

## NOTICE OF FILING

This document was lodged electronically in the FEDERAL COURT OF AUSTRALIA (FCA) on 27/03/2019 4:47:38 PM AEDT and has been accepted for filing under the Court's Rules. Details of filing follow and important additional information about these are set out below.

### Details of Filing

Document Lodged: Concise Statement  
File Number: VID309/2019  
File Title: AUSTRALIAN COMPETITION AND CONSUMER COMMISSION v  
STA TRAVEL PTY LTD  
Registry: VICTORIA REGISTRY - FEDERAL COURT OF AUSTRALIA



Dated: 29/03/2019 3:11:15 PM AEDT

Registrar

A handwritten signature in blue ink, appearing to read 'Warwick Soden'.

### Important Information

As required by the Court's Rules, this Notice has been inserted as the first page of the document which has been accepted for electronic filing. It is now taken to be part of that document for the purposes of the proceeding in the Court and contains important information for all parties to that proceeding. It must be included in the document served on each of those parties.

The date and time of lodgment also shown above are the date and time that the document was received by the Court. Under the Court's Rules the date of filing of the document is the day it was lodged (if that is a business day for the Registry which accepts it and the document was received by 4.30 pm local time at that Registry) or otherwise the next working day for that Registry.



## CONCISE STATEMENT

No. VID of 2019

Federal Court of Australia  
District Registry: Victoria  
Division: General Division

### AUSTRALIAN COMPETITION AND CONSUMER COMMISSION

Applicant

**STA TRAVEL PTY LTD (ACN 004 801 512)**

Respondent

#### A IMPORTANT FACTS GIVING RISE TO THE CLAIM

- 1 This proceeding concerns representations made to consumers by the Respondent, STA Travel Pty Ltd (**STA Travel**), about the benefits and characteristics of a facility known as the "MultiFLEX Pass". Despite representing that consumers who purchased this facility would not pay certain or any fees or charges for flight date changes, STA Travel in many cases imposed significant charges on consumers who utilised a MultiFLEX Pass to change flight dates.
- 2 STA Travel supplies travel and tourism related services to consumers in Australia. STA Travel has approximately 60 stores across Australia, with a presence in all States and Territories, except Tasmania and the Northern Territory.
- 3 STA Travel focuses its advertising on students and young people, including by emphasising discounts and flexibility.
- 4 Between September 2011 and at least March 2019 (the **Relevant Period**), STA Travel sold a range of MultiFLEX Passes, namely:
  - (a) the ONEFlex Pass, costing \$49 and allowing one flight date change;
  - (b) the '3 Change Pass' or 'Multiflex Pass', costing \$99 and allowing three flight date changes; and
  - (c) the 'Unlimited' or 'Ultimate' Change Pass costing \$149 and allowing unlimited flight date changes,each a **Change Pass**, together the **Change Passes**.
- 5 STA Travel promoted Change Passes via multiple channels, including its website, brochures, flyers, in-store posters, YouTube videos, LCD screen displays and decals. STA Travel instructed sales staff to attempt to sell the Change Pass to all consumers who purchased eligible international flights. When promoting Change Passes, STA Travel emphasised the benefits of the Change Pass in enabling consumers to make one or more date changes to flights without paying any, or only paying certain, fees and/or charges. The advertisements are set out in **Annexure A** (the **Promotional Material**).

## ***The Representations***

- 6 In its Promotional Material, STA Travel made statements substantially in the form of those set out in Part 1 of **Annexure B**, at the dates set out in that Annexure. The statements included:
- (a) “LOOK, NO FEES! MULTIFLEX DATE CHANGE PASSES. You buy the pass, we pay the fees. Feel the freedom and save money with our exclusive MultiFLEX date change passes. Make unlimited changes to your flights without any airline or admin fees.”
  - (b) [p8] “Travelling should be about having the freedom and flexibility to change your plans, which is why you can now make easy prepaid date changes to your flights without ever paying airline or admin fees. It’s a game changer. See page 12 for more info.” [p12] “With our exclusive MultiFLEX passes, you can now make easy prepaid date changes on the road, without ever paying airline or admin fees. [...] One change for \$49, three changes for \$99 and unlimited changes for \$149.”
  - (c) “No fees, no worries. With our exclusive MultiFLEX passes, you can now make unlimited date changes to your flights on the road, without ever having to pay the airline or admin fees. One change for \$49, three changes for \$99 and unlimited changes for \$149. Ask your Travel Expert which tickets are eligible.”
  - (d) “Designed for travellers, BlueTickets can be loved, lost, date changed or cancelled. Add a MultiFLEX pass for pre-paid changes and even more freedom on the road.”
  - (e) “Planning a trip? MULTIFLEX PASS Save time and money by purchasing your date changes upfront! FIND OUT MORE>”
  - (f) “[...] By buying your date changes up front you could save mega bucks giving you the freedom to change your mind without having to worry about any STA or airline fees. 3 change pass: Get 3 flight date changes for \$99 (save \$\$\$).”
  - (g) “Our OneFLEX pass will give you one flight date change while you’re away (once you have departed Australia), with no agent or airline change fees! Save by buying up front and get the freedom to change your mind during your trip, without having to worry about the cost. [...] ✓ One Free change to your flights ✓ No airline or STA change fees.”
  - (h) “MULTIFLEX PASS A flexible date change pass. For just \$99 get 3 free date changes or unlimited for \$149! You could save hundreds! Find out more>”
  - (i) “Price Drop Promise is a free inclusion of STA Travel’s MultiFLEX passes. Multi-FLEX passes allow you to make fee-free changes to your flights.”

- 7 In its Promotional Material, STA Travel also made statements substantially in the form of those set out in Part 2 of **Annexure B**, at the dates set out in that Annexure. The statements included:
- (a) "Our MultiFLEX date change passes give you the freedom and flexibility to change your flights without having to pay the airline or admin fees each time your plans change. If there's a difference in fare because your priced seat is unavailable, then we'll always offer you an alternative date, or you can choose to pay the difference in airfare. Either way, it can still save you hundreds in fees, especially on bigger trips. One change for \$49, three for \$99 and unlimited for \$149.\*\*\*\*"
  - (b) "Usually, every time you change a date you would be charged an admin fee and an airline fee. And airline date change fees can be costly. So this was never going to work for us. So with MultiFLEX we waive those fees, saving you time and money [...] if there is availability on your new flight, it is free to change with MultiFLEX! However, during busy periods or with last minute changes, the fare you paid may not be available. Or sometimes, flights are simply full. But don't panic. If the flight you want is full, we will always do our best to offer you an alternative. Or if your fare is not available, the airline will often allow you to pay the fare difference to get onto your chosen flight. With MultiFLEX you will always save as the airline and STA Travel fees are always waived."
- 8 By the matters set out in paragraph 6 above, STA Travel represented to consumers that a customer who purchased a Change Pass and who subsequently made changes to the date of a flight booking (**Flight Date Change**) would not be charged anything to change the date of their flight booking (**No Fees Representation**).
- 9 Alternatively to paragraph 8, by the matters set out in paragraph 6 above, STA Travel represented to consumers that a customer who purchased a Change Pass and who subsequently made a Flight Date Change would not be charged anything to change the date of their flight booking other than:
- (a) the difference in the cost of the airfare; and
  - (b) in some cases, any necessary taxes,  
(the **Fare / Tax Representation**).
- 10 Further, by the matters set out in paragraph 7 above, STA Travel made the Fare / Tax Representation to consumers.

### **Contraventions**

- 11 The No Fees Representation was false or misleading because, during the Relevant Period, when consumers who had purchased a Change Pass subsequently made a Flight Date Change, STA Travel nonetheless charged fees as set out in paragraph 12, below.

- 12 The fees charged by STA Travel to consumers who had purchased a Change Pass and subsequently made a Flight Date Change included:
- (a) commissions (**Flight Date Commissions**), which were charged as a matter of practice;
  - (b) other miscellaneous fees in, at least, the instances identified in **Annexure C**, (the **Miscellaneous Fees**);
  - (c) any difference in the cost of the airfare as charged by the airline; and
  - (d) applicable taxes,
- (collectively, the **Additional Charges**).
- 13 Further and alternatively, the Fare / Tax Representation was false or misleading because, during the Relevant Period, when consumers who had purchased a Change Pass subsequently made a Flight Date Change, STA Travel:
- (a) as a matter of practice, charged Flight Date Commissions to consumers; and
  - (b) charged Miscellaneous Fees to consumers.

***Effect of Contraventions***

- 14 During the Relevant Period, STA Travel used the Change Passes as a means of attracting and retaining consumers on the basis of the representations above. STA Travel generated significant revenue from the Change Passes, as:
- (a) over 123,000 consumers purchased Change Passes at an average of approximately \$100 per pass;
  - (b) STA Travel generated over \$12,321,475 in revenue from the sale of the Change Passes;
  - (c) of the 16,889 consumers who used their Change Pass to change flights, approximately 63% were charged Flight Date Commissions and/or Miscellaneous Fees; and
  - (d) STA Travel charged approximately \$1,000,000 in Flight Date Commissions and/or Miscellaneous Fees.
- 15 When STA Travel imposed a Flight Date Commission (contrary to the No Fees and Fare / Tax Representations) it often did so at a rate many times higher than the commission on the original fare. It was able to do so because of the following factors:
- (a) the consumer was generally unaware that they were being charged an amount other than the difference in the cost of the airfare, and any necessary taxes;
  - (b) the consumer had undertaken a significant investment in purchasing an airfare and a Change Pass from STA Travel, which was a sunk cost, and in any event was obliged to deal with STA Travel when making Flight Date Changes; and

- (c) the consumer was in all the circumstances less able to bargain to reduce the Additional Charges imposed by STA Travel.

**B RELIEF SOUGHT FROM THE COURT**

- 16 The Applicant seeks the relief specified in the accompanying Originating Application.

**C PRIMARY LEGAL GROUNDS FOR THE RELIEF SOUGHT**

- 17 The ACCC alleges that by making the No Fees Representation, and further or alternatively by making the Fare / Tax Representation, STA Travel engaged in conduct, in trade or commerce, which was misleading or deceptive or likely to mislead or deceive, in contravention of s 18(1) of the Australian Consumer Law (**ACL**), which is Schedule 2 to the *Competition and Consumer Act 2010* (Cth).
- 18 The ACCC alleges that by making the No Fees Representation, and further or alternatively by making the Fare / Tax Representation, STA Travel engaged in conduct, in trade or commerce, which falsely represented that the Change Passes had particular uses or benefits, in contravention of s 29(1)(g) of the ACL.
- 19 The ACCC alleges that by making the No Fees Representation, and further or alternatively by making the Fare / Tax Representation, STA Travel engaged in conduct, in trade or commerce, which was liable to mislead the public as to the nature, characteristics or suitability of the Change Pass in contravention of s 34 of the ACL.
- 20 To the extent the representations related to future matters, the ACCC relies on s 4 of the ACL and contends that STA Travel did not have reasonable grounds for making the representations.

**D ALLEGED HARM SUFFERED BY CONSUMERS AND BENEFIT TO STA TRAVEL**

- 21 As a result of the Representations:
  - (a) consumers were induced to acquire Change Passes on the false or misleading impression that they would not have to pay any fees, or any fees other than the difference in the cost of the airfare and any taxes, to make a Flight Date Change;
  - (b) many consumers were required to pay additional amounts which were higher than the difference in the cost of the airfare and any taxes, thereby limiting or negating the value of the Change Pass for which they had spent money over and above the original fares they had purchased;
  - (c) STA Travel took the benefit of asserting that it provided low-cost flexibility in circumstances where it did not do so; and
  - (d) STA Travel profited from the sale of the Change Passes, and in many cases profited when consumers used the Change Passes by charging and retaining Flight Date Commissions and/or Miscellaneous Fees.

Date: 27 March 2019



.....  
Signed by Alex Wolff  
Baker & McKenzie  
Lawyers for the Applicant

This Concise Statement was prepared by Baker & McKenzie and Penny Neskovcin SC and Elizabeth Bennett of Counsel

**Certificate of lawyer**

I Alex Wolff certify to the Court that, in relation to the concise statement filed on behalf of the Applicant, the factual and legal material available to me at present provides a proper basis for each allegation in the statement.

Date: 27 March 2019

A handwritten signature in black ink, appearing to read 'Alex Wolff', written in a cursive style.

.....

Signed by Alex Wolff  
Lawyer for the Applicant

# Annexure A

## PART 1

Advertisement 1



**MULTIFLEX PASS**

Freedom to change your flight dates whenever you want

- Save \$\$\$ when you buy up front
- Freedom to change your mind
- No extra airline fees

3 flight changes ➤ **\$99**

Unlimited flight changes ➤ **\$149**

STA TRAVEL  
multiflex pass

\*Full terms and conditions in store.

\*All red and black highlighted boxes in this document have been inserted by the Applicant

# START THE ADVENTURE

**PRICE BEAT GUARANTEE**  
WE'LL BEAT ANYONE'S PRICE.  
IF WE CAN'T, YOU'LL SCORE  
\$1000

**LAY-BY**  
BOOK NOW  
PAY LATER  
HAVEN'T GOT THE CASH  
RIGHT NOW? NO WORRIES

**MULTI FLEX PASS**  
UNLIMITED DATE CHANGES  
FOR \$149

**sta TRAVEL**

# SAVE 100's ON FLIGHT CHANGES



**GET 3 FLIGHT  
CHANGES FOR \$99**

**GET UNLIMITED  
FLIGHT CHANGES  
FOR \$149**

**Benefits:**

- Freedom to change your mind during your trip
- Save money
- Be prepared! Save time by buying up front

**GRAB YOUR  
MULTIFLEX PASS  
TODAY!**



## MULTIFLEX NEED TO KNOW:

### What does it cost?

3 changes for \$99 OR unlimited changes for \$149.



### How many flight changes do I get?

This product entitles you to either 3 or unlimited post-departure flight changes on your ticket. Any additional airline fare and taxes incurred as a result of your change are not covered (for example, if you change to a more expensive fare you will need to pay the difference - our hands are tied with this one - airline rules we're afraid!)

### Can I change dates before I leave the country?

Multiflex Pass is available post-departure. Please speak to your Travel Expert to take you through pre-departure options.

### Can I purchase a Multiflex Pass after I've departed?

Yes, the pass can be purchased at any time post departure!

