

DANGEROUS GOODS

Warning - if you illegally take dangerous goods on the aircraft, even inadvertently, you may be liable to prosecution and a fine of up to \$12,000.

The Following Dangerous Goods Must Not Be Taken

You must not, under any circumstances, take the following items on a Virgin Blue, Pacific Blue or Polynesian Blue aircraft:

- **Explosives:** fireworks, flares, toy gun caps.
- **Compressed Gases:** gas cylinders, aerosols (other than medicines and toiletries for personal use).
- **Flammable Substances:** lighter fuel, paints, thinners, firelighters, cigarette lighters containing unabsorbed lighter fuel.
- **Oxidizers:** some bleaching powders, acids and chemicals.
- **Organic Peroxides:** hair or textile dyes, fibreglass repair kits, certain adhesives.
- **Toxic Substances:** arsenic, cyanide, weed killers.
- **Irritating Materials:** tear gas devices such as mace, pepper sprays.
- **Infectious Substances:** biological products and/or diagnostic specimens containing pathogens.
- **Radioactive Materials:** medical or research samples, which contain radioactive sources.
- **Corrosives:** acids, alkalis, wet cell batteries, caustic soda and mercury.
- **Magnetised Materials:** magnetrons, instruments containing strong magnets.
- **Security-type attaché cases,** cash bags or cash boxes that contain lithium batteries and/or pyrotechnic material.
- **Mechanical Engines:** chainsaws, lawnmowers, brushcutters and the like.

The Following Dangerous Goods May Be Taken in Limited Quantities

If you intend to carry any of the dangerous goods listed below, please inform Virgin Blue, Pacific Blue or Polynesian Blue staff:

- **Alcoholic Beverages:** Maximum of 5 litres in total is permitted in retail packaging. The maximum permitted per single package is 5 litres. Alcohol will only be accepted unopened with the seal intact and must remain unopened during your flight. Alcohol may be taken in either the aircraft cabin or as checked baggage.
- **Toiletry and Medicinal Articles:** including aerosols such as hair sprays, deodorants and perfumes for personal use. Each container cannot contain more than 0.5 litre or 0.5 kilogram. In total you are not permitted to take more than 2 litres or 2 kilograms. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents. These items may be taken in either the aircraft cabin or as checked baggage. **Your check-in agent must be informed that you are carrying these items.**
- **Aerosols Containing Non-Toxic or Non-Flammable Gas:** Aerosols in Division 2.2 for sporting or home use are permitted in checked baggage only. Each container cannot contain more than 0.5 litre or 0.5 kilogram. In total you are not permitted to take more than 2 litres or 2 kilograms. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents. **These may be taken as checked baggage and must be declared at check-in.**
- **Medicinal Oxygen Cylinders:** You must contact Virgin Blue, Pacific Blue or Polynesian Blue for specific details regarding carriage of these items. **You must present any oxygen cylinders at check-in for inspection.**
- **Safety Matches and Lighters:** One small compressed gas lighter or one box of safety matches or one liquid fuel lighter (where the flammable liquid is fully absorbed) is permitted. These can only be taken onboard an aircraft if carried on ones person. **These items must not be packed in checked baggage or carry-on luggage.**
- **Dry Ice:** With the approval of Virgin Blue, Pacific Blue or Polynesian Blue, each guest is permitted to take up to 2 kilograms of dry ice if used to pack perishables only. You must not combine the packages. Dry ice may be taken in either the aircraft cabin or as checked baggage. **You must tell the check-in agent that you are travelling with dry ice.**
- **Small Mercury Thermometers:** One thermometer per guest may be carried for personal use when in a protective case. Only 1 per Guest is permitted. These items may be taken in either the aircraft cabin or as checked baggage.
- **Mercury Barometer or Thermometer:** Only a representative of a government weather bureau or similar agency may carry these items. These items are only permitted as carry-on baggage. **You must tell the check-in agent that you are travelling with these items.**
- **Wheelchairs or other Battery Powered Mobility Device:** You must contact Virgin Blue, Pacific Blue or Polynesian Blue reservations for specific details regarding carriage of these items. Wheelchairs and other Battery Powered Mobility Devices with **Spillable Batteries** are not permitted on Pacific Blue or Polynesian Blue flights. Wheelchairs and other Battery Powered Mobility may only be taken as checked baggage and **must be presented at check-in for inspection.**
- **Heat Producing Articles:** Diving torches and other heat producing articles are permitted. They must be disabled so they cannot be inadvertently switched on. If removing a battery from the heat producing article, the battery terminals must be protected from short

circuiting by the application of electrical tape or similar means. These items may only be taken as carry on baggage. **You must tell the check-in agent that you are travelling with these items.**

