



# FAQS - Regional Airfare Zone Cap

## 1. What is the Regional Airfare Zone Cap?

The Regional Airfare Zone Cap (Zone Cap) is a State Government initiative allowing WA regional residents to access a capped airfare for personal travel on eligible routes to and from Perth, subject to seat availability.

Under the Regional Airfare Zone Cap scheme, the State Government has committed to providing up to \$19.8 million funding for a three-year trial to airlines operating on eligible regional air routes.

The scheme is a partnership between the State and the airline industry and administered by the Department of Transport.

## 2. Who is eligible for Zone Cap airfares?

Zone Cap fares are only for regional residents of WA. This is defined as people who live outside of the Perth and Peel regions. Zone Cap fares are only for personal travel to Perth.

## 3. How much will fares cost under the Zone Cap?

The Zone Cap fare is:

- **\$199** one way on flights from an airport within 1,000 kilometres driving distance from Perth (Zone 1) or;
- **\$299** one way on flights departing from an airport more than 1,000 kilometres driving distance from Perth (Zone 2).

The Zone Cap fares are inclusive of GST and airport fees.

Zone Cap fares **must be booked as a return fare** that departs and returns to the same regional destination.

## 4. How can I access the Zone Cap fare tickets?

**Note:** To get the Zone Cap fare you will need to book a resident fare with your airline. This resident fare will be capped at either \$199 or \$299 for eligible regional WA residents.

**Step 1:** Register with the relevant airline to access the Zone Cap fares through their respective resident fare program.

You can find out more information through the following links, or by calling the phone number below:

- **Qantas** – visit [Qantas: Discounted fares for residents](#) – you will need to join the Qantas Frequent Flyer program
- **Virgin Australia** – visit [Virgin Australia: Discount fares for regional residents](#) – you will need to join the Velocity Frequent Flyer program
- **Skippers Aviation** – call 1300 729 924
- **Airnorth** – call 1800 627 474
- **Regional Express** – visit [Rex](#) – the resident fare price option will be displayed when you search for your flight

**Step 2:** Log into the airline's resident fare portal or call them using the details above, to access a Zone Cap fare. The Zone Cap fare must be booked on a return basis.

**Step 3:** Once you have your Zone Cap fare ticket, travel as you usually would. There is nothing else that you have to do in respect of your Zone Cap fare after you have flown.

## 5. What locations are covered under the Regional Airfare Zone Cap?

The Zone Cap fare is available on all regional air routes directly operating to Perth, along with a few locations that don't have a non-stop air route to Perth but have a stopover on the way (for example Perth-Laverton-Leonora). The eligible locations are listed in the table below.

Airport	Airline	One-way cap price (inclusive of GST and airport fees)
Albany	Rex	\$199
Broome	Qantas & Virgin	\$299
Carnarvon*	Rex	\$199
Esperance	Rex	\$199
Exmouth (Learmonth)	Qantas	\$299
Geraldton	Qantas	\$199
Kalgoorlie	Qantas & Virgin	\$199
Karratha	Qantas & Virgin	\$299
Kununurra	Airnorth & Virgin	\$299
Laverton*	Skippers Aviation	\$199
Leonora*	Skippers Aviation	\$199
Meekatharra*	Skippers Aviation	\$199
Monkey Mia (Denham)*	Rex	\$199
Mount Magnet*	Skippers Aviation	\$199
Newman	Qantas & Virgin	\$299
Paraburdoo	Qantas	\$299
Port Hedland	Qantas & Virgin	\$299
Wiluna*	Skippers Aviation	\$199

\* Air services on these routes may not be direct to Perth, however they are regulated air routes and still eligible for the Zone Cap fare.

Zone Cap fares only apply on direct or triangulated flights to Perth and return.

The Zone Cap fares are not available for connecting flights booked as separate tickets.

For example, a passenger flying from Derby to Perth via Broome, using one ticket on the Derby-Broome flight and a second ticket on the Broome-Perth-Broome return flight would only be able to access the Zone Cap fare for the Broome-Perth-Broome trip but will have to pay a separate airfare for the Derby-Broome journey.

## 6. Are there any additional or hidden costs under the Zone Cap?

Optional extras, such as excess baggage, credit card booking fees, and in-flight meals or entertainment, may attract additional charges which may vary depending on the airline.

Currently all resident fares include a checked and carry-on baggage allowance, but you should confirm this with your airline, as baggage allowances are not a determined by the Zone Cap fares.