### How do I redeem my Multiflex Pass?

The Multiflex Pass can be redeemed by emailing Travel Help on [travelhelp@statravel.com.au](mailto:travelhelp@statravel.com.au) or calling them on 134 782 or if outside AU on +61 3 9207 5900 Mon-Fri 9-8pm, Sat 10am-5pm, Sun 11am-4pm AEST.

### Can I let my friend use my Multiflex Pass?

No, Multiflex Passes are not transferable or refundable.

### Is my flight eligible for a Multiflex Pass?

This product is only available with selected international flights. Ensure that you have confirmation from STA Travel that your ticket is eligible prior to purchase. To check if your ticket is eligible, call 134 STA (782) or speak to your Travel Expert. All flight changes are subject to availability and ticket conditions.

### How much notice do I need to give to change my flights?

Multiflex will make it easier to change your date whenever possible but flights can always fill up, especially in peak season.

Please try and make your changes as far in advance as possible to ensure seats are available to avoid disappointment. Please read the Terms & Conditions available on our website or speak to your Travel Expert for more information on our Exclusive Multiflex Passes.

[www.statravel.com.au](http://www.statravel.com.au) 134 782

# THE BEST FLEX YOU'VE EVER HAD!

## BUNDLES

NEVER WORRY ABOUT EXPENSIVE DATE CHANGE FEES AGAIN! WITH OUR ONLY @ STA TRAVEL BUNDLE, WE'LL NOT ONLY WAIVE THE FEES, BUT ALSO THROW IN A HEAP OF AWESOME STUFF FOR FREE!

WHAT YOU GET	ONEFLEX \$49 BUNDLE	MULTIFLEX \$99 BUNDLE	ULTIMATE \$149 BUNDLE
Date changes with <b>NO FEES</b>	1	3	UNLIMITED
Outbound flight changes with <b>NO FEES</b>	—	—	UNLIMITED
Money off your Travel Insurance	—	5%	10%
CashFLEX Card	—	—	★
\$50 off your adventure	★	★	★
Global SIM card	★	★	★
STA Travel bottle opener	★	★	★
Perfect for...	RETURN FLIGHTS	MULTI-STOP FLIGHTS	ROUND THE WORLD FLIGHT!

**BEST SELLER**



Sign up to our newsletter for a weekly dose of happiness and the chance to

**WIN \$500 OFF YOUR TRIP**

ask your Travel Expert for details



★ **ONLY @ STA TRAVEL** ★

\*Terms and conditions apply, see reverse for details.

**\*ONLY @ STA TRAVEL BUNDLES TERMS AND CONDITIONS**

**ONLY @ STA TRAVEL BUNDLES ULTIMATE** entitles you to unlimited PRE AND POST departure date changes through STA Travel Global Travel Help on your ticket. Any additional airline fare and taxes incurred as a result of your change will be charged to the named passenger. The changes can only be redeemed against flights on this booking, for the passenger named on the itinerary and is non-transferable. Each passenger must have their own bundle. All changes are subject to availability and your original ticket conditions. e.g. maximum stay, blackout periods, etc. Please try and make your changes as far in advance as possible to ensure seats are available to avoid disappointment.

**ONLY @ STA TRAVEL BUNDLES OneFLEX and MultiFLEX** entitle you to 1 or 3 post departure date changes through STA Travel Global Travel Help on your ticket. These can ONLY be redeemed once you have departed Australia. Any additional airline fare and taxes incurred as a result of your change will be charged to the named passenger. The changes can only be redeemed against flights on this booking, for the passenger named on the itinerary and is non-transferable. Each passenger must have their own bundle. All changes are subject to availability and your original ticket conditions. e.g. maximum stay, blackout periods, etc. Please try and make your changes as far in advance as possible to ensure seats are available to avoid disappointment.

To contact Global Travel Help: email [travelhelp@statravel.com.au](mailto:travelhelp@statravel.com.au) (24hours turnaround) Phone: 1 34 782 (within Australia) or +61 3 9207 5900 (outside Australia) during the following hours: Monday - Friday 9am - 8pm, Saturday 10am- 5pm and Sunday 11am - 4pm.

**THESE PRODUCTS ARE NON REFUNDABLE.**

CashFLEX card full payment of at least a \$50 load must be received at the time of card application. STA Travel CashFLEX card is only available to those able to successfully adhere to the full terms and conditions of application as stated in the PDS. The STA Travel CashFLEX Visa Card is managed by Tuxedo Money Solutions PTY Ltd ABN 21 166 665 050 who are an authorised representative of Bendigo and Adelaide Bank Limited (ABN 11 068 049 178 AFSL /Australian Credit Licence 237879). The STA Travel CashFLEX Visa Card is a prepaid card issued by Bendigo and Adelaide Bank pursuant to a license from Visa Worldwide PTE Limited. STA Travel Pty Ltd ABN 34 004 801 512 is the distributor of the card. Card fees and top-up charges apply. Refer to full terms and conditions at [www.statravel.com.au/cashflex-terms.htm](http://www.statravel.com.au/cashflex-terms.htm).

Money off your travel insurance is only applicable if STA Travel insurance is purchased in full at same time as purchasing your ONLY @ STA Travel Bundle. Valid for Comprehensive policies only. This discount applies to new bookings only. Travel insurance is issued and managed by AGA Assistance Australia Pty Ltd ABN 52 097 227 177, AFSL 245631 trading as Allianz Global Assistance for the insurer Allianz Australia Insurance Limited ABN 15 000 122 850, AFSL 234708. STA Travel Pty Ltd AR 261330. STA Travel is an authorised representative of Allianz Global Assistance. Terms, conditions, limits and exclusions apply. Before making a decision you should consider the Product Disclosure Statement available from your local STA Travel store or online at [www.statravel.com.au](http://www.statravel.com.au).

**\$50 Off Your Adventure.** When you spend over \$500 on a tour or accommodation. Must be on for same trip bundle is purchased for.

**Global SIM card.** Will be posted to your home address. Please provide this at time of purchase.

**STA Travel Bottle Opener Keyring.** Provided to you instore at time of purchase upon availability.



START THE ADVENTURE  
**statravel.com**  
INSTORE. ONLINE. MOBILE

# THE BEST FLEX YOU'VE EVER HAD



**SAVE HEAPS ON FLIGHT CHANGES  
WITH OUR MULTIFLEX PASSES**

Get 1  
change for  
**\$49**

Get 3  
changes for  
**\$99**

Unlimited  
changes for  
**\$149**

#### **BENEFITS:**

- Freedom to change your mind during your trip
- Avoid expensive date change fees
- Save time by buying up front and avoid the stress while travelling

**GRAB YOUR MULTIFLEX PASS TODAY!**

★ **ONLY** @ STA TRAVEL ★

START THE ADVENTURE

# MULTIFLEX NEED TO KNOW

## WHAT DOES IT COST?

1 change post-departure for \$49, 3 changes post-departure for \$99 or unlimited changes pre- and post-departure for \$149.

## HOW MANY FLIGHT CHANGES DO I GET?

This product entitles you to either 1, 3 or unlimited post-departure flight changes on your ticket, and the Unlimited pass allows changes pre-departure as well. Any additional airline fare and taxes incurred as a result of your change are not covered (for example, if you change to a more expensive fare you will need to pay the difference - our hands are tied with this one - airline rules we're afraid!)

## CAN I CHANGE DATES BEFORE I LEAVE THE COUNTRY?

Only the Unlimited pass allows changes before you depart. You can even change where you're going! Please speak to your Travel Expert to go through the options with your pass.

## HOW DO I REDEEM MY MULTIFLEX PASS?

The MultiFLEX Pass can be redeemed by contacting your original store by phone or by email once overseas.

## CAN I LET MY FRIEND USE MY MULTIFLEX PASS?

No, MultiFLEX Passes are not transferable or refundable.

## IS MY FLIGHT ELIGIBLE FOR A MULTIFLEX PASS?

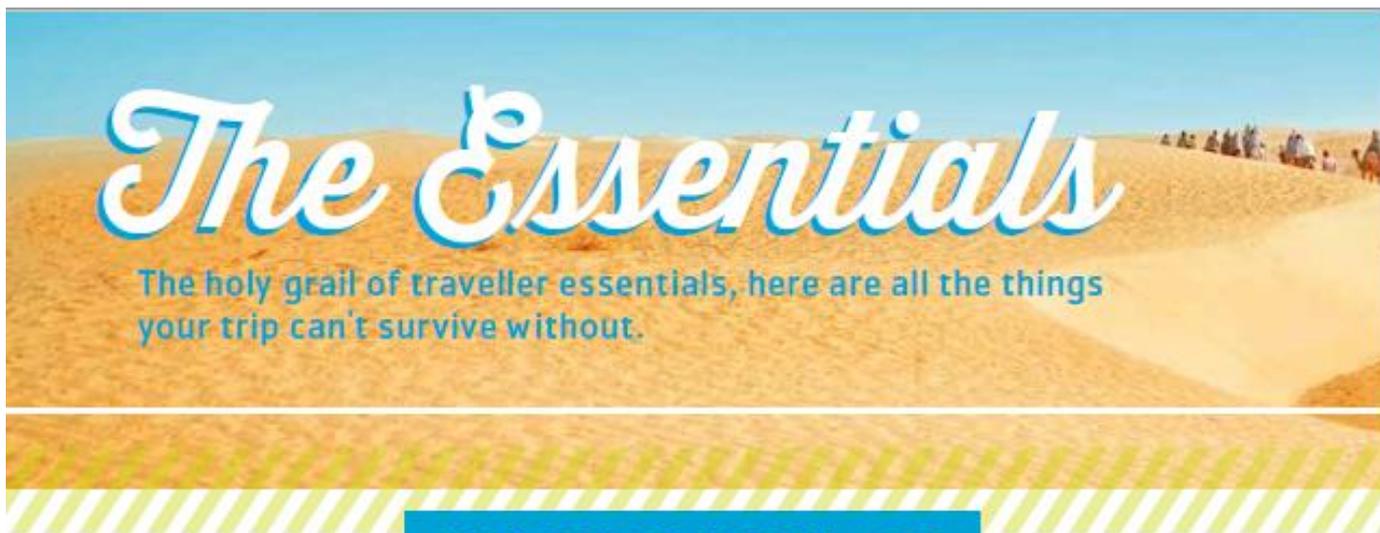
This product is only available with selected international flights. Ensure that you have confirmation from STA Travel that your ticket is eligible prior to purchase. To check if your ticket is eligible speak to your Travel Expert. All flight changes are subject to availability and ticket conditions.

## HOW MUCH NOTICE DO I NEED TO GIVE TO CHANGE MY FLIGHTS?

MultiFLEX Passes will make it easier to change your date whenever possible but flights can always fill up, especially in peak season. Please try and make your changes as far in advance as possible to ensure seats are available to avoid disappointment.

Terms and conditions apply and are available on our website, or speak to your Travel Expert for more information on our exclusive MultiFLEX Passes.

START THE ADVENTURE



# The Essentials

The holy grail of traveller essentials, here are all the things your trip can't survive without.

## BEFORE YOU GO

### VISAS

Not getting deported is a fairly important part of travelling, so make sure you check all entry requirements well in advance. And if you do require a visa, our visa service is safe, speedy and free of boring embassy queues. If you're not prepared, it could mean forking out hundreds on flights from a country you won't even see. Not fun.

### VACCINATIONS

Some countries won't even let you in without having had certain vaccinations, so check the requirements and visit your GP at least ten weeks before you depart.

### GLOBAL SIM CARDS

We get it, you're in a committed relationship with your mobile phone and couldn't possibly be parted. Who isn't? Avoid high roaming costs, get free incoming calls in over 100 countries, great call rates and data from 8c/mb. There, better now?

### AIRPORT HOTELS & LOUNGES

Early morning flight and no one kind (crazy) enough to drive you to the airport? Save some important snooze time by pre-booking airport hotels with us. Or, start your journey off in style by booking yourself fancy airport lounge access. Player.

### MULTIFLEX DATE CHANGE PASSES

Who said travellers were fickle and indecisive? Yes, that was definitely us.

Travelling should be about having the freedom and flexibility to change your plans, which is why you can now make easy prepaid dates changes to your flights without ever paying airline or admin fees. It's a game changer.

See page 12 for more info.



## Dear Travel Insurance,

We know that you're not always everyone's favourite travel purchase. People scoff at you, tell you they don't need you, and even palm you off onto their parents to deal with. Not us, we're here to thank you.

You support us when we spontaneously decide to skydive out of light aircraft, reimburse us when our stuff gets nicked, pay for us to return home in an emergency and generally lend your strong and silent support while we run around the planet doing stuff we wouldn't usually do - in places we wouldn't usually do it.

Thank you travel insurance. Your services to travellers have been duly noted.

See page 154 for more details.

## Check out before you check in

- Check the validity of your passport and make sure you have enough blank pages.
- Check through all your documentation and share it with family members via your MySTA account.
- Tell your bank where you're going to avoid getting your card blocked. Or get yourself an STA Travel Cashcard and get all the blocking power!
- Double-check the airline's luggage allowance.
- Compulsory last-minute panic check: passport, wallet, phone, charger, adaptor, sanitiser. Round of applause, you've nailed it.



WHAT WE LIKE BEST ABOUT FLYING IS OUR PRICES. AND THE SMALL BAGS OF PEANUTS.

**THE ORIGINAL ROUND THE WORLD EXPERTS**

We've been jumping into flat beds with the world's leading airlines for over 35 years, all to bring you exclusively low and flexible airfares.

Because we're not tied to the same rules and routes as other companies, our Travel Experts can help you piece together completely unique itineraries. Create your own multi-stop route, 18-month tickets and personalised Round the World trips with unlimited stops and mileage.

However fly you're feeling, we'll have just the ticket.

**PRICE BEAT GUARANTEE**

This is how confident we are about our airfares. If you do happen to find a cheaper price for the same economy class scheduled airfare, and we can't beat it, we'll give you \$1,000 travel credit towards your trip.\*

**BOOK NOW PAY LATER**

So, you could spend \$99 on a few bottles of wine, and drink them (responsibly) as you watch your dream flights go up in price. Or you could lock in the price of

those flights today with a \$99 deposit, and leave 'future you' to pay the balance 10 weeks before you fly.\*\*

**MULTIFLEX DATE CHANGE PASSES**

Flightly travellers, form an orderly queue!

With our exclusive MultifLEX passes, you can now make easy prepaid date changes on the road, without ever paying airline or admin fees. It can save you hundreds, which can then be spent on beer. Or 50 pairs of Thai fisherman pants.

One change for \$49, three changes for \$99 and unlimited changes for \$149.

