



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts

Media Release

30 April 2024

Hotline established to support Bonza passengers

A dedicated hotline number, 1800 069 244, has been set up by the Department of Infrastructure, Transport, Regional Development, Communications and the Arts to assist passengers affected by Bonza's temporary suspension of aviation services for 30 April 2024.

The hotline is available from now until 10pm tonight for Bonza passengers requiring advice, including on the options available to help get them home.

Qantas, Virgin Australia and Jetstar are all willing to assist passengers impacted by the situation, including re-booking passengers who need to return to their home port.

Passengers may also contact these airlines directly. Call:

- Qantas on 13 13 13
- Virgin Australia on 13 67 89
- Jetstar on 13 15 38 or Jetstar live chat

Callers should state you are a Bonza customer and the airlines will attempt to reaccommodate your flight to the best of their ability. Have your Bonza booking details available to reference.

Our priority today is to support passengers with travel booked today, 30 April 2024, who are stranded away from home and need to make alternate arrangements.

If you have not departed your home port, you should remain there. If your planned flight with Bonza is not today, you should monitor the media for advice about future Bonza scheduled services.

Media contact – media@infrastructure.gov.au