

JETPAX

Bespoke. Exclusive. Private.

Complaints & Dispute Resolution

RESOLUTION PROCEDURE

ISSUED BY	JETPAX Pty Ltd
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GOVERNING LAW	Queensland, Australia

This Complaints & Dispute Resolution policy sets out how **JETPAX Pty Ltd**, trading as **JETPAX**, receives and handles complaints and resolves disputes.

1 How to raise a complaint

1.1 Complaints may be made to [COMPLAINTS CONTACT EMAIL] or [PHONE]. To assist us, please include your name and contact details, the booking or engagement reference (if any), what happened and when, and the outcome you are seeking.

2 How we handle it

- Acknowledgement** — we will acknowledge a complaint promptly, normally within [2] business days.
- Investigation** — we will review the matter, gather relevant information and, where it concerns a flight, liaise with the Operator.
- Response** — we aim to provide a substantive response within [15] business days. Where a matter is complex and requires longer, we will say so and keep you updated.

3 Complaints about carriage

- 3.1** Where a complaint concerns the carriage itself — for example, an in-flight matter, a delay, or baggage — responsibility rests with the Operator as carrier. We will help direct the complaint to the Operator and support its resolution, but the Operator’s contract of carriage and applicable law govern such claims.

4 Privacy complaints

- 4.1** Complaints about the handling of personal information are dealt with under our Privacy Policy, which sets out how to escalate to the Office of the Australian Information Commissioner.

5 If we cannot resolve it

- 5.1** If a complaint is not resolved to your satisfaction, we are open to resolving the dispute through good-faith negotiation and, where appropriate, mediation before either party commences proceedings.
- 5.2 Governing law and jurisdiction.** Disputes in connection with our services are governed by the laws of Queensland, Australia, and the parties submit to the non-exclusive jurisdiction of the courts of Queensland, subject to any mandatory law and to the Operator’s contract of carriage for carriage matters.
- 5.3** Nothing in this policy limits any right under the Australian Consumer Law or other law that cannot be excluded, including any right to take a matter to a relevant tribunal or regulator.