EST. 2011
IMAGINE
CRUISING
More than just a cruise

INFORMATION

Your Flights

The following information will provide details concerning flights.

YOUR
Holiday Experts





Why don't I have flight details?

At the time of booking your vacation, flight schedules may not yet be confirmed by the airlines. This is referred to as being "Out of System Range" (OSR). In this case, your documentation will show placeholder flights with estimated details. Once your flights are ready to be booked, this is referred to as being "In System Range" (ISR).

When will I know my flight details?

You will be contacted by our Concierge Team approximately 8–10 months before your vacation package departure to review and confirm your flight details. At that time, we will go over the flights included in your package and discuss any upgrades or changes you may wish to make. Please note that these may be subject to additional costs.

Your flights may be indirect (with up to two stops), and we cannot guarantee the route or carrier until we contact you with your confirmed flight details. Any OSR flight information shown on your confirmation invoice is for guidance only and is subject to change. You will receive your airline reference number once this process is complete. An additional deposit will be required at the time your flights are finalized and booked.

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What is my airline reference?

You can find your airline reference on your confirmation invoice; it will be listed under 'Airline Reference' in the flight information. On some documentation it may be referred to as a 'Ticket Reference' or 'Ticket Number'. It can also be found on your 'Final Booking Summary' document and 'MyImagine Flight Information' document when you are sent your final travel documents, no later than 14 days before departure. An airline reference will be six or seven characters long and made up of letters and numbers; for example, A1B2C3 (this is an example and not your reference). Please note, you may have a group flight on your package.

What is a 'group flight'?

Some of our packages include group flights to provide you with the best possible package price. These flights do not have individual airline references, which means that seat selection and check-in can only be completed at the airport. We recommend arriving early on the day of departure to allow enough time for this process. You can identify a group flight booking if your airline reference begins with "IMP" (for example, IMP123456).

What if I require special assistance or have mobility requirements?

Upon your request, our dedicated Customer Support team will provide you with a form that needs to be completed and submitted to the airline. These may include wheelchair assistance for navigation in the airport terminal, assistance with ascending aircraft stairs or travelling with specific medical equipment such as an electric wheelchair or mobility scooter. To initiate this process, please contact our Customer Support team.

How do I access the airline's Manage My Booking portal (excluding group flights)?

Your airline reference number gives you access to the airline's portal. The best way to find this portal is typing the airline plus the works "manage my booking" into your preferred search engine; for example, searching 'QANTAS manage my booking'. Alternatively, you can visit the specific airline's website and navigate to the 'Manage My Booking' section.

In the portal you can do the following:

- Seat selection
- Update dietary requirements
- Add frequent flyer membership details
- Manage/Add luggage to the booking
- Check in online 24-48 hours before flight (depending on airlines)

Please Note:

Imagine Cruising are unable to assist with seat selection or check in. If you require assistance, please contact the associated airline either over the phone or via their website and provide them your airline reference number.

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How do I select my seats on the flights?

Should your flight be cancelled, the airline has a duty of care to re-protect your booking onto another flight with the closest possible route and arrival time, which may be with another airline. If your flight is cancelled before you leave, Imagine Cruising will do all we can to advise you of the cancellation, as outlined by the airline, with as much notice as possible. You may receive notification directly from the airline at the same time we are notified, so you may already be aware by the time you are contacted. If your flight is cancelled whilst you're on holiday, this will be under the control of the airport and airline, and you will need to speak with the airline directly to understand the change. Imagine Cruising will not have the ability to amend these details at this point. If you have any concerns, please ensure you contact the emergency number located on your final documentation.

What if I have dietary requirements or require special meals?

To request special meals or to advise the airline of a specific dietary requirement, we kindly recommend utilising the airline's official website and accessing the Manage My Booking section using your airline reference. This can only be done once your flights are confirmed, paid in full and ticketed.

How do I add my frequent flyer membership details?

Whilst we endeavour to help add your frequent flyer details to your booking, it is important to note that not all airfares accrue points and status credits for your airline loyalty program. Your eligibility to earn can depend on various factors such as the type of fare purchased, the airline you are flying with, and the specific terms and conditions of your loyalty program. As we book special fares in most cases for our groups, these fares may not be eligible.

