

## GUIDE FOR TRAVEL AGENTS



Tiger Airways is Asia-Pacific's true low fare airline. It offers passengers not only one of the lowest possible airfares in the market but safe, reliable and convenient point-to-point air travel. Tiger Airways took to the skies from Singapore in September 2004 with two aircraft in its fleet and three routes in its network. Today, Tiger Airways operates from three bases in the region: in Singapore, and from Melbourne and Adelaide in Australia. With a fleet of sixteen Airbus A320 aircraft, Tiger Airways offers flights to over 30 destinations across the Asia-Pacific region.

Established in March 2007, Tiger Airways Australia operates from Terminal Four, Tullamarine Airport at Melbourne, Victoria. With effect from 1<sup>st</sup> March 2009, Tiger Airways has operated from our second domestic hub out of Terminal 1, Adelaide International Airport.

For more information on Tiger Airways, please visit our website: [www.tigerairways.com](http://www.tigerairways.com)

For more information on our International Flight services, please refer to our International Sales Pack.

### OUR FLIGHTS

- Tiger Airways flights are operated by brand new Airbus A320 with a single-class of 180 seats.
- We operate on a point-to-point basis, thus transfer service is not available. All passengers must check in at the check-in counters.
- Our Conditions of Carriage apply at all times.

### HOW TO BOOK

- **Website: [www.tigerairways.com](http://www.tigerairways.com)**
  - Book up to 9 persons per transaction. Passengers' names, contact number, passport numbers and other details must be provided during the booking process.
  - Bookings can be made up to 4 hours before departure time.
  - Payment can be made by Visa credit /debit cards or Mastercard credit/debit cards.
  - Upon completion, customers can print the confirmation page with the booking reference number and produce at check-in at the airport.
  - Our website also offers hotel reservations, car hire and travel insurance. Select from a range of hotels in various cities, pick your ride and purchase protection for your journey at attractive prices.
  - Agent log-in is available via the website. Please refer to the Travel Agents section for details.
- **Call Center:**
  - For those who have no access to internet, booking at the Call Center is convenient.
  - The Call Center can make bookings for travel up to 4 hours before departure of the flight. Payment can be made by credit card (Visa/ Mastercard)
  - For group bookings (more than 10 passengers), full payment must be made immediately for travel within 4 weeks of departure and the names of passengers must be submitted at least 14 days before departure date.
  - For group quotations, please email your intended travel dates and group size to [augroups@tigerairways.com](mailto:augroups@tigerairways.com)

**Singapore Call Centre (Monday to Friday 8am – 10pm)  
(Saturday & Sunday 9am – 10pm)**

Telephone	+65 6808 4437
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**Australia Call Centre (7am to midnight daily)**

Telephone	+61 3 9999 2888
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**Indonesia Call Centre (Monday to Friday 8am – 9pm)  
(Saturday & Sunday 9am – 9pm)**

Telephone	009 803 60 1933 001 803 60 1933 007 803 60 1933 Toll- Free within Indonesia
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**Hongkong Call Centre (Monday to Friday 8am – 10pm)  
(Saturday & Sunday 9am – 10pm)**

Telephone	+61 3 9999 2888
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**Malaysia Call Centre (Monday to Friday 8am – 10pm)  
(Saturday & Sunday 9am – 10pm)**

Telephone	+603 7849 4608
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**Vietnam Call Centre (Monday to Friday 8am – 9pm)  
(Saturday & Sunday 9am – 9pm)**

Telephone	120 60114
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**China Call Centre (Monday to Friday 8am – 10pm)  
(Saturday & Sunday 9am – 10pm)**

Telephone	+86 40 0120 2090
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**Philippines Call Centre (8am – 10pm daily)**

Telephone	+632 884 1524
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**India Call Centre (Monday to Friday 8am – 7pm)  
(Saturday & Sunday 9am – 7pm)**

Telephone	000800 600 1153 Toll-Free within India
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**Thailand Call Centre (Monday to Friday 7am – 9pm)  
(Saturday & Sunday 9am – 9pm)**

Telephone	001 800 601 5637 Toll-Free within Thailand
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- **Airport Ticket Booth**

- Currently Tiger Airways offers ticket sales services at the following airports: Singapore (Budget Terminal), Phuket (3<sup>rd</sup> floor), Ho Chi Minh City, Clark, Perth International, Macau, Guangzhou, Shenzhen, Haikou, Kuala Lumpur LCCT, Chennai, Kuching, and Jakarta. Most Australian domestic airports also provide this facility at the service desk which opens 2 hours prior to the flight departure time.
- Customers can purchase tickets on departure before the check-in counter closes.
- Payment at ticket booths can be made by credit card or cash.

## **OUR TICKETS**

- Tiger Airways is a ticket-less airline. Passengers are required to present their booking confirmation, valid identification and travel documents for check-in.
- Tiger Airways book passengers on a confirmed basis. There is no stand-by ticket or open-dated ticket.
- Our tickets are non-transferable to other airlines.

## **AIRFARE**

- Tiger Airways domestic Australia airfares are quoted on a one-way basis, including GST and other charges unless specified.
- Children are charged the same fares as adults. Infant charges (for those below 2 years on date of travel) are charged at AUD 30.00 per infant per sector.
- Our airfares are priced in a tiered structure. Generally, customers who book early will enjoy the lower fares.

## **REFUND**

- All bookings are strictly non-refundable. Passengers who fail to show up for their flights or turn up late after check-in counters are closed are not entitled to any refund.

