



Part 2: Additional Expenses

There is provision to claim reasonable Additional accommodation (up until your original return date) or reasonable Additional transport expenses you incur to return back to Australia.

Air Australia e-ticket number

Please advise of all the additional expenses you incurred as a result of your Air Australia flight being cancelled.

Description of cost	Amount claimed	Description of cost	Amount claimed
1.		4.	
2.		5.	
3.		6.	

REQUIRED DOCUMENTATION (Please attach the below documents to avoid delays in processing)

- Original itinerary.
- Certificate of Insurance.
- Please forward a copy of your credit card or bank card statement showing the purchase of your Air Australia flight. If you paid in cash, please forward a copy of the receipt issued by your travel agent.
- A copy of your e-ticket issued by Air Australia.
- Receipts for all additional expenses you wish to claim for.
- A copy of the e-ticket for your new flight.
- A copy of your new itinerary.



Part 3: Amendment And Cancellation Costs

If you are claiming the cost of unused travel arrangements that are non refundable, or if you are amending your journey prior to leaving your home, please:

- Provide the original invoice and receipt for the travel arrangement you would like to claim for.
- Provide written confirmation from the supplier confirming what amount has been refunded. If there is no refund available through the supplier, this also needs to be confirmed in writing by the supplier and submitted with your claim.

Travel Arrangement	Cancellation costs			OR	Amendment costs
	A Amount paid	B Amount refunded by supplier	Amount Claimable (A minus B)		
		-	=		
		-	=		
		-	=		
		-	=		
		-	=		
		-	=		
		-	=		

Total Amendment/Cancellation Costs \$

REQUIRED DOCUMENTATION (Please attach the below documents to avoid delays in processing)

- Original itinerary
- Certificate of insurance
- Please forward a copy of your credit card or bank card statement showing the purchase of your Air Australia flight. If you paid in cash, please forward a copy of the receipt issued by your travel agent.
- A copy of your e-ticket issued by Air Australia
- Receipts for all amendment costs you wish to claim for
- A copy of all documentation from the wholesalers for any cancelled travel arrangements you are claiming for that confirms the cancellation fees and refunds available.

Please be advised that due to a high volume of claims due to this event, you may experience delays in the completion of your claim. If you are suffering from financial hardship, please contact our office directly on 1300 72 88 22.