Please Note:

- If you are booked on a codeshare flight, the earning rules can vary. In some cases, you might not earn points or status credits, or you may earn them at a reduced rate.
- To ensure you understand how many points or status credits you will earn for a particular flight, it's best to review the terms and conditions of your airline's loyalty program and check the fare rules at the time of booking.
- If you need any additional information, or you require further clarification prior to your departure please reach out to our Customer Support team, and if you are at the airport, speak with the airline's staff directly.

What is my luggage allowance?

Each airline has its own policies regarding luggage allowance, encompassing factors such as weight, size and the number of bags permitted. Should you wish to increase your luggage allowance, please speak directly to the airline or access the flight's Manage My Booking portal; this will generally be more affordable if arranged prior to your arrival at the airport.

Please Note:

Some internal domestic flights may have a lower weight allowance than any international flights, so please ensure you pack to travel with the most restrictive luggage allowance in mind to avoid excess baggage charges. For detailed information, we kindly advise referring to the airline's website and accessing the Manage My Booking section using your airline reference. This can only be done once your flights are confirmed, paid in full, and ticketed.

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How do I check in for my flights?

There are a few of ways you can check in for your flight and save time at the airport:

- Download the relevant airline app where you will be able to access a boarding pass by using your name and Airline reference. You can present this boarding pass during the check-in process.
- Check-in online using your airline reference on the relevant airline website 24-48 hours prior to departure. Here you'll be able to activate your boarding passes and select seating.
- Provide the airline reference to an agent at the airport check in desk to receive your boarding passes and luggage labels.

Please Note:

- If you have checked in via the airline's app or online, you can retrieve your boarding passes and luggage labels at the airport's self-service kiosk and proceed to the bag drop counter.
- Times may vary for different airlines to open the check-in facility, so if you are not able to check-in online, please do not be concerned as not all airlines or flights offer this option.

What is a codeshare flight?

Many international airlines use a codeshare service, meaning that while one airline books your flights, you are in fact travelling travelling on one of their partner airline's aircraft. Common codeshare arrangements include QANTAS and Emirates as well as United Airlines and Lufthansa in Europe. If you have a codeshare flight, you may need to log into the partner airlines' Manage My Booking portal to access your flight details and complete requests such as seat selection. Typically, if your flight is a codeshare flight, the flight reference will have 4 numbers; for example, QF1234 is a codeshare flight, whereas QA 123 is not (these are not your flight numbers, this is an example).

What if I want to make changes to my flight booking?

If you wish to upgrade your flight or make any changes to your flights, please contact our dedicated

Concierge team on (07) 3558 9875 for assistance. The best time to make these requests is when our Concierge team call you to confirm your flights.

How early should I arrive at the airport?

It is recommended to arrive at least 3 hours before international flights and 2 hours before domestic flights.

How do I get my flight tickets?

Airlines have transitioned away from issuing physical tickets for check-in. Please note, we do not issue physical flight tickets or e-tickets in your travel documentation. The only information you will need is the 6-character airline reference, your name and a proof of ID - in particular, a passport for international flights.

Please Note:

Please be aware that e-tickets and boarding passes are unable to be provided by Imagine Cruising with your final documents. We will only provide you with the flight details and airline reference so you can only obtain your boarding passes from the airline.

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Your Flights

Will my flights change or cancel?

Imagine Cruising cannot guarantee that the initial flight details we provide will remain unchanged. Flight schedules are entirely controlled by the airline and airport and are outside of our control.

Flight Changes/Schedule Changes:

Should your flight time change, Imagine Cruising will do all we can to advise you of the updated details, as outlined by the airline, with as much notice as possible via phone and/or email (depending on the nature of the change). You may receive notification directly from the airline at the same time we are notified, so we may already be working on alternative arrangements to suit your holiday package, such as transfers and tours.

Flight Cancellations:

Should your flight be cancelled, the airline has a duty of care to re-protect your booking onto another flight with the closest possible route and arrival time, which may be with another airline. If your flight is cancelled before you leave, Imagine Cruising will do all we can to advise you of the cancellation, as outlined by the airline, with as much notice as possible. You may receive notification directly from the airline at the same time we are notified, so you may already be aware by the time you are contacted. If your flight is cancelled whilst you're on holiday, this will be under the control of the airport and airline, and you will need to speak with the airline directly to understand the change. Imagine Cruising will not have the ability to amend these details at this point. If you have any concerns, please ensure you contact the emergency number located on your final documentation.