Passengers can make at least one flight change free of charge when travelling on a Zone Cap fare. Additional flight changes may attract additional charges which can vary from airline to airline.

## 7. What if I find a cheaper fare than the Zone Cap, can I still take advantage of sale fares?

Yes, you can still book a sale fare that is lower than the Zone Cap fare and is available.

It is recommended that you first try the airline's regular website, call centre or a travel agent, as there may be a fare lower than the zone cap fare. If there isn't, you can use the airline's resident fare portal or call centre to book a zone cap fare

The Zone Cap fare works to reduce the *maximum* cost of airfares for residents. It is a cap.

Airlines will continue to offer promotional, community and other special (sale) fares that would be cheaper than the Zone Cap fare.

## 8. What are the booking conditions for the Zone Cap fare?

The Zone Cap fares must be booked on a return basis.

The specific terms and conditions of an airline's Zone Cap fare vary between airlines.

For example, the number of resident fares you can purchase per year or the number of flight changes you can make free of charge may vary depending on the airline.

Some resident fares are non-refundable. Please check with the airline before booking your flight.

## 9. What constitutes a resident, what are the criteria?

A regional resident is defined as someone who lives outside of the Perth metropolitan and Peel regions.

You will also be required to tick a declaration during the booking process stating that you are eligible for a Zone Cap fare.

## 10. Will I only be eligible for the Zone Cap fare on flights from my closest regional airport, or can I access the fare on a return flight to Perth from any regional airport as a regional resident?

The Zone Cap is designed so regional residents travel from their nearest airport; however, some exceptions will apply for those living in between two airports.

For example, a Leonora resident will qualify for the Zone Cap fare when flying from Leonora or Kalgoorlie to Perth. Fitzroy Crossing residents will be able to purchase Zone Cap fare tickets from Broome or Kununurra to Perth.

## 11. Can I book a one-way fare?

No. Regional residents must book a return flight to access the Zone Cap fares, with travel originating from a regional destination to Perth and back to the same regional destination.

If you plan to travel only one-way by air, you will need to buy a one-way fare.

## 12. What will happen if I need to change the date of my return flight?

Passengers can make one flight change free of charge when travelling on a Zone Cap fare. Some airlines may offer additional changes, with or without a fee, please check the terms and conditions of your specific fare before you book.

## 13. Can I access the Zone Cap fare for all air travel from my regional hometown?

The Zone Cap fare is only available for **personal** travel. It is not for business travel and it is not for travel where the airfare is paid by your employer.

If you plan to travel for business, you will need to buy a retail fare or a community airfare if available.

## 14. How many trips per year can I book using the Zone Cap fare?

In most cases, there are no limits on the number of Zone Cap fares which passengers can book. Where an airline does have a limit on the number of Zone Cap fares, a passenger can choose to fly with another airline if more than one airline operates on the route.

Under the scheme, airlines are required to offer a minimum of 6 return trips per year, per passenger.

Airnorth currently has a limit of 6 return trips, while Qantas has a limit of 12 return trips, with no limits imposed by the other airlines.

## 15. When will Zone Cap fare tickets go on sale?

Tickets for the Zone Cap fare can be booked from 31 March 2022 for air travel undertaken from 1 July 2022.

## 16. Will the Zone Cap apply all year round or is it only for flights at non-peak times?

The Zone Cap fare applies year-round, including during peak times, such as during public and school holidays, subject to seat availability.

If seats are not available on your preferred flight, you can consider other options, such as a different departure time or day, or flying with an alternative airline if possible.

## 17. Why do I have to be part of the respective airline program?

Some airlines use their loyalty program to establish and check if you are eligible for the Zone Cap fare.

This allows them to use the address you supplied to them to ensure that you receive the right airfare price when booking a resident fare.

## 18. Do I need to be a member of the airline's resident fare program in order to access the Zone Cap fares? What if I need to travel urgently and don't have time to sign up to the program?

To access Zone Cap fares, you are required to be a member of the resident fare program of the respective airline and have an address that corresponds to the applicable regional area.

If you are not a member of an airline's resident fare program and need to travel urgently, please contact the airline to assess what fare options there may be for you.

## 19. Will it cost me any money to be part of the airline residential fare program?

No. Airlines that usually charge to join their scheme/loyalty program are waiving the joining fee for people seeking to access Zone Cap fares. Check with the airline for more information.