- **Carbon Dioxide Gas Cartridges for the Operation of Mechanical Limbs:** These items are permitted in limited quantities. Please contact Virgin Blue, Pacific Blue or Polynesian Blue reservations for details regarding carriage of these items.
- **Life Jackets:** One life jacket and two spare cartridges are permitted as long as the compressed cartridges contain carbon dioxide or other non-flammable gas. May be taken in either the aircraft cabin or as checked baggage. **You must tell the check-in agent that you are travelling with a life jacket and/or spare cartridges.**
- **Insulated Packages Containing Refrigerated Liquid Nitrogen:** Also referred to as 'Dry Shippers'. These packages can only be used if the liquid nitrogen is fully absorbed and there is the capacity for build up of pressure to be released. Only non-dangerous goods can be transported in the 'dry shipper'. These packages may be taken in either the aircraft cabin or as checked baggage. **You must tell the check-in agent that you are travelling with a package that contains refrigerated liquid nitrogen.**
- **Weapons (guns, knives etc)** are **only permitted as checked baggage** and special packaging and storage conditions apply. If travelling internationally with these items, certain customs requirements may apply. You must contact Virgin Blue, Pacific Blue or Polynesian Blue reservations for specific details. **You must tell the check-in agent that you are travelling with these items.**
- **Ammunition for Sporting Purposes (cartridges for weapons):** You are permitted to take quantities of ammunition, provided the total does not exceed 5 kg in weight. You are not permitted to combine more than the amount permitted for one person. If travelling internationally with these items, certain customs requirements may apply. Ammunition that has an explosive or incendiary function is not permitted. You must contact Virgin Blue, Pacific Blue or Polynesian Blue reservations for specific details. These items may only be taken as checked baggage. **You must tell the check-in agent that you are travelling with ammunition.**
- **Consumer Electronic Devices Containing Lithium or Lithium Ion Cells or Batteries:** Devices such as laptops, watches, video recorders and cellular phones are permitted. A maximum of two spare batteries are permitted as long as they are protected from short circuiting by the application of electrical tape or similar means. May be taken in either the aircraft cabin or as checked baggage. **You must tell the check-in agent that you are travelling with these items.**
- **Camping Stoves and Fuel Containers that have contained a Flammable Liquid:** These items may be permitted, subject to strict adherence to specific cleaning standards. Please contact Virgin Blue, Pacific Blue or Polynesian Blue reservations for details on cleaning requirements. These items may only be taken as checked baggage. **You must present these items at check in for inspection.**
- **Hair Curlers Containing Hydrocarbon Devices:** One is permitted as long as the safety protective cover is on. Spare cartridges are not permitted. Curlers may be taken in either the aircraft cabin or as checked baggage.
- **Fire Sticks:** Only metal fire sticks are permitted as checked in baggage, provided no wicks are attached and no trace of flammable liquid is present. **You must present these items at check in for inspection.**

If you have any questions or require further information in relation to dangerous goods, please contact our [Guest Contact Centre](#) on **13 6789 (if calling from within Australia), 0800 670 000 (if calling from New Zealand) or +61 7 3295 2296 (if calling from any other international destination).**

QUARANTINE GUIDELINES

All States and Territories have specific quarantine guidelines; please contact your local or destination Quarantine authority for more information.

- **Odorous Fruits:** Fruits that give off offensive odours including the durian or jack fruit are not permitted as carry on checked in baggage or freight.

CONDITIONS OF CARRIAGE

Terms and Conditions of Carriage

1. In these terms and conditions (where not inconsistent with the context):

"Australian Domestic Flights" means carriage wholly within Australia which is not part of International Travel;

"Baggage" includes Registered Baggage and Carry-on Baggage;

"Booking" means the booking entry made with and accepted by the Carrier in relation to the travel sought by or on behalf of the Guest, the boarding pass, the baggage check and/or any other document or message of the Carrier relating to the contract for carriage concerning such travel;

"Carrier" means the carrier which accepts the Booking and all carriers that provide transport and services the subject of the Booking to the Guest and any of that carrier's agents, servants, representatives, contractors, subsidiaries or related bodies corporate;

"Carry-on Baggage" means baggage, personal effects or other articles (not being Registered Baggage) which accompanies the Guest during the provision of transport and services the subject of the Booking;