**EXCLUSIVE STUDENT AND YOUTH FARES**

Back in 1979, STA Travel's flare-wearing forefathers created the first ever tickets for students and young people. They were cheaper, more flexible and flew in the face of everything we knew about airfares – offering unlimited stopovers, rebellious routings and bargain date changes. They used to be printed on blue paper, so today, we simply call them BlueTickets. (Slow day on the marketing floor).

Over 35 years later, our BlueTickets are still the lowest and most flexible fares for students and under 31s. And they're still only available at STA Travel.

**BUT WAIT, I'M NOT A STUDENT!**

Yes, we realise that this all seems a bit unfair to tax payers and the over 30s. That's why we have an open-to-all version of many of our BlueTickets, all offering the same unique freedom and flexibility. We just didn't want to call them GreyTickets that's all, out of respect.

**PREMIUM, BUSINESS AND FIRST**

We're referring to that section at the front of the plane - the bit you usually walk through to get to your seat?

Business, pleasure, extremely long legs... we have upgraded fares with the world's leading airlines. Try us, we can do classy when we want.

*When to book*

Booking last minute for long haul flights usually spells out OVERDRAFT. (If you can still focus through the tears). Most airlines release their seats 10-11 months in advance, with the lowest price tickets selling out first, so the earlier you book the better.

\*For full terms and conditions on our Price Beat Guarantee, please visit [statravel.com.au/price-beat.htm](http://statravel.com.au/price-beat.htm) \*\*Not all tickets are available for our \$99 layby scheme. Please ask your Travel Expert



**INDI is all about tailoring an itinerary to suit you, and that includes your flights.**

**THE ORIGINAL ROUND THE WORLD EXPERTS**

We've been jumping into flat beds with the world's leading airlines for almost 40 years, all to bring you exclusively low and flexible airfares.

Our Travel Experts can help you piece together completely unique itineraries. Fly in and out of different airports, add stopover packages, and create your own multi-stop and Round the World routes with unlimited stops and mileage.

**PRICE BEAT GUARANTEE**

This is how confident we are about our airfares. If you do happen to find a cheaper price for the same economy class scheduled airfare, and we can't beat it, we'll give you \$1,000 travel credit towards your trip.\*

**BOOKING YOUR FLIGHTS**

Last minute for long haul usually spells out OVERDRAFT. (If you can still focus through the tears!). Most airlines release their seats 10-11 months in advance, with the lowest priced tickets selling out first. Lock in the cheapest tickets with a \$99 deposit, paying the rest 10 weeks before you fly.\*\*

**CHANGING YOUR MIND**

No fees, no worries. With our exclusive MultiFLEX passes, you can now make unlimited date changes to your flights on the road, without ever having to pay the airline or admin fees. One change for \$49, three changes for \$99 and unlimited changes for \$149. Ask your Travel Expert which tickets are eligible.

**EXCLUSIVE STUDENT FARES**

Back in 1979, STA Travel's flare-wearing forefathers pioneered the first ever tickets for students and young people. They were cheaper, more flexible and flew in the face of every other ticket - offering unlimited stopovers, rebellious routings and bargain date changes. They were printed on blue paper, so today, we just call them BlueTickets. (Slow day on the marketing floor). Today, we have the world's largest airline network for students and under 31.

**BUT WAIT, I'M NOT A STUDENT!**

Yes, we realise this all seems a bit unfair to tax payers and the over 30s. That's why we have an open-to-all version of many of our BlueTickets, all offering the same unique freedom and flexibility. We just didn't want to call them GreyTickets that's all, out of respect.



*Upgraded Fares*

INDI is all about you, your trip and your budget. So if you'd rather fly premium economy, business or first, we've negotiated upgraded fares with the world's leading airlines..

\*For full terms and conditions on our Price Beat Guarantee, please visit [statravel.com.au/price-beat.htm](http://statravel.com.au/price-beat.htm) \*\*Not all tickets are available for our \$99 layby scheme. Please ask your Travel Expert







Never worry about expensive change fees ever again, grab your ONLY @ STA TRAVEL BUNDLE and we'll not only waive the fees for you but throw in a heap of awesome stuff for FREE!

BUNDLE > WHAT YOU GET <	ONEFLEX \$49 BUNDLE	MULTIFLEX \$99 BUNDLE	ULTIMATE \$149 BUNDLE	UNIFLEX \$49 BUNDLE
Date changes with NO fees	1	3	UNLIMITED	—
Outbound flight changes with NO fees	—	—	—	1
Money off your Travel Insurance	—	5%	10%	—
CashFLEX Card	—	—	★	—
\$50 off your adventure	★	★	★	★
Global SIM card	★	★	★	★
STA Travel bottle opener	★	★	★	★
Perfect for...	RETURN FLIGHTS	MULTI-STOP FLIGHTS	ROUND THE WORLD FLIGHTS	NOT KNOWING EXAM DATES



Sign up to our newsletter for a weekly dose of happiness and the chance to

**WIN \$500 OFF YOUR TRIP**

ask your Travel Expert for details

\*Terms and conditions apply, ask your Travel Expert for details.

# THE ORIGINAL AIRFARES FOR STUDENT & YOUTH EST 1979

**sta** *Blue  
Ticket* ✈️

★ **ONLY @ STA TRAVEL** ★

Invented by STA Travel way back in 1979, our exclusive BlueTickets have been flying students and young people around the planet on cheap and flexible airfares for over 35 years

## LEGENDARY LOW FARES

If you're a full-time student or under 30, enjoy BlueTicket's unbeatable prices, exclusive routes and flexible perks. Yes, it does seem unfair doesn't it? But so does not working or having wrinkles yet.

## FAMOUSLY FLEXIBLE

Cheap, easy and flexible, just like your ... oops sorry. Designed for travellers, BlueTickets can be loved, lost, date changed or cancelled. Add a MultiFLEX pass for pre-paid changes and even more freedom on the road.

## YOUR TRIP, YOUR WAY

BlueTicket will take you to places that no other ticket can! Add free stopovers, book exclusive 18 month tickets and join tickets together to create unique multi-stops and Round the World routes.

## BOOK NOW, PAY LATER

Ever sympathetic to the plight of the young and the studious "ahem" secure your flight price today and pay it off later. And as we're all about sunshine and rainbows, we also have a price beat guarantee.

## FLY WITH 60+ AIRLINES

With over 60 of the world's leading airlines onboard, BlueTicket is bigger than any other ticket. Combine as many airlines as you can, backtrack all over the place and add unlimited stops to your route.

## STA TRAVEL CARES

We'll never leave you stranded in your washing day undies on the other side of the world. Wherever you are, you can contact us 24 hours a day for help changing your ticket or for helpful laundry advice.

# LOOK, NO FEES!

MULTIFLEX DATE CHANGE PASSES.

You buy the pass, we pay the fees. Feel the freedom and save money with our exclusive MultiFLEX date change passes. Make unlimited changes to your flights without any airline or admin fees.



## Date-change pass

**Want the freedom to change your travel dates whenever you want? We've got just the ticket.** On average, an STA Traveller on a round the world trip will change their flight dates 5 times. By buying your date changes up front you could save mega bucks giving you the freedom to change your mind without having to worry about any STA or airline fees. 3 change pass: Get 3 flight date changes for \$99 (save \$\$\$).

This product is only available with selected international flight tickets. Ensure that you have confirmation from STA Travel that your ticket is eligible prior to purchase. To check if your ticket is eligible, call 134 STA (782) or speak to your travel advisor.

\*Your date-change/s could be subject to additional fare and tax. For example, if you change to a more expensive flight you will need to cover the difference.



### The Multiflex date-change pass - exclusive to STA Travel

**3 change pass:**  
Get 3 flight date changes for \$99 (save up to \$80)

[BOOK NOW](#)

**Unlimited change pass:**  
Get unlimited flight date changes for \$150 (save \$100's)

[BOOK NOW](#)

- Benefits:**
- Be prepared! Save time by buying up-front
  - Freedom to change your mind during you trip
  - Save money. There are no extra airline fees (charged by other travel companies)

#### Eligibility:

Multiflex Passes are restricted to specific flight ticket types. If you haven't already had your eligibility confirmed via email or by an STA Travel consultant do not purchase it. Please **call us** or visit your **local branch** to confirm. Refer to the full terms & conditions below:

#### Terms and Conditions:

This product entitles you to either 3 or unlimited post-departure date changes through STA Travel Global Travel Help on your ticket. Any additional airline fare and taxes incurred as a result of your change are not covered (for example, if you change to a more expensive fare you will need to pay the difference). Please note, the Multiflex Pass excludes Qatar Airways and Jetstar in most cases.

The Multiflex Pass can be redeemed by emailing Travel Help on <mailto:travelhelp@statravel.com.au> or calling them on Phones 134 782 or if outside AU on +61 3 9207 5900 Mon-Fri 9-8pm, Sat 10am-5pm, Sun 11am-4pm AEST.

These changes can only be redeemed against flights for this booking number for the named passenger's current flight booking and are nontransferable. All date changes are subject to availability and ticket conditions (eg, maximum stay). Please try and make your changes as far in advance as possible to ensure seats are available to avoid disappointment.

THIS PRODUCT IS NON-REFUNDABLE.

## Search & Book

FLIGHTS | HOTELS & HOSTELS | TOURS

From

To

#### Departure

dd/mm/yyyy

One way

#### Return

dd/mm/yyyy

Flexible dates

Students

0

Under 26

0

Adults 26+

0

Compare fares from other sites

[FIND YOUR FLIGHTS](#)

#### ADVANCED SEARCH

100% secure bookings with STA Travel



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[ARRANGE CALL BACK](#)

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### Multiflex Pass - One Date Change

Change your flight once while you're away



**1 DATE CHANGE**

Our OneFLEX pass will give you one flight date change while you're away (once you have departed Australia), with no agent or airline change fees! Save by buying up front and get the freedom to change your mind during your trip, without having to worry about the cost. MultiFLEX passes are restricted to certain flight ticket types and can only be used after you depart from Australia.

- ✓ One Free change to your flights
- ✓ No airline or STA change fees
- ✓ Freedom to change your mind
- ✓ Only available at STA Travel

IMPORTANT INFO AND DETAILS +

**AUD 49.00**

1

ADD TO CART

### Multiflex Pass - 3 Date Changes



**3 DATE CHANGES**

One of the greatest things in the world is the unknown, the unpredictable and the accidental. So here at STA Travel, you can now make our exclusive tickets even more flexible by adding on a MultiFLEX pass! Starting at just \$49, MultiFLEX allows you to change your flights without paying expensive airline change fees, potentially saving you hundreds of dollars! MultiFLEX; your pass to freedom!

- ✓ Three flight changes without airline or STA Travel fees\*
- ✓ Change of mind? No worries
- ✓ We take care of the changes 24/7/365 – no need to call an airline
- ✓ Only available at STA Travel

IMPORTANT INFO AND DETAILS +

**AUD 99.00**

1

ADD TO CART

Advertisement 14a

### Multiflex Pass - One Date Change

Change your flight once while you're away

Our OneFLEX pass will give you one flight date change while you're away (once you have departed Australia), with no agent or airline change fees! Save by buying up front and get the freedom to change your mind during your trip, without having to worry about the cost. MultiFLEX passes are restricted to certain flight ticket types and can only be used after you depart from Australia.

1 DATE CHANGE

**AUD 49.00**

1

ADD TO CART

One Free change to your flights

No airline or STA change fees

Freedom to change your mind

Only available at STA Travel

IMPORTANT INFO AND DETAILS -

CLOSE X

**Important Info**

Eligibility - MultiFLEX passes are only available on select exclusive STA Travel tickets. To confirm your ticket is eligible, please contact us via phone, email, chat or in store. The full terms and conditions are below.

Valid on STA Travel blue tickets only. The passes only come into effect once you have left Australia and cannot be used on your flight out of Australia (with the exception of the Unlimited Pass). MultiFlex will waive ALL airline and STA Travel change fees for the eligible number of changes. ONEFlex = 1 change, MultiFLEX = 3 changes, Unlimited = Unlimited changes. The Customer must pay any fare and tax difference on each change if there are any. Please confirm with an STA Travel Travel Expert before purchasing that you are on an eligible ticket.

\*Your MultiFLEX pass will take care of your change fees, but there may be changes to your fare level and taxes as charged by the airline which may be additional and payable at the time of your requested change

### Multiflex Pass - 3 Date Changes

One of the greatest things in the world is the unknown, the unpredictable and the accidental. So here at STA Travel, you can now make our exclusive tickets even more flexible by adding on a MultiFLEX pass! Starting at just \$49, MultiFLEX allows you to change your flights without paying expensive airline change fees, potentially saving you hundreds of dollars! MultiFLEX; your pass to freedom!

Three flight changes without airline or STA Travel fees\*

Change of mind? No worries

We take care of the changes 24/7/365 - no need to call an airline

Only available at STA Travel

IMPORTANT INFO AND DETAILS -

**AUD 99.00**

1

ADD TO CART

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CLOSE X

LIKE STA TRAVEL? SPREAD THE WORD!

### Multiflex Pass - One flight date change

**+ AUD 49.00**  
Price per traveller



- ✓ Purchase your MultiFLEX pass at the same time you book your flights to allow up to 1 change of your travel dates. Please check that your flight is eligible, as not all of them are!
- ✓ Want the freedom to change your travel dates? We've got just the ticket!
- ✓ Our 1 change pass is a great reassurance if you've booked a flight and want the flexibility to change your date.
- ✓ The flights that you have chosen are changeable (lucky you!) this means you can use the Multiflex pass to make one change.

Why do I need this?

[MORE DETAILS +](#)

1

[ADD TO CART](#)

### Multiflex Pass - Unlimited flight date changes

**+ AUD 149.00**  
Price per traveller



- ✓ Purchase your MultiFLEX pass at the same time you book your flights to allow unlimited changes of your travel dates. Please check that your flight is eligible, as not all of them are!
- ✓ Want the freedom to change your travel dates? We've got just the ticket!
- ✓ Our unlimited change pass is a great reassurance if you've booked a flight and want the flexibility to change your date.
- ✓ The flights that you have chosen are changeable (lucky you!) this means you can use the Multiflex pass to make unlimited changes.

Why do I need this?

[MORE DETAILS +](#)

1

[ADD TO CART](#)



### Multiflex Pass - One flight date change

+ AUD 49.00

Price per traveller

- ✓ Purchase your MultiFLEX pass at the same time you book your flights to allow up to 1 change of your travel dates. Please check that your flight is eligible, as not all of them are!
- ✓ Want the freedom to change your travel dates? We've got just the ticket!
- ✓ Our 1 change pass is a great reassurance if you've booked a flight and want the flexibility to change your date.
- ✓ The flights that you have chosen are changeable (lucky you!) this means you can use the Multiflex pass to make one change.

