

Customer Charter

This charter defines our highest priorities: To deliver safe, reliable and affordable travel in a friendly and professional manner – the cornerstones of our commitment to you as a passenger.

1. We always put the safety of our passengers first.

Safety underpins our operation at all times.

Our experienced and qualified crew are here to ensure your safety and well-being. Safety will always be our top priority.

2. We aim to constantly provide you with low fares.

We create opportunities for you to fly more often.

tigerair is in the business of offering low airfares. We are a low cost carrier and are all about the lowest fare, we have stripped back the price to the seat only. You pay for the seat and only pay for what you use and need, with tigerair you get to choose which extras you want and which ones you don't.

The secret to securing our lowest fares is to book early. We recommend that you sign up for our e-newsletter on our [website](#) to be kept informed of our news and regular special offers. You may also join our tigermail program to be up to date with all of our great deals

We encourage you to purchase checked baggage allowance at the time of purchase or via our Call Centre as higher costs will be charged for baggage allowance purchased on the day of travel. Also note that our carry-on baggage is a total of 7kgs for 2 pieces.

Please see our links to [Baggage](#) and [Fees](#).

3. We strive to be the most punctual airline and keep disruptions to a minimum.

We aim to get you to your destination safely and by the estimated arrival time.

To do this we need to close our flights on time and are unable to reopen a flight once closed.

In the event of a disruption to our services, as low cost carrier, we will do our best to accommodate you as provided in our [Disruption Policy even though our operational flexibility may be more constrained](#).

We also expect our customers to arrive on time for their flights. Our check-in counter opens 2 hours prior to departure and closes strictly 45 minutes prior to departure. We recommend you aim to arrive 90 minutes prior to departure to allow for traffic or any other delays you may encounter on your journey to the airport.

Please make sure you are aware of your travel rights and obligations as set out in our [Conditions of Carriage](#).

4. Our Customer Relations Team is available to assist you with your queries.

We welcome your feedback and invite you to contact us via a range of options:

- by our online [Customer Support Portal](#).
- by contacting our tigerair [Customer Contact Centre](#).
- or write to us as follows:

For tigerair australia Flights:

Customer Support
Tiger Airways Australia Pty Ltd
PO Box 2352
Gladstone Park
Melbourne, Victoria 3043
Australia

The most effective way to provide feedback is via our Customer Support Portal. If your contact is through our [Customer Support Portal](#), receipt will be acknowledged immediately on-screen.

If you contact us by mail, we will acknowledge your correspondence and provide you with a unique case number for your records, immediately upon receipt of your letter.

Our service standard is to respond within 20 working days of receipt of feedback. This process may take longer if detailed investigations are required. We will advise you if more time is required.

You will need to provide all the required details, including an accurate address for our reply to you to assist us in providing a timely response. Once we receive your feedback, it will be investigated. This may involve gathering information from other areas within tigerair. We may also need to contact you to obtain further information. ×

To ensure objectivity, your complaint will not be investigated by any staff member who is a subject of your complaint.

Once we have considered and made a decision about your request, we will provide you with a written response.

5. Refunds

We provide refunds to our customers in accordance with our [Conditions of Carriage, Compensation Policy and the Australian Consumer Law](#).

6. We will always take care of your belongings.

We make every effort to safely deliver your bags to the relevant destination airport by the estimated arrival time. In the event however, that this is not the case then you should report the delayed or damaged baggage to a member of the tigerair Ground Services Team prior to leaving the airport. Our ground agents will help you and your bag to be reunited as quickly as possible. More details of our Baggage Policy and contacts are found [here](#).

7. Passengers with special needs.

We will do our best to provide you with assistance as far as reasonably possible, in accordance with our [Special Assistance Policy](#) and our Customer Accessibility Action Plan. To find out more about how we can help you, you may also contact our tigerair [Customer Contact Centre](#).

8. Airline Customer Advocate

If you have a complaint which you are unable to resolve directly with us, you may contact the [Airline Customer Advocate](#). The Airline Customer Advocate is an independent complaints-handling body which acts as a facilitator to resolve any outstanding complaints between the passenger and the airline in a timely manner and is available from 1 July 2012.

The Airline Customer Advocate is only available if you have already tried to resolve your complaint directly with us and is not available if you have already begun proceedings in a court, tribunal or fair trading body.

9. Privacy

We are committed to guarding your online privacy - we won't disclose your personal information except in accordance with our [Privacy Policy](#).

If you wish to unsubscribe from any of our electronic mails you may do so by the unsubscribe link in an email from tigerair. If you have any difficulty in unsubscribing or you want to make any other change to your electronic mail contact preferences please contact us using our Customer Support Portal or one of our other contact methods above



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Tigerair Australia acknowledges the traditional owners of the land upon which we are located, and pay our respects to elders past, present and emerging

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Customer Service



Policies



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