"Convention" means (as applicable): the Convention for the Unification of Certain Rules Relating to International Carriage by Air (1929) ("Warsaw Convention"); the Warsaw Convention as amended at The Hague (1955); the Warsaw Convention as amended by Additional Protocol No. 1 of Montreal (1975); the Warsaw Convention as amended at The Hague and by Additional Protocol No. 2 of Montreal (1975); the Warsaw Convention as amended at The Hague and by Additional Protocol No. 4 of Montreal (1975); the Guadalajara Convention (1961); and the Montreal Convention (1999);

"Domestic Travel" means Australian Domestic Flights and New Zealand Domestic Flights;

"Fare Rules" means those additional terms and conditions attaching to the transport and services the subject of the Booking (of which a Guest is notified at the time of booking);

"International Travel" means international carriage as defined in the Convention and includes any Australian and/or New Zealand Domestic Flight which forms part of an international trip;

"Guest" means the person specified as receiving transport and other services in the Booking and any infant or Baggage carried with that person; "Loss" means any loss, damage, cost or expense, including consequential or indirect loss, loss of profit or loss of opportunity;

"New Zealand Domestic Flights" means carriage wholly within New Zealand which is not part of International Travel;

"Registered Baggage" means baggage, personal effects or other articles registered with the Carrier as baggage intended to be carried in the aircraft hold during the provision of transport and services the subject of the Booking and for which a bag tag number is issued by the Carrier.

2. The Booking and the contract for carriage between the Carrier and the Guest is subject to these terms and conditions and (as applicable) the Convention and the laws of the arriving and departing country. These terms and conditions apply except to the extent of any inconsistencies with any applicable laws, in which event such laws will prevail to the extent of the inconsistency.

3. The Carrier is not a common carrier and may refuse to carry any person or Baggage, whether or not a Booking has been accepted or processed by the Carrier, without any obligation to provide reasons for such refusal.

4. Guests must check in to board the flight at the Carrier's check-in facility serving the place of departure: for International Travel (including domestic legs of an international flight) at least 90 minutes prior to the scheduled departure time; and for Domestic Travel at least 30 minutes prior to the scheduled departure time. Guests travelling domestically may check in on-line at www.virginblue.com.au, but must arrive at the airport at least 30 minutes prior to the scheduled departure time. The fare paid may be forfeited and the Carrier may cancel or re-allocate the Booking if a Guest fails to arrive at the airport and check in by the time specified.

5. The Booking and the benefit of the contract for carriage are not transferable by the Guest. The Carrier reserves the right to refuse a person carriage unless satisfactory proof of identity (eg. passport, current drivers licence) and, in the case of minors, satisfactory proof of age, is produced at check in.

6. The Booking is valid only for provision of the transport and services in respect of which it is accepted by the Carrier. Subject to clause 19 of these terms and conditions and to the extent permitted by law, no payment accepted by the Carrier in respect of a Booking is refundable under any circumstances. Guests may change Booking details, subject to the Fare Rules. If a Guest fails to travel on the scheduled services specified in the Booking, the Booking will lapse, become valueless and not be substitutable for other services.

7. The Carrier will make all reasonable endeavours to provide to the Guest the mode of transport or services the subject of the Booking but, in certain circumstances beyond its control, the Carrier may have to, without notice, substitute other means of transport or service. These terms and conditions of carriage apply to any such substituted transport or services and the Carrier will not be liable for any Losses which a Guest may incur as a result of any such substitution.

8. The Guest acknowledges that the Carrier may need to cancel or delay and reschedule flights or services due to industrial action, landing restrictions, airport loading restrictions, unsuitable weather conditions, technical problems or any event beyond the Carrier's reasonable control, and scheduled flight times or destinations are not guaranteed. In no circumstances will the Carrier be liable for any Losses which a Guest may incur as a result of any such delayed or rescheduled flight or service.

9. If the Guest is landed at a destination other than that specified in the Booking, the Carrier will make all reasonable endeavours to convey the Guest to the specified destination, but undertakes no obligation to the Guest as to time or means of transport.

10. The Carrier may offer two or more flight sectors for sale as a scheduled connection ("Connecting Flight"). Subject to clause 8, in the event that a Connecting Flight fails to connect, the Carrier will use best endeavours to enable the Guest to travel on the Carrier's next available flight to the destination at which the Guest was due to arrive on the Connecting Flight.