 ▼

ADD TO CART

Why do I need this?

[LESS DETAILS -](#)

**NO AIRLINE FEES:** MultiFLEX covers all STA and airline date change fees. All changes are subject to availability and ticket conditions. If the new flight is more expensive than the original, you WILL have to pay the difference.  
**PRICE DROP PROMISE:** Is included on eligible tickets with a MultiFLEX pass, subject to our standard terms and conditions available here:  
<https://www.statravel.com.au/price-drop-promise.htm>  
**CHANGES MADE ONLINE:** Make your changes via our online form - no need for expensive phone calls home or wasted time on hold to airlines! Click here for more terms and conditions  
<https://www.statravel.com.au/date-change-pass.htm>



1 DATE CHANGE

### Multiflex Pass - Unlimited flight date changes

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Price per traveller

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 ▼

ADD TO CART

Why do I need this?

[LESS DETAILS -](#)

**NO AIRLINE FEES:** MultiFLEX covers all STA and airline date change fees. All changes are subject to availability and ticket conditions. If the new flight is more expensive than the original, you WILL have to pay the difference.  
**PRICE DROP PROMISE:** Is included on eligible tickets with a MultiFLEX pass, subject to our standard terms and conditions available here:  
<https://www.statravel.com.au/price-drop-promise.htm>  
**CHANGES MADE ONLINE:** Make your changes via our online form - no need for expensive phone calls home or wasted time on hold to airlines! Click here for more terms and conditions  
<https://www.statravel.com.au/date-change-pass.htm>

HOME | CHEAP FLIGHTS

**FLIGHTS** | HOTELS | TOURS | INSURANCE

RETURN | ONE-WAY | MULTI CITY

From:

Destination:

dd/mm/yyyy | dd/mm/yyyy

Flexible dates (+/- 3)

Students | Under 31 | Adults | Teachers

0 | 0 | 0 | 0

**FIND A FLIGHT**

[MORE SEARCH OPTIONS ▶](#)

## CHEAP FLIGHTS

ROUND THE WORLD  
FLIGHTS  
FROM **\$1249**

virgin atlantic | australia

Melbourne to  
**LONDON**

RETURN  
**\$999**

**MultiSTOP**  
LIMITLESS ROUTING

**LAY-BY**  
YOUR FLIGHT  
FOR \$99

Search, compare and book the cheapest flights from Australia to any continent, country or city around the globe with STA Travel. As we work with some of the world's biggest airlines, we are proud to be able to provide our customers with the lowest-priced flight tickets on the market. We also offer exclusive BlueTicket prices for students as well as a convenient \$99 lay-by scheme and price drop promise for all travellers.

### Find A Flight By Region

<div style="background-color: #0070c0; color: white; padding: 5px; margin-bottom: 5px;"><b>Europe</b> ▶</div>  <table border="0" style="width: 100%;"> <tr><td><b>Barcelona</b></td><td>RETURN FROM <b>\$799</b></td></tr> <tr><td><b>Rome</b></td><td>RETURN FROM <b>\$879</b></td></tr> <tr><td><b>London</b></td><td>RETURN FROM <b>\$989</b></td></tr> </table>	<b>Barcelona</b>	RETURN FROM <b>\$799</b>	<b>Rome</b>	RETURN FROM <b>\$879</b>	<b>London</b>	RETURN FROM <b>\$989</b>	<div style="background-color: #0070c0; color: white; padding: 5px; margin-bottom: 5px;"><b>Asia</b> ▶</div>  <table border="0" style="width: 100%;"> <tr><td><b>Bali</b></td><td>RETURN FROM <b>\$259</b></td></tr> <tr><td><b>Bangkok</b></td><td>RETURN FROM <b>\$449</b></td></tr> <tr><td><b>Hong Kong</b></td><td>RETURN FROM <b>\$449</b></td></tr> </table>	<b>Bali</b>	RETURN FROM <b>\$259</b>	<b>Bangkok</b>	RETURN FROM <b>\$449</b>	<b>Hong Kong</b>	RETURN FROM <b>\$449</b>	<div style="background-color: #0070c0; color: white; padding: 5px; margin-bottom: 5px;"><b>New Zealand &amp; South Pacific</b> ▶</div>  <table border="0" style="width: 100%;"> <tr><td><b>Auckland</b></td><td>RETURN FROM <b>\$369</b></td></tr> <tr><td><b>Nadi (Fiji)</b></td><td>RETURN FROM <b>\$499</b></td></tr> <tr><td><b>Apia</b></td><td>RETURN FROM <b>\$779</b></td></tr> </table>	<b>Auckland</b>	RETURN FROM <b>\$369</b>	<b>Nadi (Fiji)</b>	RETURN FROM <b>\$499</b>	<b>Apia</b>	RETURN FROM <b>\$779</b>
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<b>San Francisco</b>	RETURN FROM <b>\$869</b>																			

### OUR TOP FLIGHT DEALS

✕ All Airports | ✕ All Regions | ⚖ All | MONTH All |  Hide Student/Youth Fares **SHOW** [Clear Filters](#)

One Way Flights

Return Flights

<p><b>LONDON (LON)</b> Travel between 23 Apr 2019 - 06 Jun 2019 Book by 27 FEB 2019</p> <p><b>\$559</b> Per person incl. taxes &amp; fees</p>	<p><b>BALI (DPS)</b> Travel between 01 Aug 2019 - 30 Sep 2019 Book by 10 MAR 2019</p> <p><b>\$259</b> Per person incl. taxes &amp; fees</p>
<p><b>SYDNEY (SYD)</b> <b>SANTIAGO (SCL)</b> Travel between 17 Jan 2018 - 02 Jan 2020 Book by 01 MAR 2019</p> <p>ONE WAY FROM <b>\$755</b> Per person incl. taxes &amp; fees</p>	<p><b>SYDNEY (SYD)</b> <b>AUCKLAND (AKL)</b> Travel between 17 Jan 2018 - 30 Nov 2019 Book by 01 APR 2019</p> <p>RETURN FROM <b>\$369</b> Per person incl. taxes &amp; fees</p>
<p><b>SYDNEY (SYD)</b> <b>CHRISTCHURCH (CHC)</b> Travel between 04 Feb 2019 - 10 Apr 2019 Book by 01 MAR 2019</p> <p>ONE WAY FROM <b>\$159</b> Per person incl. taxes &amp; fees</p>	<p><b>MELBOURNE (MEL)</b> <b>HONG KONG (HKG)</b> Travel between 01 May 2019 - 30 Jun 2019 Book by 27 FEB 2019</p> <p>RETURN FROM <b>\$449</b> Per person incl. taxes &amp; fees</p>
<p><b>MELBOURNE (MEL)</b> <b>CHRISTCHURCH (CHC)</b> Travel between 05 Feb 2019 - 03 Apr 2019 Book by 01 MAR 2019</p> <p>ONE WAY FROM <b>\$159</b> Per person incl. taxes &amp; fees</p>	<p><b>MELBOURNE (MEL)</b> <b>BANGKOK (BKK)</b> Travel between 01 Oct 2019 - 30 Nov 2019 Book by 10 MAR 2019</p> <p>RETURN FROM <b>\$449</b> Per person incl. taxes &amp; fees</p>
<p><b>MELBOURNE (MEL)</b> <b>AUCKLAND (AKL)</b> Travel between 01 Aug 2019 - 31 Aug 2019 Book by 01 MAR 2019</p> <p>ONE WAY FROM <b>\$159</b> Per person incl. taxes &amp; fees</p>	<p><b>PERTH (PER)</b> <b>TOKYO (TYO)</b> Travel between 01 Aug 2019 - 30 Sep 2019 Book by 27 FEB 2019</p> <p>RETURN FROM <b>\$499</b> Per person incl. taxes &amp; fees</p>

[LOAD MORE FLIGHTS](#)

### Start Planning Your Adventure

<a href="#">Call an Expert</a>	<a href="#">Book an Appointment</a>	<a href="#">Find a Store</a>	<a href="#">Email Us</a>
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**PLANNING A TRIP?**

<p><b>MULTIFLEX PASS</b></p> <p>Save time and money by purchasing your date changes up front!</p> <p><a href="#">FIND OUT MORE &gt;</a></p>	<p><b>STUDENT &amp; DISCOUNT CARDS</b></p> <p>Save money all over the world with a student, youth or teacher discount card.</p> <p><a href="#">BUY NOW &gt;</a></p>	<p><b>TRAVEL INSURANCE</b></p> <p>Buy your single or multi-trip travel insurance from only \$1.47 a day.</p> <p><a href="#">BUY INSURANCE &gt;</a></p>	<p><b>BOOK NOW PAY LATER</b></p> <p>Secure your dream flight now for only \$99!</p> <p><a href="#">FIND OUT MORE &gt;</a></p>
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### WHY BOOK WITH STA TRAVEL?

<p> <b>Price Beat Guarantee</b> Find the same flight cheaper? Awesome, we'll beat it!</p>	<p> <b>Flexibility</b> Get the freedom to change your mind with our Multiflex Flight Pass.</p>	<p> <b>24-hour support</b> Wherever you are in the world, STA Travel's team is on hand to help.</p>
<p> <b>Globetrotters</b> No matter where you want to go, we've got every continent covered.</p>	<p> <b>Exclusive Deals</b> Student, youth, or adult - get access to our best fares.</p>	<p> <b>More Options</b> Search and book multi-city flights online and go further.</p>

#### Cheap Flights

Gold Coast Coolangatta > Sydney	FROM \$89
Sydney > Ballina	FROM \$89
Sydney > Gold Coast Coolangatta	FROM \$89
Launceston > Melbourne	FROM \$89
Adelaide > Melbourne	FROM \$109

#### Most Popular Routes

Sydney > London	FROM \$499
Perth > Bangkok	FROM \$499
Melbourne > London	FROM \$499
Melbourne > Los Angeles	FROM \$549
Brisbane > Bangkok	FROM \$599

#### Top Destinations

New York
Bali
Los Angeles
London
Bangkok



- FLIGHTS
- ROUND THE WORLD
- TOURS
- STUDENT TRAVEL
- TRANSPORT
- HOTELS
- ESSENTIALS
- DEALS
- PLANNING
- DESTINATIONS

[HOME](#) | [CHEAP FLIGHTS](#) | [FLIGHT TYPES](#) | [STUDENT AND YOUTH FLIGHTS](#)

## STUDENT AND YOUTH FLIGHTS

STA Travel are the pioneers of Student and Youth travel. Our unique tickets are more flexible and cheaper in comparison to any other competitor in the travel industry. And to top it off we have a price beat guarantee to ensure you are getting the cheapest rate.

### SEARCH FLIGHTS BY REGION

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FLIGHTS
HOTELS & HOSTELS
TOURS

**Leaving From**  
Australia, Brisbane (BNE)

**Going To**  
London, United Kingdom, All Airpor

One-way Flight  
 Multi City

**Departure Date**  
15.03.2019

**Return Date**  
27.04.2019

Flexible dates

**Departure Time**  
Any

**Return Time**  
Any

**Students**  
0

**Under 26**  
1

**Adults 26+**  
0

FIND YOUR FLIGHT

[MORE SEARCH OPTIONS](#)



Book now and pay later from just \$99!  
[Find out more >](#)



Just show us a competitor quote and we'll beat it or you get \$1000 travel credit!  
[See how >](#)



A flexible date change pass

For just \$99 get 3 free date changes or unlimited for \$149! You could save hundreds!  
[Find out more >](#)

### LATIN AMERICA

Departs <small>Sort descending</small>	Destination <small>Sort descending</small>	Airline <small>Sort descending</small>	Depart Between	Book By	Eligibility <small>Sort descending</small>	From <small>Sort descending</small>	
Melbourne	Santiago (ONE WAY)	Latam Airlines	17/01/2018 - 02/01/2020	01/03/2019	student/youth	\$690	CALL 134 782
Brisbane	Santiago (ONE WAY)	Latam Airlines	17/01/2018 - 02/01/2020	01/03/2019	student/youth	\$699	BOOK ONLINE
Adelaide	Santiago (ONE WAY)	Latam Airlines	17/01/2018 - 02/01/2020	01/03/2019	student/youth	\$700	BOOK ONLINE



CALL US ON  
**134 782**

FLIGHTS ROUND THE WORLD TOURS TRANSPORT HOTELS ESSENTIALS DEALS PLANNING DESTINATIONS

HOME | CHEAP FLIGHTS | PRICE DROP PROMISE



## STA Travel's price drop promise

We've got something new and shiny to offer you fellow globetrotters - a price drop promise on your flights!

What does this mean? Book any MultiFLEX pass and if your flight price with STA Travel drops - we'll pay you back the price difference.

So lock in that next getaway and sleep in peace knowing you got a sweet deal.

SEARCH FLIGHTS

### Contact a Travel Expert

Call Us Book An Appointment Find a Store Email Us

### How it works

1. Price Drop Promise applies exclusively to STA Travel 'Blue Tickets' that depart from Australia, on an international flight, where

2. Price Drop Promise is a free inclusion of STA Travel's MultiFLEX passes. MultiFLEX passes allow you to make fee-free changes to your flights. There are three (3) types of MultiFLEX passes:

- \$49 - OneFLEX pass permitting one (1) change pre or post departure
- \$99 - MultiFLEX pass permitting up to a total of three (3) changes pre or post departure
- \$149 - UltimateFLEX pass permitting unlimited changes pre or post departure

• Terms & Conditions apply: Click [here](#) to find out more information or call 134 782 to speak with one of our STA Travel travel experts.

departure (whichever comes first) for identical flights, where the flight number, travel dates, cities, airline fare and ticket conditions are identical to those originally booked.

4. Price Drop Promise will only be claimed on airfares available to the general public from [statravel.com.au](#), airline direct, retail store and call centre travel agencies incorporated and registered within Australia. A general exclusion applies to online travel agents. All prices must be in Australian dollars and tickets issued via Australian IATA agencies only (IATA number and ABN or ACN must be displayed on quotation)

5. Price Drop Promise can only be claimed once per booking.

6. If you find a cheaper price, you must provide a full copy of the competitor quote on headed paper, which must also include the airline booking reference. If presenting a quote from [statravel.com.au](#) or an airline direct website, a current screenshot of the webpage at the final payment stage must be provided with the current quote date included on the screenshot. Quote must contain matching airfare description, travel dates, number of passengers, full price breakdown including all fees and charges (all airfare and taxes must be separately displayed). The quote must be showing availability within the same booking type, duration and with any inclusions/restrictions listed. The full supplier and agent terms and conditions must be displayed and must all be like for like with the STA Travel quote in order to offer Price Drop Promise.

