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## MEDIA RELEASE

### REX IMPLEMENTS CAPACITY REDUCTIONS DUE TO COVID RESTRICTIONS

Rex announced today reductions in services to cities and regional communities that are affected by extensive State border closures and/or lockdowns.

Domestic and Regional routes on Rex's network in New South Wales, Victoria, South Australia, Queensland and Tasmania will be either temporarily suspended or greatly reduced until the end of the State Government imposed border closures and/or lockdowns.

Affected passengers who booked directly with Rex can go online to Rex's COVID Refund Portal at: [rex.com.au/Coronavirus/CovidBookingChanges.aspx](https://rex.com.au/Coronavirus/CovidBookingChanges.aspx) or to Rex's website homepage for a link to the portal. The automated portal will refund all eligible tickets and the money will be returned to the original form of payment within a few days.

Customers who booked through a travel agent can still log on to our COVID Refund Portal for instructions on how to expedite a refund through the travel agents.

Rex Deputy Chairman, the Hon John Sharp AM said, "Rex's COVID Refund Portal ensures that our passengers receive their money in the bank within 2-3 days of making an eligible refund request through our automated portal. This gives our passengers the complete peace of mind to make their flight bookings without worry of any snap lockdowns and subsequent loss of money."

In this period of great uncertainty, Rex advises travellers to choose their airline carefully, as CHOICE, the Australian Consumers' Association, recently surveyed more than 4,000 travellers and found that few had received refunds, those offered credits or vouchers instead were unlikely to be able to use them, while the handful who succeeded in getting a refund were forced to wait several months to get their money back.

"Our survey shows many Australians have lost trust in the travel industry," Choice said.

"Qantas seemed to go out of its way to make things difficult," one respondent told Choice. "They deliberately limited the means by which customers could communicate with them. The chat option was removed from their webpage, as was a general email address. Phone calls were impossible as wait times were in excess of two hours, after which we were cut off more than once."

A scan of Qantas' own Facebook page revealed over 1,300 similar comments posted from frustrated consumers with many of them not able to get their refunds after being given the run-around for well over a year.

These 1,300 social media comments can be viewed at:  
[rex.com.au/FlightInfo/pdf/QFComplaints.pdf?d=090721](https://rex.com.au/FlightInfo/pdf/QFComplaints.pdf?d=090721)

**Rex** is Australia's largest independent regional and domestic airline operating a fleet of 60 Saab 340 and six Boeing 737-800NG aircraft to 61 destinations throughout all states in Australia. In addition to the airline Rex, the Rex Group comprises wholly owned subsidiaries Pel-Air Aviation (air freight, aeromedical and charter operator) and the two pilot academies, Australian Airline Pilot Academy in Wagga Wagga and Ballarat.

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Members of the Rex Group