However, the Carrier does not provide any guarantee whatsoever that any two or more single sector flights (which are not offered for sale as Connecting Flights) will connect (even though a Guest may book such single sector flights with the intention of those flights connecting). Subject to the provisions of these terms and conditions of carriage and any applicable laws, the Carrier is not liable in any way for or in connection with any Loss which a Guest may incur as a result of any such single sector Booked flights failing to connect.

Further, other than for Connecting Flights, in no circumstances does the Carrier offer, provide or guarantee connections between the flights it offers and the flights of another carrier or any other form of transport, and subject to the provisions of these terms and conditions of carriage and any applicable laws, the Carrier is not liable in any way for or in connection with any Loss which a Guest may incur as a result of any such flight failing to connect with the flight of another carrier or another form of transport.

11. Guests must comply with all applicable laws, regulations, orders and notifications in force relating to air transport and all conditions and instructions of the Carrier. Guests must submit upon request by the Carrier to reasonable searches of their persons and Baggage.

12. A Guest may be refused entry, be requested to leave the aircraft or other means of transport or be physically restrained or removed if: the Guest is in breach of these terms and conditions, objectionable to other Guests or is, for any reason, disturbing, causing discomfort to or threatening the safety or security of other Guests, any property or the Carrier; the Guest is under the influence of alcohol or drugs or is not physically or mentally fit to travel; the Guest requires medical or other special assistance: in order to comply with any applicable laws, regulations, or orders of any state or country to be flown from, into or over. The Carrier is not liable for any Loss which the Guest incurs as a result.

13.1 Guests are responsible for obtaining all travel documents (including

visas) and inoculations and for complying with all laws, regulations, orders and travel requirements of countries to be flown from, into or over. The Carrier will not be liable for the consequences of any Guest's failure to obtain such documents or to comply with such laws, regulations, orders or requirements.

13.2 Prior to travel, Guests must present all valid travel documents required by the laws, regulations, orders or requirements of the countries concerned and permit the Carrier to make and retain copies thereof. The Carrier reserves the right to refuse carriage if a Guest does not comply with these requirements.

13.3 All Guests who are denied entry into any country will be required to pay the cost of transportation from that country to a country of the Carrier's choosing where the Guest is acceptable. The Carrier may apply towards such cost any fare paid to it for unused carriage or any of the Guest's funds in its possession. The fare collected for carriage to the point of refusal or denied entry will not be refunded by the Carrier.

13.4 The Guest must fully indemnify the Carrier for any Losses, legal costs and other expenses incurred by the Carrier (including any fines or penalties imposed on the Carrier) due to the Guest being denied entry into any country, the Guest's failure to comply with these terms and conditions or the laws, regulations, orders or requirements of any country, the Guest's failure to produce the required documents or the Guest's behaviour, health or medical condition. The Carrier may set off against such Losses, costs and expenses any fare paid to it for unused carriage or any of the Guest's funds in its possession.

14.1 Subject to the provisions of these terms and conditions of carriage, the Convention and any applicable laws, the Carrier is not liable for or in connection with any:

(a) Loss sustained to Baggage, including (without limitation) Goods which is solely the result of normal wear and tear;

(b) Illness, injury or death of any person, including (without limitation) any illness, disability or personal injury to, or death of, a Guest caused or aggravated by the air travel where such travel posed a risk to the Guest due to the Guest's age, physical or mental condition;

(c) Loss caused by a Guest's negligence or breach of these terms and conditions or the Guest's failure to comply with applicable laws, regulations, orders or requirements of any applicable country;

(d) Loss caused by the Carrier's compliance with applicable laws, regulations, orders or requirements of any applicable country;

(e) Death, personal injury, delay or Loss caused by anything in a Guest's Baggage (and each Guest agrees to indemnify the Carrier for any death, injury, delay or Loss caused by the Guest's Baggage to other persons or property, including the Carrier's property); or

(f) Loss arising out of or in any way connected to the provision of transport and other services to the Guest (whether arising from negligence or otherwise) including, without limitation, any change to the transport or services described in or covered by the Booking or inaccuracies or errors in any information related to transport, services or pricing.

The Carrier will rely on all limitations of liability and defences under the Convention and any applicable law. The Carrier reserves all rights against any other person, including rights of contribution and indemnity.

14.2 Australian Domestic Flights: The Carrier's liability is limited by the provisions of the Civil Aviation (Carriers' Liability) Act 1959 (Cth), complementary State legislation and these terms and conditions to: AUD\$1,600 in respect of destruction, loss or injury to a Guest's Registered Baggage; AUD\$160 in respect of destruction, loss or injury to a Guest's Carry-on Baggage; and AUD\$500,000 in respect of personal injury or death of a Guest. If the Carrier is responsible in any way for carriage of a Guest by water, any liability is limited to the extent permitted by the Navigation Act 1912 (Cth).