7. Quote must be presented to STA Travel on the same day the quote was created by the competitor. The full payment date or ticketing deadline must be displayed on the quote, including date and time which must not have passed. The Price Drop Promise will be valid against the initial competitor quote only, we will not enter into an ongoing price negotiation.

8. Where we believe there to be an erroneous fare displayed by a competitor or that the price offered is no longer available to book, we have (one) 1 full business day to investigate the pricing. If at this point we prove the price to be invalid/incorrect or unavailable in the same economy booking class the best STA Travel price will be offered from [statravel.com.au](#)

9. When the quote gets the STA Travel all clear, we will apply the difference to be used as credit toward future flights, hotels/tours or insurance, bookable through any STA Travel store or by calling 1345TA. Travel credit is valid for 12 months from the date of issue. For eligible bookings issued on an unpaid Layby, STA Travel will honour the lower price and reduce the balance amount due (no further credit will be due to the customer). The full balance of the Layby must then be paid in full.

LIKE STA TRAVEL? SPREAD THE WORD!



#### CONTACT US

- CALL 134 782
- BOOK AN APPOINTMENT
- STORE FINDER
- EMAIL US

#### ABOUT STA TRAVEL

- Our Story
- Work for Us
- Why Book with Us
- Download our App
- Privacy Policy
- Terms & Conditions
- Our Social Responsibility
- Steward

#### SPECIALIST TRAVEL

Business Travel

#### SUPPORT

- Frequently Asked Questions
- Emergency Assistance

#### REQUEST A BROCHURE



#### STA TRAVEL BLOG

Explore the STA Travel Blog

*BlueTicket*

FLIGHTS | HOTELS | TOURS

RETURN | ONE-WAY | MULTI CITY ?

From: Australia, Brisbane (BNE) | Destination: London, United Kingdom, All Airports | Departure: 15/03/2019 | Return: 27/04/2019

Travellers: 1 | Flexible dates (+/- 3)

**FIND A FLIGHT**

MORE SEARCH OPTIONS +

### BlueTicket: Exclusive airfares for students and under 31

The world's largest airline network for students and under 31s, our famous BlueTickets have been flying the young, free and studious around the planet on the lowest and most flexible airfares for over 35 years.



#### Dear BlueTicket...

Thank you for having the lowest prices, the most flexibility fares and the fewest rules. Your services to students have been duly noted.



#### World's leading airlines

Over 60 of the world's leading airlines have joined our BlueTicket network, including Qatar, Qantas, Emirates and Cathay Pacific.



#### Secure with a deposit

Step away from the flu trial clinic! All fares can be booked with a deposit instore or on the phone, leaving 'future you' to pay it off later.



#### Fares for rebels

Book 18 month tickets, add unlimited stopovers and design your own Round the World route with a Travel Expert instore or on the phone.



#### Freedom and flexibility

Most of our BlueTickets have super low date change fees and cancellation conditions, so that you can stay free and flighty on the road.



#### No fees, no worries

You can add a MultiFLEX pass to every BlueTicket, giving you unlimited date changes without ever having to pay costly airline or admin fees.

### Start Planning Your Adventure

Call an Expert
Book an Appointment
Find a Store
Email Us



Don't leave for your Round the World trip without looking at our must haves. Our travel essentials will help to make your Round the World trip run more smoothly, from our comprehensive travel insurance and visa service to our money-saving MultiFLEX passes and discount cards.

TOP ROUND THE WORLD ROUTES ▶

FEATURED ROUTE ▶

TALK TO AN EXPERT ▶



### Get more flexibility with MultiFLEX

Let's face it, the only person that ever stuck to their Round the World flight dates was Santa! Travel with the freedom of knowing that if your plans alter, you can change your flight dates without having to pay any airline or admin fees. From one change to unlimited change passes, it can save you hundreds in airline charges.

MULTIFLEX PASSES FROM \$99



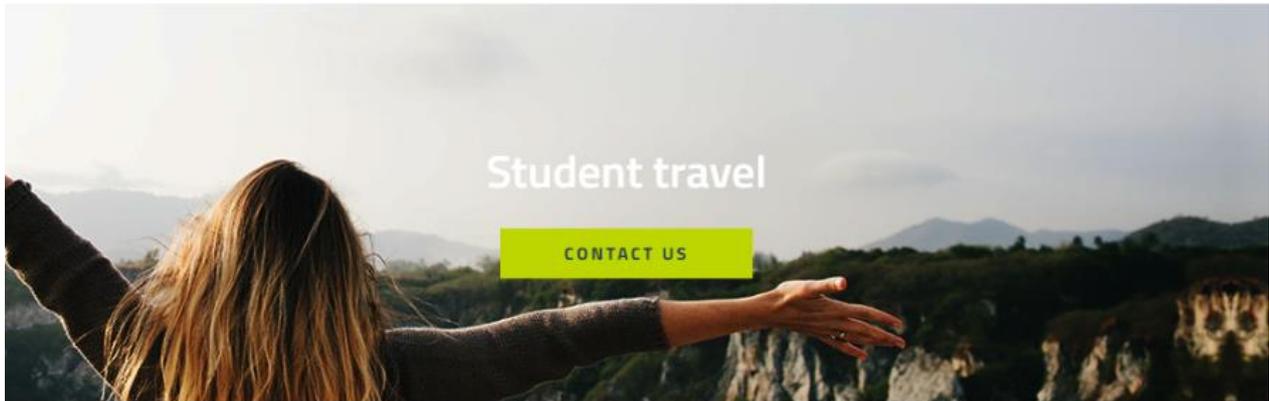
### Insure your big trip

Whether you're trekking in Nepal or snowboarding in Canada, protect yourself against those potential injuries, illnesses or lost belongings and travel with insurance. We offer a range of special travel insurance policies so that you can tailor your cover to suit your trip.

BUY INSURANCE

LAY-BY YOUR ROUND THE WORLD TRIP FOR \$99

FIND OUT MORE



### Student flights and travel deals

Being the world's largest student and youth travel company, we'd go so far as to say we know students pretty well (and we love them). From the thrifty bargain hunters, the flashpackers, the smart travellers and everyone in between - we've got your back. We've got student flights, travel insurance and other crazy travel deals, so consider this your one-stop-shop for all your travel vibes.



#### Student flights

Once upon a time, two travellers decided to shake up the airfare game, with tickets that allowed travellers to design their own routes and get the lowest possible price. We call them BlueTickets.

[TELL ME MORE](#)



#### Gap Year

Spend your gap year exploring exciting corners of the world, working and travelling, volunteering with communities and soaking up those awesome local vibes.

[FIND OUT MORE](#)



#### Study abroad

Stuck between wanting to gain some new skills and putting it all on hold to go on an adventure? Do both! Learn a language, take up a student exchange program... the possibilities are endless!

[FIND OUT MORE](#)



 <p><b>Working holidays</b></p> <p>Why work in an office when you could be out working and travelling an amazing country like the US, Canada, Japan or the UK? Add skills to your CV and live out your travel dreams. Sorted.</p> <p><a href="#">GET ME OUT THERE</a></p>	 <p><b>Travel money card</b></p> <p>A prepaid cash card is a handy accessory for your travels - just load up your card and spend it in the local currency! No more ridiculous ATM charges, it's safe, and it's easy to top up.</p> <p><a href="#">FIND OUT MORE</a></p>	 <p><b>Volunteer abroad</b></p> <p>We're big fans of the world - it gives us so much love, fun, and opportunity, so we're strong advocates of giving something back to it. Find out how you can help.</p> <p><a href="#">SEARCH PROJECTS</a></p>
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<a href="#">TRAVEL PLANNING</a> ▶	<a href="#">MORE STUDENT DEALS</a> ▶	<a href="#">TRAVEL BLOG</a> ▶
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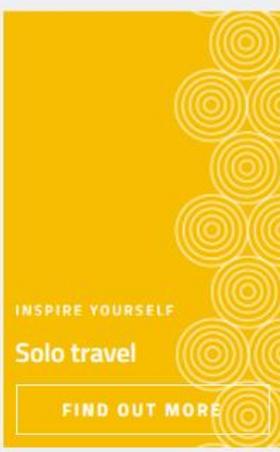
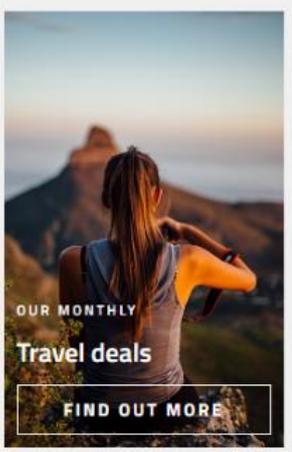
### Why book your student travel with us?

-  **Legendary student airfares**
-  **Student & youth specialists**
-  **Layby your flights**
-  **Price Drop Promise**
-  **MultiFLEX**
-  **Round the world experts**

No fees, no worries! MultiFLEX gives you flexibility on flight date changes, so you can be spontaneous!

[Find out more >](#)

**More student travel deals and inspiration...**

 <p>LOCK IT IN</p> <p><b>Layby holidays</b></p> <p><a href="#">FIND OUT MORE</a></p>	 <p>HUGE SAVINGS WITH</p> <p><b>Student discounts</b></p> <p><a href="#">GET A CARD</a></p>	 <p>INSPIRE YOURSELF</p> <p><b>Solo travel</b></p> <p><a href="#">FIND OUT MORE</a></p>	 <p>OUR MONTHLY</p> <p><b>Travel deals</b></p> <p><a href="#">FIND OUT MORE</a></p>
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**Student travel in Australia**

	<p><b>AUSTRALIA</b></p> <p><b>Outback Adventure (start Alice Springs)</b> <span style="float: right;">11 days</span></p> <p><a href="#">BOOK ONLINE</a></p> <p>Alice Springs &gt; Kings Creek Station &gt; Uluru &gt; Tennant Creek &gt; Katherine &gt; Kakadu National Park &gt; Darwin</p>
	<p><b>AUSTRALIA</b></p> <p><b>Reef and Whithaven Adventure</b> <span style="float: right;">4 days</span></p> <p><a href="#">BOOK ONLINE</a></p> <p>Airlie Beach &gt; Whitsunday Islands National Park</p>
	<p><b>AUSTRALIA</b></p> <p><b>Dragonfly Dreaming Top End Safari</b> <span style="float: right;">3 days</span></p> <p><a href="#">BOOK ONLINE</a></p> <p>Kakadu National Park &gt; Litchfield National Park &gt; Yellow Waters Cruise &gt; Twin Falls &gt; Jim Jim Falls</p>
	<p><b>AUSTRALIA</b></p> <p><b>Linger Longer on Fraser</b> <span style="float: right;">4 days</span></p> <p><a href="#">BOOK ONLINE</a></p> <p>Fraser Island</p>
	<p><b>AUSTRALIA</b></p> <p><b>Ultimate Wildlife Experience - Perth to Adelaide</b> <span style="float: right;">9 days</span></p> <p><a href="#">BOOK ONLINE</a></p> <p>Perth &gt; Fitzgerald River National Park &gt; Cape Le Grand National Park &gt; The Mullerbus, Boreas, Hamstead, Coast, Australia Parks &amp; Wildlife Parks</p>



START THE ADVENTURE

CALL US ON  
134 782

FLIGHTS ROUND THE WORLD TOURS STUDENT TRAVEL TRANSPORT HOTELS ESSENTIALS DEALS PLANNING DESTINATIONS

HOME | TRAVEL EXTRAS



## Travel Essentials

Why you should book with STA Travel

Don't leave for your big trip without looking at our travel essentials. Our travel essentials will help to make your trip run more smoothly, from our comprehensive travel insurance and visa service to the Multiflex pass and discount cards. From our Price Beat Guarantee to our lay-by schemes on tours and on flights, these are the essentials that make us different from the rest!

TRAVEL INSURANCE

DISCOUNT CARDS

CONTIKI BOOK NOW, PAY LATER

MULTIFLEX PASS

CASHFLEX CARD

# PRICE BEAT GUARANTEE



### We'll beat it...

Lovers of big adventures on backpacker budgets, we'll always guarantee to beat the prices of any of our competitors

### or give you \$1,000

Talk is cheap, so we're willing to back this up. If we can't beat a genuine quote, we'll give you \$1,000 credit towards your trip

### What will we beat?

Our price beat guarantee applies to economy class scheduled flights, selected tour companies and selected accommodation. T&Cs apply

## STA Exclusives

We've got a bunch of products that our team of travel experts have carefully put together just for you. From exclusive student/youth fares and date change passes to a nifty little mobile app - you can't get these anywhere else!





## Get more flexibility with MultiFLEX

Our Multiflex Pass allows you to save time and money by purchasing your date changes up front allowing you the freedom to change your mind during your trip and save upwards of \$100!

MULTIFLEX PASSES FROM \$99

## CashFLEX visa card

You've been saving for what feels like forever and your big trip's just around the corner. Forget hiding wads of money in a sock or debatably fashionable bumbag. Twenty-first century travel is all about a nifty, fuss-free, no fee card you can really count on. Flexible, easy and safe and it's all in the name: CashFLEX.

FIND OUT MORE



## The STA Travel app

Wherever you are in the world, search and book from thousands of the cheapest hostels, hotels and local activities straight from your smartphone. Book at the lowest price with limited-time discounts and secret app deals.

FIND OUT MORE

## Why do I need travel insurance?

In the spirit of honesty between travellers, travel insurance is not the most exciting thing in the world. However, it may be the most important thing that you take on your travels. Yes, even more important than hand sanitizer. Buying insurance will help give you peace of mind, giving you cover should the unexpected happen before you depart as well as helping to keep you safe while you're away.



# PART 2

## Advertisement 23

CONTACT US GET \$50 OFF FIND A STORE YOUR SEARCHES SIGN IN BACKPACKER by STA TRAVEL 中文

**sta** START THE ADVENTURE CALL US ON 134 782

FLIGHTS ROUND THE WORLD TOURS STUDENT TRAVEL TRANSPORT HOTELS ESSENTIALS DEALS PLANNING DESTINATIONS

HOME | CHEAP FLIGHTS | MULTIFLEX PASS



A banner image showing a tropical beach scene with palm trees and a clear blue sky. In the foreground, a man and a woman are sitting on the sand, looking out at the ocean. The text 'MultiFLEX flight passes' is overlaid in the center, with a yellow 'CONTACT US' button below it.