## **CHANGE OF TRAVEL AND FURTHER ASSISTANCE**

- Change of travel date and/or destination is permitted, but subject to change fees and charge of the fare difference (difference between the new and old airfares). Changes must be made at least 4 hours prior to departure.
- Name changes are allowed subject to payment of a change on a per passenger per flight sector basis via the call center, plus any additional cost between the original total price paid and the lowest total price available for the new flight at the time the change is made. If the total price is lower on the new flight, no refund will be made.
- Passengers may wish to read our Special Assistance Policy. Should you require special assistance when travelling with Tiger Airways, you must notify the Tiger Airways dedicated call center at least 5 days prior to departure. Failure to notify the call center of your requirements will result in the service being unavailable on arrival at the airport and passengers being denied carriage.

## BAGGAGE

- From 29<sup>th</sup> May 2008, passengers are offered the choice to save if they choose to travel with hand luggage only.
- For those passengers who need to check-in baggage they have the option to select a Luggage Upsize option to suit their needs at the time of making their reservation upon payment of a corresponding fee per passenger per one way flight. This excludes, but is not limited to, items such as sporting equipment.
- The charges for Upsize Luggage options are as follows:

<b>Advanced Booking Charges (Per Passenger Sector)</b>			
<b>Luggage Upsize™</b>	<b>Luggage allowance</b>	<b>Tiger Airways Singapore (TR flights)</b>	<b>Tiger Airways Australia (TT flights)</b>
<b>HAND LUGGAGE ONLY</b>	7kg hand luggage	FREE	FREE
	up to 15kg total checked luggage	S\$15	A\$12.00
<b>SMALL</b>	up to 20kg total checked luggage	S\$17	A\$17.50
<b>MEDIUM</b>	up to 25kg total checked luggage	S\$35	A\$30
<b>LARGE</b>	up to 30kg total checked luggage	S\$70	A\$60
<b>AIRPORT CHARGES</b>	Up to 15kg total checked luggage	S\$30	A\$50

- At the time of booking, select the Luggage Upsize™ option for each passenger in your party who wants to upsize. The amount displayed will be added to your total flight purchase price. If you require a different upsize option for the return sector, please book your flight sectors individually and purchase the appropriate Luggage Upsize™ for each sector.
- Passengers who have not pre-booked Luggage Upsize™ online at the time of booking have the option of doing so by calling the call centre up to 72 hours prior to departure. Passengers who do not exercise this option up to 72 hours prior to departure can still do so at the airport on the day of departure but will be limited to purchase only the 15kg baggage tier. Additional weight in excess of 15kg will be subjected to the prevailing excess baggage charges.
- Passengers who pay the Upsize Luggage fee at the time of booking or up to 72 hours before departure are not entitled to a refund of the fee in the event that they do not travel or do not carry the upsized luggage allowance of checked-in luggage.
- Any excess over the Luggage Upsize option selected; will be charged per kilo at the prevailing rates in the common currency of the departure airport.
- We charge a handling fee of SGD35 per sector for the following items that require additional/special handling and this can also be pre-booked at the time of making the reservation.
  - Golf Bags
  - Surfboards
  - Bicycles
  - Body boards
  - Canoes
  - Kayaks
  - Fishing Rods
  - Pole Vaults

## CHECK-IN

- Check-in counters open 2 hours and close 45 minutes before departure. Passengers who show up after check-in counters are closed will not be allowed to board the flight. The booking will be forfeited and cannot be changed.
- Check-in counter in Melbourne is at Tullamarine, Terminal 4 and Adelaide International Airport, Terminal 1.
- Tiger Airways operates a single-class cabin and gives passengers the option to select a seat for a small fee when making flight reservations via the website or the call centre. Extra legroom or emergency exit seats can be purchased at a premium. Please note that conditions apply to selections on the emergency exit seats.
- Infants are not entitled to baggage allowance.
- Passengers must check-in individually, group check-in is not allowed.
- Tiger does not accept unaccompanied children below 12 years of age. For minors aged between 12-14 years old, we may accept them for carriage provided a parent/guardian signs an indemnity form and remain at the airport until our flight departs.
- Young passengers aged between 15-18 yrs old can be accepted for travel unaccompanied.

## INFLIGHT SERVICES

- Snacks and refreshments are available for purchase on board.

## AGENT ACCOUNT

- Travel agents who have set up accounts with Tiger Airways can make booking via website as follows:
  - Log on to our website: [www.tigerairways.com](http://www.tigerairways.com)
  - Select Help > Info for Travel Agents, and click on the Travel Agent Login button
  - Fill in your Agency ID and password
  - Choose to make booking or view previously made bookings
  - To make a reservation, select flight/date and system will prompt the lowest available fares
  - Input passenger details and select any add-ons as per passengers' request
  - Select payment by 'credit card' or 'on account'
  - When the booking is completed, the system will provide a confirmation page for agent to print out and passenger can use this for check-in.

## ALTERNATIVE PAYMENT OPTIONS

- Besides using credit cards for payment, travel agents who are registered with us have the option to make payments for reservations through a pre-paid agency account. To set up the account, the agent should:
  - Have a valid Agent ID and password issued by Tiger Airways
  - Transfer funds of minimal A\$5,000.00 into our bank account (see details below)
  - Fax or email a copy of the bank transfer slip to Tiger Airways Sales Department +65 6822 2310 or email: [sales@tigerairways.com](mailto:sales@tigerairways.com)

Note: Failure to receive the bank transfer slip may result in funds not being updated into your agency account accordingly. It remains the individual travel agent's responsibility



- Bank Account Details:  
Bank Name: United Overseas Bank Limited  
Branch: Changi Airport Branch  
Beneficiary: Tiger Airways Pte Ltd  
Bank Code/ Sort Code: 7375  
Swift Code: UOVBSGSG  
AUD Account Number: 3689000086  
SGD Account Number: 1403020910  
HKD Account Number: 3689000450

For more information about our services and terms & conditions, please log on to our website: [www.tigerairways.com](http://www.tigerairways.com)  
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