14.3 New Zealand Domestic Flights: The Carrier's liability is limited by the provisions of the Carriage by Air Act 1967, Carriage of Goods Act 1979, Civil Aviation Act 1990 and these terms and conditions to: NZD\$42,000 in respect of personal injury or death of a Guest where liability is not excluded by the Injury Prevention, Rehabilitation and Compensation Act 2001; and NZD\$1,500 in respect of loss or damage to Registered Baggage. The Carrier will not be liable for any loss or damage in respect of Carry-on Baggage, subject to any rights the Guest may have under the Consumer Guarantees Act 1993. The Consumer Guarantees Act 1993 does not apply where a Guest acquires or holds himself or herself out as acquiring transport or other services provided by the Carrier for business purposes.

14.4 International Travel: Subject to these terms and conditions, the Carrier's liability for personal injury or death of a Guest and for loss of or damage to Baggage is limited by the Convention. For most International Travel, the Carrier's liability for Registered Baggage is limited to approximately US\$20.00 per kilogram and liability for Carry-on Baggage is limited to a maximum of approximately US\$400. If the weight of a Guest's Registered Baggage is not recorded on the baggage check, it is presumed that the total weight of the Registered Baggage does not exceed the applicable free baggage allowance.

14.5 All Bookings: The Carrier does not accept the following items as Registered Baggage and does not accept liability for their loss or damage unless the items are identified to the Carrier and it has, in its absolute discretion, given its written acceptance for carriage and accepted liability in writing for their loss or damage:

- Cash, credit cards, deeds, passports and other travel documents, securities, business documents or other valuable documents;
- Jewellery, antiques, precious metals or similar valuable items;
- Any item of a delicate, fragile or brittle nature eg. glassware, sports equipment, musical instruments;
- Any item of a perishable nature;
- Medicines;
- Electrical or electronic components eg. computers, cameras;
- Any item that has insufficient packaging to withstand the normal circumstances and effects of carriage by air.

Any acceptance by the Carrier pursuant to this clause 14.5 is issued subject to clause 11 and 14 - 19.

14.6 All Bookings: The Carrier's liability for lost or damaged Baggage is not new for old replacement and is limited to the actual loss suffered by the Guest.

15.1 Domestic Travel: Written claims must be made upon the Carrier: in respect of damage to or loss or destruction of only part of Registered Baggage, within 3 days of the Guest receiving the remainder of the Registered Baggage from the Carrier; in respect of loss or destruction of a whole item of Registered Baggage, within 21 days from the date the Guest should have received the Registered Baggage from the Carrier; or in respect of damage, loss or destruction of Carry-on Baggage, within 3 days from the date the carriage ended.

15.2 International Travel: Written claims must be made upon the Carrier: in respect of damage to or loss or destruction of Registered Baggage (or part thereof), within 7 days of when the Guest should have received the Registered Baggage from the Carrier; in respect of damage, loss or destruction of Carry-on Baggage, within 3 days from the date when the carriage ended; or in respect of delay of Registered Baggage, within 21 days of the Guest receiving the Registered Baggage from the Carrier. Acceptance of Registered Baggage by the Guest without complaint at the time of delivery presumes that the Baggage has been delivered in good condition and in accordance with these terms and conditions, unless the Guest proves otherwise.

15.3 All Bookings: Unless extinguished earlier by these terms and conditions, the Convention or applicable law, a Guest's right to claim damages against the Carrier will expire if an action is not brought within two years of the date of arrival at destination, or the date on which the aircraft was scheduled to arrive, or the date on which the carriage stopped.

16.1 Each Guest (except an infant not occupying an aircraft seat) is entitled to carry on board (unless the Carrier directs such be stowed in the aircraft hold) either one briefcase or small bag, in either case not exceeding depth 23cm, height 34cm, length 48cm, and one suitcase or garment bag, in either case non-rigid/unfolded and not exceeding thickness 11cm, width 60cm, length 114cm (or another such briefcase or small bag instead of the suitcase/garment bag). The total weight of all Carry-on Baggage of each Guest (except infants not occupying an aircraft seat) must not exceed 7kg.

16.2 Crutches or other prosthetic devices may be carried in the cabin provided the Guest is dependent upon their use in respect of the journey being undertaken.

