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Community Bulletin

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Passenger flight schedule update

The transition of air services for the Indian Ocean Territories to the new delivery partner Qantas is progressing as a priority. I know those of you with future bookings on Virgin Australia flights after 31 October are particularly eager for news regarding your arrangements.

Virgin Australia has made the decision to cancel and refund all current bookings to and from the Indian Ocean Territories from 3 November. All affected passengers will need to make new bookings through Qantas.

Virgin Australia has committed to work with individuals on the refund of affected bookings. I encourage anyone who has questions or concerns about this process to reach out to Virgin's customer service team, through the contact centre on 13 67 89.

New ticket sales through Qantas are now available, with accurate pricing and Qantas Frequent Flyer redemptions.

While we work through this transition, I understand this may cause some inconvenience to some community members, however it will allow passengers to align their travel plans with the new schedule.

The additional monthly Saturday Perth to Christmas Island return flights offered under the Qantas arrangement are currently being scheduled for November, December and January, which will further allow greater flexibility and seat availability. You will be informed when these flights open for bookings.

These initial changes and short-term disruptions are an expected part of the transition period and I again thank you for your patience and understanding during this time.

A reminder that the dedicated Qantas call centre line, which is available on 1300 026 698 between the hours of 8am-7pm Christmas Island time, is for urgent IOT route enquiries only. If you have general questions about the transition process, you can contact IOTairservicestransition@infrastructure.gov.au

I will continue to provide you with information as it becomes available, including fortnightly updates on transition arrangements as the Government and its partners focus on finalising plans for the future as a priority.

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