



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 \$40.5 million over three years until June 2025, to deliver the Regional Airfare Zone Cap scheme. The Zone Cap fares make air travel to and from Perth more affordable and help increase the liveability for regional WA residents.

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

2. Who is eligible for Zone Cap airfares?

- To be eligible to purchase Zone Cap fares you **must be a regional resident of Western Australia**. Regional residents are people who live outside of the Perth and Peel regions.
- The Zone Cap airfares are for **personal travel to Perth only**, and not for business travel or 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.

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:

- **Airnorth** – call 1800 627 474

- **Nexus Airlines** – Visit [Nexus Airlines](#) – the resident fare price option will be displayed when you search for your flight or call (08) 6155 4500
- **Qantas Airways** – visit [Regional Airfare Zone Cap | Qantas AU](#) – you will need to join the Qantas Frequent Flyer program, use the ‘*join for free*’ link on this web page (the program is free of charge for regional residents) or call 13 13 13
- **Rex** – visit [Rex](#) – the resident fare price option will be displayed when you search for your flight – visit [WA Resident Fare Scheme](#) for more information
- **Skippers Aviation** – call 1300 729 924
- **Virgin Australia** – visit [Discounted fares for regional residents | Virgin Australia On Sale](#) – you will need to join the Velocity Frequent Flyer program, use the ‘*join free now*’ link on this web page (the program is free of charge for regional residents) or call 13 67 89

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 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.
- The Zone Cap fares are available on 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 tables below.
- 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.

- The eligible locations are listed in the tables below.

ZONE 1: \$199 one-way (inclusive of GST and airport fees)

Regional residents departing from an airport listed below will pay no more than \$199 one way (or \$398 for a return trip):

Airport	Airline	One-way cap price (inclusive of GST and airport fees)
Albany	Rex	\$199
Carnarvon*	Rex	\$199
Esperance	Rex	\$199
Geraldton	Nexus Airlines and Qantas Airways	\$199
Kalgoorlie	Qantas Airways and Virgin Australia	\$199

Airport	Airline	One-way cap price (inclusive of GST and airport fees)
Laverton*	Skippers Aviation	\$199
Leonora*	Skippers Aviation	\$199
Meekatharra*	Skippers Aviation	\$199
Monkey Mia (Denham)*	Rex	\$199
Mount Magnet*	Skippers Aviation	\$199
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 2: \$299 one-way (inclusive of GST and airport fees)

Regional residents departing from an airport listed below will pay no more than \$299 one way (or \$598 for a return trip):

Airport	Airline	One-way cap price (inclusive of GST and airport fees)
Broome	Qantas Airways and Virgin Australia	\$299
Exmouth (Learmonth)	Qantas Airways	\$299
Karratha	Qantas Airways and Virgin Australia	\$299
Kununurra	Airnorth and Virgin Australia	\$299
Newman	Qantas Airways and Virgin Australia	\$299
Paraburdoo	Qantas Airways	\$299
Port Hedland	Qantas Airways and Virgin Australia	\$299

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?

- Zone Cap fares **must be booked as a return fare** with travel originating from a regional destination, listed in the previous tables, to Perth and back to the same regional destination. You will also be required to tick a declaration during the booking process stating that you are eligible for a Zone Cap fare.
- 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. Does 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.

16. 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.

17. Do I need to be a member of the airline's resident fare program 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.

18. 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.