16.3 Mobility aids and wheelchairs which Guests may reasonably need to use in respect of the journey being undertaken will be stowed in the aircraft hold during the flight and carried free of charge.

16.4 Each Guest (except an infant not occupying an aircraft seat) is also entitled

to up to 20 kg of Registered Baggage without charge. For Blue Plus Y class fares, each guest is entitled to up to 32kg of Registered Baggage without charge. Registered Baggage exceeding these limits may be accepted by the Carrier at its absolute discretion and upon payment by the Guest of the applicable excess baggage charge (at the rates specified on our website, which are subject to change at any time without notice) prior to carriage. No individual piece of Registered Baggage may exceed 32 kg or total linear dimensions (depth, width and length) of 140cm. All Baggage not meeting these requirements or total Baggage exceeding 40 kg will only be carried at the Carrier's discretion and may be carried on a later flight. Infants' carry baskets, capsules or strollers will be stowed in the aircraft hold during the flight and will form 5kg of the accompanying adult's Registered Baggage entitlement, regardless of actual weight.

16.5 Guests must remove all Carry-on Baggage from the aircraft upon disembarking and collect their Registered Baggage as soon as it is made available for collection. Any Baggage not removed from the aircraft or not collected by the Guest will be disposed of by the Carrier (without any liability to the Guest) if it is not claimed within 90 days after the flight. The Carrier is not liable for any Loss suffered by a Guest who has failed to remove all Carry-on Baggage from the aircraft upon disembarking.

17. Guests must not take or permit to be taken onto the aircraft or as Registered Baggage any dangerous goods or potentially dangerous goods including: Compressed gases (eg refrigerants, gases such as butane, aqualing cylinders, liquid nitrogen, oxygen); Infectious substances (eg live virus cultures, bacterial strains); Corrosive substances (eg acids, alkalines, mercury, wet cell batteries); Flammable liquids or solids (eg fuel of any kind, matches (except safety matches), paints, thinners); Explosives (eg firearms, ammoniums, fireworks, flares); Radioactive and magnetised materials; Oxidising materials (eg bleach, peroxide); Poisons (eg weedkillers, insecticides); Dead animal matter; Live animals (except as in clause 18); Weapons of any type (eg knives, box cutters, any item confiscated by airport security); or items the carriage of which is prohibited by the applicable laws, regulations or orders of any country to be flown from, to or over. The Carrier is entitled to destroy, abandon, withhold or retain such goods (without any liability to the Guest) and produce them as evidence in any proceedings or inquiry as it considers appropriate.

18.1 Domestic Travel: At the sole discretion of the Carrier (acting as agent for its freight company) and provided the Guest has contacted the Carrier a reasonable time prior to the date of travel to make arrangements, a maximum of 2 animals per Guest may be transported as freight, subject to space availability, any special conditions imposed by the Carrier (or its freight company) and payment of the applicable charge. All such animals must be secured in an appropriate animal travel container (one animal per container). The container must not be collapsible. Animals accepted by the Carrier on behalf of its freight company are not considered part of the Guest's Registered Baggage and the Carrier is not liable for such animals under clause 14.2.

18.2 All Travel: Service assist dogs accompanying sight or hearing impaired Guests may be carried free of charge in addition to the Carry-on Baggage allowance, subject to any conditions specified by the Carrier. International Travel Guests must bring all the dog's health and vaccination certificates, entry permits and all other documents required by any applicable laws, regulations or orders of any country to be flown from, to or over. The Carrier will not be liable for injury to or loss, illness, disability or death of any service assist dog, or in the event that it is refused entry into, or passage through any country, state or territory.

19. To the extent permitted by applicable laws, any liability of the Carrier for a breach of any provisions of the contract of carriage or related obligations shall not exceed resupply or the payment of the cost of resupply of the service in question.

20. The price of the travel the subject of the Booking may include taxes, imposts or fees which are imposed by governments or other authorities in relation to air transportation. Guests may be required to pay taxes, imposts or fees which have not already been collected.

21. The Guest consents to receiving electronic messages from the Carrier containing marketing and promotional material and agrees that the Carrier does not need to include an "unsubscribe" facility in any electronic message sent to the Guest.

22. These terms and conditions of carriage may not be altered, modified or waived by any person (including the Carrier's agents, servants, employees or representatives).

23. These terms and conditions also apply to the Carrier's employees, agents and representatives, all other carriers used by the Carrier to carry the Guest and those carriers' employees, agents and representatives.