | 1835 | 2132    | 1725 | ALH  | PER | 1835 | 2131      | 1550 | PER  | ALH | 1700 |
| 2133     | 1910 | PER  | ALH | 2020 | 2133    | 1910 | PER  | ALH | 2020 | 2132      | 1725 | ALH  | PER | 1835 |
|          |      |      |     |      |         |      |      |     |      | 2133      | 1910 | PER  | ALH | 2020 |

For all bookings and current schedule details visit the Rex website - [www.rex.com.au](http://www.rex.com.au)

The flight schedule above is subject to change. Additional ad-hoc services may be provided to test commerciality or to meet temporary increase in demand.