



FAQ

Qantas and Skytrans - Lord Howe Island flights

November 2024

Can I still book through Qantas?

- Yes. Once the transition is complete, customers will be able to book through all the normal Qantas channels or at Skytrans.com.au.

Can I still earn Frequent Flyer Points?

- Through the codeshare, if you are a Qantas Frequent Flyer and book via Qantas.com or Qantas sales channels, you will earn Qantas Points and Status Credits.

Will passengers still be able to use Qantas Frequent Flyer points with the new provider?

- Yes, once the codeshare agreement is in place, you will be able to use your points on flights from Sydney to Lord Howe Island.

Will I earn the same number of status credits and same number of points?

- Yes.

Will the resident fare scheme still exist?

- Yes, Skytrans will continue to offer resident fares.

Which terminal will I use if I am flying from Sydney to Lord Howe Island?

- We are intending for Skytrans operated flights to continue operating from Terminal 3. We will communicate with the community if there are any changes to this plan.

Can I still access Qantas Lounges?

- Yes, if you are travelling on a Qantas flight number and are eligible for access to the lounges in Sydney.

What aircraft will I be flying on?

- Skytrans will take delivery of Qantas' three Q200 aircraft and will operate these on the Sydney to Lord Howe route.

How will Qantas ensure tourism isn't impacted by this decision? Will the national carrier continue to promote Lord Howe Island as a destination?

- We will work closely with the Lord Howe Island Board and the Lord Howe Island Tourism Association through this transition to ensure we can continue to support the tourism industry here including through the Qantas Magazine, Qantas Travel Insider and Qantas' marketing channels.
- Importantly, through a codeshare with Skytrans, tourism operators and travel agents who have previously booked through Qantas.com, will still be able to do so.

Will Skytrans consider starting new routes from Lord Howe Island?

- Yes – however the priority for now is ensuring a seamless transition of the Sydney to Lord Howe route and ensuring we prioritise the operation of that route.

Does Skytrans have an engineering base in Sydney and if not, will they set one up?

- Currently, no, but this is all part of the transition process and Skytrans will set up a line maintenance base in Sydney.

Who are Skytrans?

Over the last 30 years, Skytrans Airlines has established itself as a key player in the regional aviation sector, providing essential Regular Public Transport (RPT) passenger services across Queensland. Founded in Cairns with a commitment to connecting remote communities, Skytrans has grown from a small regional airline to a vital link in the transportation network of Queensland.

The airline's focus on serving less accessible areas has helped bridge the gap between remote locations and connections to major cities, enhancing connectivity and supporting local economies.

In addition to its RPT services, Skytrans has played a crucial role in supporting Australia's resource sector through Fly-In Fly-Out (FIFO) services. Partnering with some of the country's leading resource providers, the airline facilitates the transportation of personnel to and from various mining and resource sites. This service is critical for the operational efficiency of these industries, ensuring that skilled workers can reach remote sites safely and reliably.

Where else do Skytrans operate?