### Flexible flight date change passes

We believe that one of the greatest things about travel is the unknown and the unpredictable. That's why at STA Travel, you can now make our tickets even more flexible by adding on a MultiFLEX pass. Starting at just \$49, MultiFLEX allows you to change your flights without having to pay the airline or agent fees every time your plans change, saving you hundreds!

FLIGHTS

RETURN ONE-WAY MULTI CITY

From Australia, Brisbane (BNE) Destination London, United Kingdom, All Airports | Departure 15/03/2019 Return 27/04/2019

Students Under 31 Adults Teachers

0 1 0 0

Flexible dates (+/- 3)

FIND A FLIGHT

MORE SEARCH OPTIONS



#### No airline fees

With MultiFLEX we'll waive ALL the date change fees, so you'll just pay the difference in airfare and taxes - if there are any.

#### Online changes

To make your changes, simply fill out a form online. No expensive calls back to Australia or sitting on hold to airlines!

#### Buy before you fly

Passes can only be added to eligible tickets and must be purchased before you leave Australia, so get yours today.

## How to use a MultiFlex Pass



Buy your MultiFLEX pass today!

CALL TO BOOK YOUR PASS



### OneFLEX pass from \$49

Our OneFLEX pass allows you to make one date change to your flights either before or after you've left Australia, free from any fees. You'll save money by buying your changes upfront and get the freedom to change your mind during your trip, without having to worry about how much it's going to cost. Price Drop Promise is now included with all MutiFLEX passes. Find out more [here](#).

EMAIL US

### MutiFLEX pass - 3 changes from \$99

This pass is ideal if you're heading off on one of our awesome multi-stop tickets. You can change your flight dates three times, either before or after you've departed Australia, without paying any fees. Price Drop Promise is now included with all MutiFLEX passes. Find out more [here](#).

EMAIL US





## UltimateFLEX - Unlimited changes from \$149

Perfect for Round the World trips, get unlimited fee-free date changes pre and post departure. So if you realise you have to be in Cuzco for the annual Inti Raymi festival, or accidentally get stuck in a hammock in Bali, you can change your dates online as many times as you like. Price Drop Promise is now included with all MultiFLEX passes. Find out more [here](#).

[EMAIL US](#)

Eligibility – MultiFLEX passes are only available on select exclusive STA Travel tickets. To confirm your ticket is eligible please contact us via phone, email or in store. The full terms and conditions are below. The ONEFlex, MultiFLEX and UltimateFLEX will waive all airline and STA fee's for the eligible number of changes. ONEFlex = 1 change, MultiFLEX = 3 changes, UltimateFLEX = Unlimited changes. The Customer must pay all fare and tax increase on each change if there are any. Please confirm with an STA Travel travel expert before purchasing that you are on an eligible ticket. Price Drop Promise is now included with all MultiFLEX passes. Find out more on Price Drop Promise [here](#).

\*Your MultiFLEX pass will take care of your change fees, but there may be changes to your fare level and taxes as charged to the airline which may be additional and payable at the time of your requested change.

LIKE STA TRAVEL? SPREAD THE WORD!



### CONTACT US

- [CALL 134 782](#)
- [BOOK AN APPOINTMENT](#)
- [STORE FINDER](#)
- [EMAIL US](#)

### ABOUT STA TRAVEL

- [Our Story](#)
- [Work for Us](#)
- [Why Book with Us](#)
- [Download our App](#)
- [Privacy Policy](#)
- [Terms & Conditions](#)
- [Our Social Responsibility](#)
- [Sitemap](#)

### SPECIALIST TRAVEL

- [Business Travel](#)

### SUPPORT

- [Frequently Asked Questions](#)
- [Emergency Assistance](#)

### REQUEST A BROCHURE



### STA TRAVEL BLOG

[Explore the STA Travel Blog](#)



**LET'S TALK MULTIFLEX**

**ON A ROUND THE WORLD TRIP**

**A LOT OF TRAVELLERS WILL LOOK TO CHANGE THEIR FLIGHT DATES**

**SOME CALL IT FLIGHTY**

**HOWEVER WE JUST CALL IT ADVENTURE**

**USUALLY, EVERY TIME YOU CHANGE A DATE**

**YOU WOULD BE CHARGED AN ADMIN FEE AND AN AIRLINE FEE AND AIRLINE DATE CHANGE FEES CAN BE COSTLY**

**SO THIS WAS NEVER GOING TO WORK FOR US**

**SO WITH MULTIFLEX, WE WAIVE THOSE FEES, SAVING YOU TIME AND MONEY**

**EVER WONDERED WHY AIRFARES GET MORE EXPENSIVE THE LATER YOU BOOK?**

**THAT'S BECAUSE AIRLINES SELL THEIR SEATS IN PRICE BRACKETS**

ECS 360	ECS 440	ECS 560	ECS 680
---------	---------	---------	---------

**AND THE CHEAPEST WILL ALWAYS SELL OUT FIRST**

ECS 360	ECS 440	ECS 560	ECS 680
---------	---------	---------	---------

**IF THERE IS AVAILABILITY ON YOUR NEW FLIGHT, IT IS FREE TO CHANGE WITH MULTIFLEX!**

ECS 360	ECS 440	ECS 560	ECS 680
---------	---------	---------	---------

**HOWEVER, DURING BUSY PERIODS OR WITH LAST MINUTE CHANGES, THE FARE YOU PAID MAY NOT BE AVAILABLE**

ECS 360	ECS 440	ECS 560	ECS 680
---------	---------	---------	---------

**OR SOMETIMES, FLIGHTS ARE SIMPLY FULL**

ECS 360	ECS 440	ECS 560	ECS 680
---------	---------	---------	---------

**BUT DON'T PANIC**

**IF THE FLIGHT YOU WANT IS FULL, WE WILL ALWAYS DO OUR BEST TO OFFER YOU AN ALTERNATIVE**

**OR**

**IF YOUR FARE IS NOT AVAILABLE**

**THE AIRLINE WILL OFTEN ALLOW YOU TO PAY THE FARE DIFFERENCE TO GET ONTO YOUR CHOSEN FLIGHT**

ECS 360	ECS 560
---------	---------

**WITH MULTIFLEX, YOU WILL ALWAYS SAVE**

**AS THE AIRLINE AND STA TRAVEL FEES ARE ALWAYS WAIVED**

WITH MULTIFLEX	WITHOUT MULTIFLEX
+ ANY FARE DIFFERENCE	+ ANY FARE DIFFERENCE
<b>+ NO FEES!</b>	+ STA TRAVEL ADMIN FEE
	+ AIRLINE DATE CHANGE FEE

**TIPS ON USING YOUR MULTIFLEX PASS**

**ALL DATE CHANGES, WITH OR WITHOUT A MULTIFLEX PASS, ARE ALWAYS DOWN TO AVAILABILITY ON THE FLIGHT**

**AVOID PEAK PERIODS SUCH AS CHRISTMAS, WHERE FLIGHTS ARE ALWAYS BUSIER**

**ALL TICKETS ARE DIFFERENT**

**TRY TO BE AS FLEXIBLE AS YOU CAN WITH YOUR NEW DATES**

**THE EARLIER YOU REQUEST YOUR CHANGE, THE MORE SEATS SHOULD BE AVAILABLE**

**MULTIFLEX DOES NOT EXTEND THE VALIDITY OF YOUR TICKET (A 6 MONTH TICKET IS STILL A 6 MONTH TICKET. WE'RE GOOD, BUT NOT THAT GOOD)**

**CONTACT OUR TEAM VIA OUR WEBSITE**

**www.statravel.com**

**OR ON TWITTER @statravelcares**



Over the last 40 years, we've worked with the world's leading airlines to bring you exclusively low and flexible fares. From one-way flights to 18-stop Round the World routes, we guarantee to have just the ticket.

#### THE ORIGINAL ROUND THE WORLD EXPERTS

First rule of flight club... our club is a little different. Because we're not tied to the same rules and routes as other travel companies, our Travel Experts can help you to create completely unique multi-stop and Round the World itineraries from our exclusive open-to-all and student fares.

#### OPEN-TO-ALL AND STUDENT FARES

Our BlueTickets are just for students and under 31\*, however, we appreciate that this does seem a little unfair to tax payers/the over 30s! That's why we have an open-to-all version of many of our BlueTickets, all offering the same unique flexibility. We just didn't call them GreyTickets that's all, out of respect.

#### PRICE BEAT GUARANTEE

This is how confident we are about our airfares. If you do happen to find a cheaper

price for the same economy class scheduled airfare, and we can't beat it, we'll give you \$1,000 travel credit towards your trip.\*\*

#### BOOK NOW PAY LATER

Travel truth. Most airlines release their seats 10-11 months in advance, with the lowest-priced tickets selling out first. Therefore, the earlier you book, the cheaper your flights will be. Our deposit scheme allows you to lock in the price from as little as \$99, then pay the balance 10 weeks before you fly.\*\*\*

#### PREMIUM, BUSINESS AND FIRST

If you're unfamiliar with this part of the plane, it's the bit behind the curtain where the flat beds and magical unicorns live. We love the whole backpacker vibe, but we also love splashing out once in a while on our upgraded airfares.

#### FLEXIBLE DATE CHANGES

Let's face it, the only person that ever stuck to their Round the World flight dates was Santa. (24th Dec, lock it in Mr Claus). Our MultiFLEX date change passes give you the freedom and flexibility to change your flights without having to pay the airline or admin fees each time your plans change. If there's a difference in fare because your priced seat is unavailable, then we'll always offer you an alternative date, or you can choose to pay the difference in airfare. Either way, it can still save you hundreds in fees, especially on bigger trips.

One change for \$49, three for \$99 and unlimited for \$149.\*\*\*\*

\*Some airlines may require you to be under 26 years old  
\*\*For full terms and conditions on our Price Beat Guarantee, please visit [statravel.com.au/price-beat.htm](http://statravel.com.au/price-beat.htm)  
\*\*\*Not all tickets are available for our \$99 deposit option. Please ask your Travel Expert  
\*\*\*\*Not all tickets are eligible for a MultiFLEX pass. Please ask your Travel Expert



**OPEN-TO-ALL AND STUDENT FARES**

Our BlueTickets are exclusively for students and under 31\*, but we realise that this seems a little unfair to tax payers/the over 30s. That's why we have an open-to-all version of many of our BlueTickets, all offering the same freedom and flexibility. We just didn't call them GreyTickets that's all, out of respect.

**BOOK NOW PAY LATER**

Important announcement from your captain...  
Most airlines release their seats 10-11 months in advance, with the lowest-priced tickets selling out first. Our layby option allows you to book up the best deals and most convenient flight times there and then with just a \$99 deposit, paying the balance 10 weeks before you fly.\*

**PREMIUM, BUSINESS AND FIRST**

If you're unfamiliar with this part of the plane, it's the bit behind the curtain where the flat beds and unicorns live. We love the whole backpacker vibe, but we also really love a comfortable flight and splashing out on special occasions. That's why we've negotiated equally competitive upgraded fares with the world's leading carriers.

**MULTIFLEX DATE CHANGE PASSES**

You buy the pass, we pay the fees. With our exclusive MultiFLEX date change passes, you can make one, three or unlimited date changes to your flights without ever having to fork out on airline or admin fees. If there is a difference in fare because your priced seat is unavailable, then we'll always offer you an alternative date, or you can choose to

pay the difference in airfare. Either way, it can still save you hundreds in fees, especially on bigger trips.

**One change for \$49, three for \$99 and unlimited for \$149.**

 **PRICE BEAT GUARANTEE**

 **BOOK NOW PAY LATER**

 **EXCLUSIVE STUDENT & UNDER 31 FARES**

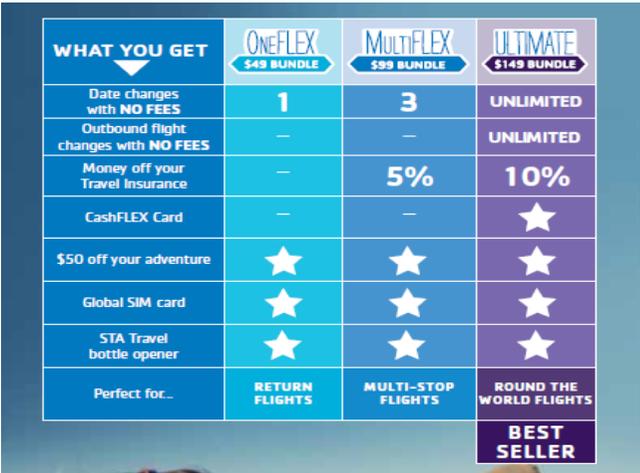
 **MULTIFLEX DATE CHANGES**

## Annexure B

### Statements in advertisements

#### Part 1

Advertisement Number	Content of Advertisement	Date Range
<b>Advertisement 1, LCD screen</b>	<p>Freedom to change your flight dates whenever you want</p> <ul style="list-style-type: none"> <li>➔ Save \$\$\$ when you buy up front</li> <li>➔ Freedom to change your mind</li> <li>➔ No extra airline fees</li> </ul> <p>3 flight changes --&gt; \$99            Unlimited flight changes --&gt; \$149            [Note bottom of screen states] ‘*Full terms and conditions in store.’</p>	15 September 2011 – at least 15 October 2011
<b>Advertisement 2, store decal</b>	UNLIMITED DATE CHANGES FOR \$149	20 June 2017 – at least 28 November 2018
<b>Advertisement 3, DL Flyer</b>	<p>GET 3 FLIGHT CHANGES FOR \$99            GET UNLIMITED FLIGHT CHANGES FOR \$149</p> <p>Benefits:</p> <ul style="list-style-type: none"> <li>• Freedom to change your mind during your trip</li> <li>• Save money</li> <li>• Be prepared! Save time by buying up front</li> </ul> <p>[Note print on back states]</p> <p>What does it cost? 3 changes for \$99 OR unlimited changes for \$149.</p> <p>How many flight changes do I get? This product entitles you to either 3 or unlimited post-departure flight changes on your ticket. Any additional airline fare and taxes incurred as a result of your change are not covered (for example, if you change to a</p>	3 October 2013 – approximately 2015

