

Issued: 21 November 2014

**Air Mauritius – Virgin Australia
Questions & Answers Sheet**

This Questions & Answers sheet has been created by Air Mauritius with the support of our codeshare partner airline Virgin Australia. It is designed to assist with answers to many frequently asked questions by transit passengers travelling on joint Air Mauritius and Virgin Australia airmiles.

Bookings:

- 1. Q. Can passengers have a voluntary stay in Perth when travelling on a through Air Mauritius/Virgin Australia ticket ex Melbourne or Sydney?**
 - A. Yes passengers can have a voluntary stay in Perth within the maximum stay conditions listed on their Air Mauritius/Virgin Australia through ticket.
- 2. Q. Does Virgin Australia accept unaccompanied minors or passengers requiring medical assistance?**
 - A. Unfortunately unaccompanied minors are not able to travel on Virgin Australia flights with interline connections on Air Mauritius. Passengers requiring medical assistance should contact Virgin Australia directly to confirm.
- 3. Q. If a Virgin Australia flight is disrupted will Air Mauritius assist with scheduling, rerouting or refunding the passenger to their final destination on a Air Mauritius/Virgin Australia through ticket?**
 - A. Air Mauritius is able to assist passengers relating to Air Mauritius disrupted flights only; please refer to our terms and conditions of carriage listed on our website.

www.airmauritius.com/conditionsofcarriage.htm

Virgin Australia will only be able to assist in getting a passenger to their final destination of the Virgin Australia sector that is included in the Air Mauritius/Virgin Australia through ticket. Virgin Australia will not cover any missed international flights. Please refer to Virgin Australia's terms and conditions of carriage listed on its website.

However Air Mauritius will assist with rebooking passengers who miss an Air Mauritius service due to the late arrival of a Virgin Australia flight.

www.virginaustralia.com

- 4. Q. If passengers travel on a Air Mauritius/Virgin Australia through ticket will they receive Kestrelflyer points (Air Mauritius's Frequent Flyer Program)?**
 - A. Kestrelflyer members will receive points for their Air Mauritius flights only.

- 5. Q. Will Virgin Australia frequent flyer members accrue points when flying on a Air Mauritius/Virgin Australia through ticket?**
- A. Virgin Australia frequent flyer members will only accrue points when flying on the Virgin Australia flights only.
- 6. Q. Can Virgin Australia frequent flyer members utilise their points for a Virgin Australia flight on an Air Mauritius/Virgin Australia through ticket?**
- A. A passenger is unable to utilise their frequent flyer points on a Air Mauritius/Virgin Australia through ticket. If a passenger wants to utilise their points then the passenger will need to make their booking separately and direct with Virgin Australia. In this instance, baggage will not be through checked and instead need to be collected at Perth Airport.

Airport:

- 1. Q. Where do Air Mauritius domestic transit passengers check-in when travelling with Virgin Australia?**
- A. When departing from Australian airports, passengers must check in at the Virgin Australia domestic check-in counters.

On arrival into Perth Airport from Mauritius, passengers connecting to a Virgin Australia domestic flight can check in at the international terminal. This is done at the Virgin Australia check in counters only a short walk from the international arrivals hall on the ground level. Passengers can drop bags here and proceed to the domestic terminal boarding gate.

- 2. Q. If a passenger has a connecting flight with Virgin Australia on a Air Mauritius/Virgin Australia through ticket will the Air Mauritius checked baggage allowance apply on the Virgin Australia flights?**
- A. Virgin Australia will honour the Air Mauritius standard economy class allowance of up to 30kg for economy class and up to 40kg for business class passengers. Additional allowances for infants, sporting equipment and Kestreflyer members will not apply. If a student has a ticket issued with 40kg then Virgin Australia will honour this baggage allowance. Please refer to our website for our checked baggage allowances.

www.airmauritius.com/baggage.htm

- 3. Q. Can a passenger's baggage be through checked from Melbourne or Sydney to Mauritius?**
- A. If a passenger holds two separate tickets e.g. one ticket with Air Mauritius and one ticket with Virgin Australia then their baggage will not be through checked to their final destination.

For those passengers who hold a single through Air Mauritius/Virgin Australia ticket, baggage will be through checked to their final destination. Virgin Australia will issue a transfer wallet to passengers which will be handed to the passenger. Excess baggage will be charged accordingly if applicable.

4. Q. Can passengers baggage be through checked from Mauritius to Melbourne or Sydney?

- A. Baggage cannot be through checked from Mauritius to Melbourne, Sydney or other Australian cities. All passengers must clear customs and immigration at Perth Airport's International terminal and then take their baggage to the Virgin Australia check-in counter. This is compulsory for all international airlines arriving at Perth Airport.

5. Q. What excess baggage rates will passengers be charged when travelling from Sydney, Melbourne or Perth to Mauritius/vice versa?

- A. Passengers will be charged by Virgin Australia for both flights when checking in at airports other than Perth. Excess for Virgin Australia flights is payable at the Virgin Australia domestic check-in counter. The excess baggage coupon is to be handed to the staff at the boarding gate at Perth International Airport.

Air Mauritius excess is charged from Sydney, Melbourne, Brisbane, Adelaide and Perth to Mauritius at AUD 25 per kg.

