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Administrator of Christmas Island
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Community Bulletin

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Price-matching and additional IOT flights

As we continue to progress transition to the new air services partnership with Qantas, I am pleased to confirm that Qantas will price-match cancelled Virgin flights for those rebooking on a new Qantas service and who provide appropriate supporting evidence.

Affected passengers should contact either Qantas or their travel agent, depending on how their booking was made.

Virgin have also advised that passengers with cancelled bookings do not need to request their Virgin refunds. Refunds will be processed automatically as soon as possible.

I am also pleased to advise the first three additional monthly flights to Christmas Island.

In addition to the weekly Monday and Friday flights from 3 November 2025, Qantas will travel return from Perth to Christmas Island on:

- 15 November 2025
- 20 December 2025
- 31 January 2026

These flights are available to book now. New ticket sales through Qantas include current pricing and Qantas Frequent Flyer redemptions. Further monthly flights will be released in due course.

I acknowledge the particular pressures around end of year travel and know these additional flights will be welcomed by the Indian Ocean Territories communities. The extra capacity for Christmas Island will help to relieve demand on the usual triangulated services to Cocos and Christmas Islands.

In addition, the rate for child fares on the IOT route will be 75% of adult fares and this now available to book through Qantas. Travellers on the IOT flights will be able to both earn and redeem Frequent Flyer points and earn status credits in line with eligibility guidelines. The website is also being adjusted to reflect this over coming days.

Student and Pensioner passengers through the IOT's Pensioner Annual Free Trip Scheme and Student Subsidised Travel Scheme will continue to be supported in rescheduling their flights.

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 for individual passengers only.

The Group Travel team are available on 13 26 24, while travel agents can contact Qantas Agency Connect on 13 17 11 for assistance with agent bookings.

Queries about Virgin bookings should be directed to its contact centre on 13 67 89.

If you have general questions about the transition process, you can contact IOTairservicestransition@infrastructure.gov.au

As always, I appreciate your patience and understanding during this initial transition period as arrangements are embedded for the future. Please look out for my further updates as new information becomes available.

[Farzian Zainal, Administrator of Christmas Island and the Cocos \(Keeling\) Islands](#)

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