Advertisement Number	Content of Advertisement	Date Range
	more expensive fare you will need to pay the difference – our hands are tied with this one – airline rules we’re afraid!)	
<b>Advertisement 4, DL Flyer</b>	<p>NEVER WORRY ABOUT EXPENSIVE DATE CHANGE FEES AGAIN! WITH OUR ONLY @ STA TRAVEL BUNDLE, WE’LL NOT ONLY WAIVE THE FEES, BUT ALSO THROW IN A HEAP OF AWESOME STUFF FOR FREE!</p>  <p>[Note print at back states]: ONLY @ STA TRAVEL BUNDLES ULTIMATE entitles you to unlimited PRE AND POST departure date changes through STA Travel Global Travel Help on your ticket. Any additional airline fare and taxes incurred as a result of your change will be charged to the named passenger.[...]</p> <p>ONLY @ STA TRAVEL BUNDLES OneFLEX and MultiFLEX entitle you to 1 or 3 post departure date changes through STA Travel Global Travel Help on your ticket. These can ONLY be redeemed once you have departed Australia. Any additional airline fare and taxes incurred as a result of your change will be charged to the named passenger.[...]</p>	<p>25 August 2015 – at least 28 November 2018</p>
<b>Advertisement 5, DL Flyer</b>	<p>Get 1 change for \$49 Get 3 changes for \$99 Unlimited changes for \$149</p>	<p>18 August 2017 – at least 7 September 2018</p>

Advertisement Number	Content of Advertisement	Date Range
	<p>BENEFITS:</p> <p>Freedom to change your mind during your trip</p> <p>Avoid expensive date change fees</p> <p>Save time by buying up front and avoid the stress while travelling</p> <p>[Note print on back states]:</p> <p>WHAT DOES IT COST? 1 change post-departure for \$49, 3 changes post-departure for \$99 or unlimited changes pre- and post-departure for \$149.</p> <p>HOW MANY FLIGHT CHANGES DO I GET? This product entitles you to either 1, 3 or unlimited post-departure flight changes on your ticket, and the Unlimited pass allows changes pre-departure as well. Any additional airline fare and taxes incurred as a result of your change are not covered (for example, if you change to a more expensive fare you will need to pay the difference – our hands are tied with this one – airline rules we're afraid!)</p>	
<p><b>Advertisement 6, Destination Brochure</b></p>	<p>[Page 8] Travelling should be about having the freedom and flexibility to change your plans, which is why you can now make easy prepaid date changes to your flights without ever paying airline or admin fees. It's a game changer. See page 12 for more info.</p> <p>[Page 12] With our exclusive MultiFLEX passes, you can now make easy prepaid date changes on the road, without ever paying airline or admin fees.[...] One change for \$49, three changes for \$99 and unlimited changes for \$149.</p>	<p>2 October 2017 – at least 28 November 2018</p>
<p><b>Advertisement 7, Indi Tailor Made Travel Brochure</b></p>	<p>[Page 7] No fees, no worries. With our exclusive MultiFLEX passes, you can now make unlimited date changes to your flights on the road, without ever having to pay the airline or admin fees. One change for \$49, three changes for \$99 and unlimited changes for \$149. Ask your Travel Expert which tickets are eligible.</p>	<p>At least 1 March 2019 – at least 27 March 2019</p>
<p><b>Advertisements 8 and 9, Back of</b></p>	<p>NEED YOUR FREEDOM? UNLIMITED DATE CHANGES FOR \$149</p> <p>[Note small print states]: *Terms &amp; conditions apply. Ask your travel expert or visit</p>	<p><b>Advertisement 8:</b> 1 June 2017 – 30 June 2017</p>

Advertisement Number	Content of Advertisement	Date Range																																													
Computer Poster	<a href="https://www.statravel.com.au/date-change-pass.htm">https://www.statravel.com.au/date-change-pass.htm</a> for more details	<b>Advertisement 9:</b> 1 September 2017 – 30 September 2017																																													
<b>Advertisement 10, In-Store Poster</b>	<p>Never worry about expensive change fees ever again, grab your ONLY @ STA TRAVEL BUNDLE and we'll not only waive the fees for you but throw in a heap of awesome stuff for FREE!</p> <table border="1" data-bbox="584 547 1337 1134"> <thead> <tr> <th data-bbox="584 547 790 632">BUNDLE &gt; WHAT YOU GET &lt;</th> <th data-bbox="790 547 920 632">ONEFLEX \$49 BUNDLE</th> <th data-bbox="920 547 1072 632">MULTIFLEX \$99 BUNDLE</th> <th data-bbox="1072 547 1202 632">ULTIMATE \$149 BUNDLE</th> <th data-bbox="1202 547 1337 632">ONEFLEX \$49 BUNDLE</th> </tr> </thead> <tbody> <tr> <td data-bbox="584 632 790 679">Date changes with NO fees</td> <td data-bbox="790 632 920 679">1</td> <td data-bbox="920 632 1072 679">3</td> <td data-bbox="1072 632 1202 679">UNLIMITED</td> <td data-bbox="1202 632 1337 679">–</td> </tr> <tr> <td data-bbox="584 679 790 727">Outbound flight changes with NO fees</td> <td data-bbox="790 679 920 727">–</td> <td data-bbox="920 679 1072 727">–</td> <td data-bbox="1072 679 1202 727">–</td> <td data-bbox="1202 679 1337 727">1</td> </tr> <tr> <td data-bbox="584 727 790 775">Money off your Travel Insurance</td> <td data-bbox="790 727 920 775">–</td> <td data-bbox="920 727 1072 775">5%</td> <td data-bbox="1072 727 1202 775">10%</td> <td data-bbox="1202 727 1337 775">–</td> </tr> <tr> <td data-bbox="584 775 790 823">CashFLEX Card</td> <td data-bbox="790 775 920 823">–</td> <td data-bbox="920 775 1072 823">–</td> <td data-bbox="1072 775 1202 823">★</td> <td data-bbox="1202 775 1337 823">–</td> </tr> <tr> <td data-bbox="584 823 790 871">\$50 off your adventure</td> <td data-bbox="790 823 920 871">★</td> <td data-bbox="920 823 1072 871">★</td> <td data-bbox="1072 823 1202 871">★</td> <td data-bbox="1202 823 1337 871">★</td> </tr> <tr> <td data-bbox="584 871 790 919">Global SIM card</td> <td data-bbox="790 871 920 919">★</td> <td data-bbox="920 871 1072 919">★</td> <td data-bbox="1072 871 1202 919">★</td> <td data-bbox="1202 871 1337 919">★</td> </tr> <tr> <td data-bbox="584 919 790 967">STA Travel bottle opener</td> <td data-bbox="790 919 920 967">★</td> <td data-bbox="920 919 1072 967">★</td> <td data-bbox="1072 919 1202 967">★</td> <td data-bbox="1202 919 1337 967">★</td> </tr> <tr> <td data-bbox="584 967 790 1015">Perfect for...</td> <td data-bbox="790 967 920 1015">RETURN FLIGHTS</td> <td data-bbox="920 967 1072 1015">MULTI-STOP FLIGHTS</td> <td data-bbox="1072 967 1202 1015">ROUND THE WORLD FLIGHTS</td> <td data-bbox="1202 967 1337 1015">NOT KNOWING EXAM DATES</td> </tr> </tbody> </table>	BUNDLE > WHAT YOU GET <	ONEFLEX \$49 BUNDLE	MULTIFLEX \$99 BUNDLE	ULTIMATE \$149 BUNDLE	ONEFLEX \$49 BUNDLE	Date changes with NO fees	1	3	UNLIMITED	–	Outbound flight changes with NO fees	–	–	–	1	Money off your Travel Insurance	–	5%	10%	–	CashFLEX Card	–	–	★	–	\$50 off your adventure	★	★	★	★	Global SIM card	★	★	★	★	STA Travel bottle opener	★	★	★	★	Perfect for...	RETURN FLIGHTS	MULTI-STOP FLIGHTS	ROUND THE WORLD FLIGHTS	NOT KNOWING EXAM DATES	24 August 2015 – at least 28 November 2018
BUNDLE > WHAT YOU GET <	ONEFLEX \$49 BUNDLE	MULTIFLEX \$99 BUNDLE	ULTIMATE \$149 BUNDLE	ONEFLEX \$49 BUNDLE																																											
Date changes with NO fees	1	3	UNLIMITED	–																																											
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CashFLEX Card	–	–	★	–																																											
\$50 off your adventure	★	★	★	★																																											
Global SIM card	★	★	★	★																																											
STA Travel bottle opener	★	★	★	★																																											
Perfect for...	RETURN FLIGHTS	MULTI-STOP FLIGHTS	ROUND THE WORLD FLIGHTS	NOT KNOWING EXAM DATES																																											
<b>Advertisement 11, In-Store Poster</b>	Designed for travellers, BlueTickets can be loved, lost, date changed or cancelled. Add a MultiFLEX pass for pre-paid changes and even more freedom on the road.	January 2016 – at least 28 November 2018																																													
<b>Advertisement 12, In-Store Poster</b>	LOOK, NO FEES! MULTIFLEX DATE CHANGE PASSES. You buy the pass, we pay the fees. Feel the freedom and save money with our exclusive MultiFLEX date change passes. Make unlimited changes to your flights	25 July 2018 – at least 6 February 2019																																													

Advertisement Number	Content of Advertisement	Date Range
	<p>without any airline or admin fees.</p> <p>[Note small print states]: T&amp;Cs apply. Please ask instore.</p>	
<p><b>Advertisement 13, website</b></p>	<p>Want the freedom to change your travel dates whenever you want? We've got just the ticket. On average, an STA Traveller on a round the world trip will change their flight dates 5 times. By buying your date changes up front you could save mega bucks giving you the freedom to change your mind without having to worry about any STA or airline fees. 3 change pass: Get 3 flight date changes for \$99 (save \$\$\$).</p> <p>The fine print states: *Your date change/s could be subject to additional fare and tax. For example, if you change to a more expensive flight you will need to cover the difference.</p> <p>3 change pass: Get 3 flight date changes for \$99 (save up to \$80) Unlimited change pass: Get unlimited flight date changes for \$150 (save \$100's)</p> <p>Benefits:</p> <ul style="list-style-type: none"> <li>- Be prepared! Save time by buying up-front</li> <li>- Freedom to change your mind during you trip</li> <li>- Save money. There are no extra airline fees (charged by other travel companies)</li> </ul> <p>There is additional fine print down the bottom which states: This product entitles you to either 3 or unlimited post-departure date changes through STA Travel Global Travel Help on your ticket. Any additional airline fare and taxes incurred as a result of your change are not covered (for example, if you change to a more expensive fare you will need to pay the difference).[...]</p>	<p>September 2011 – March 2015 (minor variations in time period)</p>
<p><b>Advertisements 14 and 14a, website purchase page</b></p>	<p>Multiflex Pass – One Date Change AUD 49.00</p> <p>Change your flight once while you're away</p> <p>Our OneFLEX pass will give you one flight date change while you're away (once you have departed Australia), with no agent or airline change fees! Save by buying up front and get the freedom to change your mind during your trip, without having to</p>	<p>29 July 2016 – at least 6 December 2018</p>

Advertisement Number	Content of Advertisement	Date Range
	<p>worry about the cost.[...]</p> <p>✓ One Free change to your flights ✓ No airline or STA change fees [...]</p> <p>IMPORTANT INFO AND DETAILS+</p> <p>Multiflex Pass – 3 Date Changes AUD 99.00</p> <p>One of the greatest things in the world is the unknown, the unpredictable and the accidental. So here at STA Travel, you can now make our exclusive tickets even more flexible by adding on a MultiFLEX pass! Starting at just \$49, MultiFLEX allows you to change your flights without paying expensive airline change fees, potentially saving you hundreds of dollars! MultiFLEX; your pass to freedom!</p> <p>✓ Three flight changes without airline or STA Travel fees*[...]</p> <p>[Note if “IMPORTANT INFO AND DETAILS+” is clicked, the following text appears for both passes]:</p> <p>[...]The passes only come into effect once you have left Australia and cannot be used on your flight out of Australia (with the exception of the Unlimited Pass). MultiFlex will waive ALL airline and STA Travel change fees for the eligible number of changes. ONEFlex = 1 change, MultiFLEX = 3 changes, Unlimited = Unlimited changes. The Customer must pay any fare and tax difference on each change if there are any.</p> <p>*Your MultiFLEX pass will take care of your change fees, but there may be changes to your fare level and taxes as charged by the airline which may be additional and payable at the time of your requested change</p>	
<p><b>Advertisements 15 and 15a, February 2019 purchase page</b></p>	<p>Multiflex Pass – One flight date change +AUD 49.00</p> <p>✓ Purchase your MultiFLEX pass at the same time you book your flights to allow up to 1 change of your travel dates. Please check that your flight is eligible, as not all of them are!</p>	<p>At least 1 March 2019 – at least 27 March 2019</p>

Advertisement Number	Content of Advertisement	Date Range
	<p>✓ Want the freedom to change your travel dates? We've got just the ticket!</p> <p>✓ Our 1 change pass is a great reassurance if you've booked a flight and want the flexibility to change your date.</p> <p>✓ The flights that you have chosen are changeable (lucky you!) this means you can use the Multiflex pass to make one change.</p> <p>Why do I need this?</p> <p>MORE DETAILS +</p> <p>Multiflex Pass – Unlimited flight date changes + AUD 149.00</p> <p>✓ Purchase your MultiFLEX pass at the same time you book your flights to allow unlimited changes of your travel dates. Please check that your flight is eligible, as not all of them are!</p> <p>✓ Want the freedom to change your travel dates? We've got just the ticket!</p> <p>✓ Our unlimited change pass is a great reassurance if you've booked a flight and want the flexibility to change your date.</p> <p>✓ The flights that you have chosen are changeable (lucky you!) this means you can use the Multiflex pass to make unlimited changes.</p> <p>Why do I need this?</p> <p>MORE DETAILS +</p> <p>[Note if "MORE DETAILS+" is clicked, the following text appears for both passes]:</p> <p>NO AIRLINE FEES: MultiFLEX covers all STA and airline date change fees. All changes are subject to availability and ticket conditions. If the new flight is more expensive than the original, you WILL have to pay the difference.</p> <p>PRICE DROP PROMISE: Is included on eligible tickets with a MutliFLEX pass,</p>	