Virgin Australia now applies the piece concept for excess luggage on their flights only. Each passenger is entitled up to 9 pieces of excess luggage weighing up to 23 kgs each. Excess baggage is charged at 40 AUD for the first piece, 100 AUD for two pieces, 160 AUD for three pieces and 120 AUD per piece for four to nine pieces.

Virgin Australia Payment for excess baggage can be made at the Virgin Australia check in counter at the relevant domestic airport of departure or via telephoning the Virgin Australia guest services centre on 13 67 89. For passenger calling outside Australia the Virgin Australia Guest Services Centre can be contacted on +61 7 3295 2296.

Air Mauritius students and Kestrelflyer members have to pay for their Virgin Australia excess baggage in the same manner as a commercial passenger either at the domestic airport or by contacting the Guest Services Centre via telephone.

Any individual piece of excess luggage exceeding the maximum weight of 32 kgs will not be accepted at check-in. Passengers with luggage exceeding the maximum weight or check-in measurement requirements will be requested to look for freight forwarding options. Please contact the Virgin Australia Guest Services Centre if you are unsure of if your luggage measurements meet the Virgin Australia specifications for the aircraft type you are flying on, e.g. surfboards and kite surfing equipment have different specifications dependant on what aircraft type you are flying on.

For more information please refer to the Virgin Australia and Air Mauritius websites for up to date excess baggage rates and baggage policy specifications.

www.airmauritius.com/baggage.htm

www.virginaustralia.com/au/en/plan/baggage/checked-baggage/

www.virginaustralia.com/au/en/plan/baggage/oversized-fragile-items/

- 6. Q. Can passengers carry one golf bag for free on their Virgin Australia flight from their originating city to Perth?**
- A. In addition to the general luggage allowance, passengers may carry one golf bag free of charge for travel to Mauritius on a Air Mauritius/Virgin Australia through ticket. The bag should contain only golf equipment and should not exceed the maximum weight of 20 kg per passenger. Golf bags must be checked in separately from checked baggage. Note that if weight of one golf bag exceeds 20 kg, excess charges for normal baggage additionally apply.
- 7. Q. Will business class passengers and relevant Kestrelflyer members have access to the Virgin Australia business lounges in MEL or SYD?**
- A. Lounge access will only be available to passengers travelling in business class.
- 8. Q. How will passengers obtain their Virgin Australia and Air Mauritius boarding passes?**
- A. Passengers departing from Australian cities can be issued with two boarding passes at check-in, provided the Virgin Australia flight connects with the Air Mauritius flight. One boarding pass will be for the Virgin Australia flight, and the other boarding pass for the Air Mauritius flight. This also applies to the return flight from Mauritius to Australia.
- 9. Q. Will a LAGS (liquids, aerosols and gels) limit of 100ml based on IATA (International Air Transport Association) regulations still apply for passenger's carry-on luggage when checking-in for their Virgin Australia flight, e.g. Melbourne to Perth?**
- A. No, however it is advisable that passengers with onward connections to Mauritius and beyond pack their carry-on luggage in line with their international flight requirements. This will save re packing in Perth and ensure compliance with restrictions so that LAGs are not confiscated by authorities. Please refer to the Air Mauritius website link following for more information.

www.airmauritius.com/lags.htm

- 9. Q. Is a passenger allowed to bring fruit into Perth Airport while in transit?**
- A. Every state and territory has specific quarantine requirements detailing items that are allowed to be taken across the borders. Restrictions apply to the movement within Australia of various fruits, vegetables, plants and animals. Disposal bins are available at the domestic arrival area of the Perth Airport. For more information you can refer to the following website.

www.quarantinedomestic.com.au



On Board:

- 1. Q. Will passengers receive food and beverage on board their Virgin Australia flight?**
 - A. Guests travelling on direct transcontinental services, from Brisbane, Sydney or Melbourne to Perth (and return), receive a complimentary hot meal and beverage service. When travelling on other routes to/from Perth meals, guests receive a complimentary snack and/or selected non-alcoholic beverage. A limited selection of snacks and beverages may also be purchased, subject to availability.

- 2. Q. Will passengers receive in-flight entertainment on board Virgin Australia?**
 - A. Virgin Australia operates Airbus A330 aircraft between Perth and major Australian cities. On this aircraft, inflight entertainment is complimentary and headsets are provided free of charge. Free WIFI is provided on aircrafts that do not have entertainment systems.

- 3. Q. Is there a space to put wedding dresses on board Virgin Australia?**
 - A. A wedding dress can be taken on board a Virgin Australia flight providing it complies with Virgin Australia carry-on luggage limits of 7kg's and the dress can fit and then be stowed in an overhead locker.

Air Mauritius Contact Details:

If you need any assistance, please do not hesitate to contact our friendly call staff:

Reservations Australiawide: 1800 AIR MAURITIUS (1800 247 628)

Travel Trade Enquiries: 1300 332 077

Email:

Melbourne: mkmelbourne@airmauritius.com

Sydney: mksydney@airmauritius.com

Perth: mkperth@airmauritius.com

Thank you.

Air Mauritius.

Information correct as at issue date: 21 November 2014 and is subject to change without notice.

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