Advertisement Number	Content of Advertisement	Date Range
	subject to our standard terms and conditions available here: <a href="https://www.statravel.com.au/price-drop-promise.htm">https://www.statravel.com.au/price-drop-promise.htm</a> [...]Click here for more terms and conditions <a href="https://www.statravel.com.au/date-change-pass.htm">https://www.statravel.com.au/date-change-pass.htm</a>	
<b>Advertisement 16, February 2019 Cheap Flights page – this is replicated on 278 other pages on the website</b>	PLANNING A TRIP? MULTIFLEX PASS Save time and money by purchasing your date changes up front! FIND OUT MORE >	At least 28 February 2019 – at least 27 March 2019
<b>Advertisement 17, February 2019 student and youth flights page</b>	MULTIFLEX PASS A flexible date change pass For just \$99 get 3 free date changes or unlimited for \$149! You could save hundreds! Find out more >	At least 1 March 2019 – at least 27 March 2019
<b>Advertisement 18, website price drop promise page</b>	[...] 2. Price Drop Promise is a free inclusion of STA Travel's MultiFLEX passes. MultiFLEX passes allow you to make fee-free changes to your flights. There are three (3) types of MultiFLEX passes: <ul style="list-style-type: none"> <li>• \$49 – OneFLEX pass permitting one (1) change pre or post departure</li> <li>• \$99 – MultiFLEX pass permitting up to a total of three (3) changes pre or post departure</li> <li>• \$149 – UlitimateFLEX pass permitting unlimited changes pre or post departure</li> <li>• Terms &amp; Conditions apply: Click here [Link to <a href="https://www.statravel.com.au/date-change-pass.htm">https://www.statravel.com.au/date-change-pass.htm</a>] to find out more information or call 134 782 to speak with one of our STA Travel travel experts.</li> </ul>	At least 15 February 2019 – at least 27 March 2019
<b>Advertisement 19, Blue Ticket page</b>	MultiFLEX PASS No fees, no worries	At least 1 March 2019 – at least 27 March 2019

Advertisement Number	Content of Advertisement	Date Range
	You can add a MultiFLEX pass to every BlueTicket, giving you unlimited date changes without ever having to pay costly airline or admin fees.	
<b>Advertisement 20, Round the world must have page</b>	<p>MULTIFLEX PASS</p> <p>Get more flexibility with MultiFLEX</p> <p>[...]Travel with the freedom of knowing that if your plans alter, you can change your flight dates without having to pay any airline or admin fees. From one change to unlimited change passes, it can save you hundreds in airline charges.</p> <p>MULTIFLEX PASSES FROM \$99</p>	At least 1 March 2019 – at least 27 March 2019
<b>Advertisement 21, student travel page</b>	<p>Why book your student travel with us?</p> <p>[...] ✓ MultiFLEX</p> <p>No fees, no worries! MultiFLEX gives you flexibility on flight date changes, so you can be spontaneous!</p> <p>Find out more &gt;</p>	At least 1 March 2019 – at least 27 March 2019
<b>Advertisement 22, travel essentials page</b>	<p>Get more flexibility with MultiFLEX</p> <p>Our Multiflex Pass allows you to save time and money by purchasing your date changes up front allowing you the freedom to change your mind during your trip and save upwards of \$100!</p> <p>MULTIFLEX PASSES FROM \$99</p>	At least 1 March 2019 – at least 27 March 2019

## Part 2

Advertisement Number	Content of Advertisement	Date Range
<p><b>Advertisement 23, STA website, MultiFLEX Pass webpage</b></p>	<p>[...] Starting at just \$49, MultiFLEX allows you to change your flights without having to pay the airline or agent fees every time your plans change, saving you hundreds! [...] No airline fees With MultiFLEX we'll waive ALL the date change fees, so you'll just pay the difference in airfare and taxes – if there are any. [...] OneFLEX pass from \$49 Our OneFLEX pass allows you to make one date change to your flights either before or after you've left Australia, free from any fees. You'll save money by buying your changes upfront and get the freedom to change your mind during your trip, without having to worry about how much it's going to cost. [...]</p> <p>MultiFLEX pass – 3 changes from \$99 This pass is ideal if you're heading off on one of our awesome multi-stop tickets. You can change your flight dates three times, either before or after you've departed Australia, without paying any fees.[...]</p> <p>UltimateFLEX – Unlimited changes from \$149 Perfect for Round the World trips, get unlimited fee-free date changes pre and post departure.[...]</p> <p>[The fine print states]: [...]The ONEFlex, MultiFLEX and UltimateFLEX will waive all airline and STA fee's for the eligible number of changes. ONEFlex = 1 change, MultiFLEX = 3 changes, UltimateFLEX = Unlimited changes. The Customer must pay all fare and tax increase on each change if there are any.[...] *Your MultiFLEX pass will take care of your change fees, but there may be changes to your fare level and taxes as charged to the airline which may be additional and payable at the time of your requested change.</p>	<p>26 March 2015 – at least 27 March 2019 (minor variations in time period)</p>
<p><b>Advertisement 24, YouTube video,</b></p>	<p>[...] USUALLY, EVERY TIME YOU CHANGE A DATE YOU WOULD BE CHARGED AN ADMIN FEE AND AN AIRLINE FEE AND AIRLINE DATE CHANGE FEES CAN</p>	<p>At least March 2018 – at least 27 March 2019 (minor variations in</p>

Advertisement Number	Content of Advertisement	Date Range
<p>also available on STA website</p>	<p>BE COSTLY SO THIS WAS NEVER GOING TO WORK FOR US SO WITH MULTIFLEX, WE WAIVE THOSE FEES, SAVING YOU TIME AND MONEY[...]IF THERE IS AVAILABILITY ON YOUR NEW FLIGHT, IT IS FREE TO CHANGE WITH MULTIFLEX! HOWEVER, DURING BUSY PERIODS OR WITH LAST MINUTE CHANGES, THE FARE YOU PAID MAY NOT BE AVAILABLE OR SOMETIMES, FLIGHTS ARE SIMPLY FULL BUT DON'T PANIC IF THE FLIGHT YOU WANT IS FULL, WE WILL ALWAYS DO OUR BEST TO OFFER YOU AN ALTERNATIVE OR IF YOUR FARE IS NOT AVAILABLE THE AIRLINE WILL OFTEN ALLOW YOU TO PAY THE FARE DIFFERENCE TO GET ONTO YOUR CHOSEN FLIGHT WITH MULTIFLEX, YOU WILL ALWAYS SAVE AS THE AIRLINE AND STA TRAVEL FEES ARE ALWAYS WAIVED[...]</p> <div data-bbox="479 668 1408 967" style="text-align: center;"> </div>	<p>time period)</p>
<p><b>Advertisement 25, Europe 2019-20 Brochure – this is replicated on the Asia, North America, Australia, New Zealand &amp; South Pacific, Latin America and Africa &amp; the Middle East 2019/20</b></p>	<p>[Page 10] [...] Our MultiFLEX date change passes give you the freedom and flexibility to change your flights without having to pay the airline or admin fees each time your plans change. If there's a difference in fare because your priced seat is unavailable, then we'll always offer you an alternative date, or you can choose to pay the difference in airfare. Either way, it can still save you hundreds in fees, especially on bigger trips. One change for \$49, three for \$99 and unlimited for \$149.****  [...]  ****Not all tickets are eligible for a MultiFLEX pass. Please ask your Travel Expert</p>	<p>At least 1 March 2019 – at least 27 March 2019</p>

Advertisement Number	Content of Advertisement	Date Range
<b>brochures</b>		
<b>Advertisement 26, Volunteer Work Learn Brochure</b>	<p>[Page 11] MULTIFLEX DATE CHANGE PASSES            You buy the pass, we pay the fees. With our exclusive MultiFLEX date change passes, you can make one, three or unlimited date changes to your flights without ever having to fork out on airline or admin fees. If there is a difference in fare because your priced seat is unavailable, then we'll always offer you an alternative date, or you can choose to pay the difference in airfare. Either way, it can still save you hundreds in fees, especially on bigger trips.            One change for \$49, three for \$99 and unlimited for \$149.</p>	At least 5 March 2019 – at least 27 March 2019

## **Annexure C**

### ***Instances where miscellaneous fees have been charged***

Data Period One - 1 October 2015 to 30 November 2015

Data Period Two - 1 June 2017 to 31 July 2017

Data Period Three - 1 May 2018 to 30 June 2018

<b>DTM Folder</b>	<b>Date of Amended Flight</b>	<b>Miscellaneous fees/charges</b>	<b>Store Name</b>
2129710	1-Oct-15	0.82	Bondi Westfield
1916265	1-Oct-15	245.1	Fitzroy
2165254	2-Oct-15	56	Knox City
2165254	2-Oct-15	56	Knox City
2210305	2-Oct-15	101	Kotara
2117139	6-Oct-15	321	UWA
1938823	7-Oct-15	150	Marion
1938823	7-Oct-15	73.67	Marion
2162485	9-Oct-15	31.1	Central B2B
2216378	9-Oct-15	68.15	Garden City
2216378	9-Oct-15	68.15	Garden City
2216378	9-Oct-15	68.15	Garden City
2156223	10-Oct-15	150	Castle Hill
2108535	12-Oct-15	57	Fitzroy
2184123	13-Oct-15	1.3	Central Melbourne
2133129	13-Oct-15	1.8	Global travel help
2148614	13-Oct-15	200	Castle Hill
2148318	13-Oct-15	235	Bondi Westfield
2089025	14-Oct-15	1.35	Carousel
1947216	16-Oct-15	50	Central B2B
2070800	21-Oct-15	176.81	Penrith Plaza
2191754	21-Oct-15	490	Acland St
2127759	22-Oct-15	49	Fremantle
2159429	22-Oct-15	304.2	Bondi Westfield
2020162	23-Oct-15	126.5	Fitzroy
2221478	23-Oct-15	5.31	Kotara
2106658	25-Oct-15	235.6	Broadway
2190609	26-Oct-15	9	Carousel
2141988	28-Oct-15	200	Swanston St
2067501	29-Oct-15	268.5	Fountain Gate
2210102	29-Oct-15	485	Broadway
2074678	30-Oct-15	49	Monash Caulfield
2058126	31-Oct-15	80	Miranda
2227419	31-Oct-15	58	Lygon St
2048464	31-Oct-15	131	Chatswood
2090890	31-Oct-15	400	Garden City
2090890	31-Oct-15	400	Garden City
2168612	1-Nov-15	100	Garden City
2061228	3-Nov-15	77	Collingwood
2142940	4-Nov-15	90	Macquarie Centre
2124254	5-Nov-15	120	Broadway
2097332	10-Nov-15	113	Carousel
2097332	10-Nov-15	113	Carousel
2097332	10-Nov-15	113	Carousel
2097332	10-Nov-15	113	Carousel
2097332	10-Nov-15	113	Carousel
1960320	10-Nov-15	66	Mt Gravatt

2209279	11-Nov-15	67 Swanston St
2168643	12-Nov-15	87 Melbourne Uni
2047832	16-Nov-15	44 Canberra Uni
2104498	17-Nov-15	11.7 Bondi Westfield
2173602	20-Nov-15	20.5 Griffith
2278224	20-Nov-15	72 UWA
2169935	21-Nov-15	300 Chadstone
2169935	21-Nov-15	300 Chadstone
2133422	25-Nov-15	9 Bondi Westfield
2225876	26-Nov-15	150 Doncaster
2192436	26-Nov-15	291 Woden
2059227	27-Nov-15	201 Bondi Westfield
2175523	27-Nov-15	246.8 Chatswood
2731927	5-Jun-17	188 Rundle
2658997	8-Jun-17	125 Miranda
2803398	8-Jun-17	100 Chatswood
2862811	9-Jun-17	141.37 Fitzroy
2663716	12-Jun-17	64 Fremantle
2844093	14-Jun-17	204 Westfield Bondi
2844093	14-Jun-17	204 Westfield Bondi
2663560	16-Jun-17	152.05 Erina Fair
2832426	20-Jun-17	139.5 Garden City
2858522	29-Jun-17	83 Central B2B
2770656	30-Jun-17	250 Chadstone
2697736	3-Jul-17	306.25 Rundle
2860924	4-Jul-17	121 Joondalup
2792175	7-Jul-17	100 Canberra Centre
2732381	10-Jul-17	100.26 UWA
2773063	12-Jul-17	71.54 Broadway
2857116	13-Jul-17	120 Westfield Bondi
2854039	15-Jul-17	43 Myer Centre
2780058	17-Jul-17	99.5 QVB
2445593	20-Jul-17	97 Melbourne Uni
2535783	21-Jul-17	150 William
2715543	22-Jul-17	30 Southland
2715543	22-Jul-17	30 Southland
2870845	26-Jul-17	50 Newtown
2738380	27-Jul-17	409 Westfield Bondi
2738380	27-Jul-17	409 Westfield Bondi
2738380	27-Jul-17	409 Westfield Bondi
2739964	27-Jul-17	57 Rundle
2743043	27-Jul-17	55 Central B2B
2992551	01-May-18	50 Central B2B
2983626	02-May-18	120 UNSW
3063051	08-May-18	50 UNSW
3004852	09-May-18	112 NCC VIC1
3004852	09-May-18	112 NCC VIC1
2977797	09-May-18	63 Bondi Westfield
2977797	09-May-18	63 Bondi Westfield
2977797	09-May-18	63 Bondi Westfield
3075293	09-May-18	108 Bondi Westfield
3000171	10-May-18	100 Online Sales Team
2984314	11-May-18	103 Newtown
3052406	11-May-18	11.62 Acland St
2949495	12-May-18	3.5 Joondalup
2976549	14-May-18	50.43 Murdoch Uni
3058678	15-May-18	200 Online Sales Team
2983900	18-May-18	122.9 Newtown
3011866	18-May-18	269.75 Eastland
3032917	25-May-18	141.1 Miranda
2968767	25-May-18	20.2 Curtin Uni

2987805	27-May-18	100 Miranda
3047172	28-May-18	59.8 Swanston St
2891725	31-May-18	246 Highpoint
2891725	31-May-18	246 Highpoint
2891725	31-May-18	246 Highpoint
3075121	31-May-18	43 Chatswood
3059050	12-Jun-18	26.88 Chatswood
3023410	16-Jun-18	151.74 Chermside
3023410	16-Jun-18	151.74 Chermside
2997649	20-Jun-18	50 Central B2B
3047642	21-Jun-18	26.6 Brisbane CBD
3069691	23-Jun-18	0.01 Camberwell
3093087	24-Jun-18	47.5 Miranda
3093087	24-Jun-18	47.5 Miranda
3076272	24-Jun-18	123.99 Fountain Gate
2992536	25-Jun-18	50 Central B2B
2992532	29-Jun-18	50 Central B2B
3028567	29-Jun-18	42 Canberra Centre