



# Lord Howe Island Community FAQs

Updated: July 2025

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### **Skytrans Rebrand**

Skytrans have advised Qantas of their intention to rebrand. Skytrans Pty Ltd will change names to SmartLynx Australia Pty Ltd, effective Tuesday, 29 July 2025.

This change is about aligning more closely with the SmartLynx Group and strengthening their identity as part of a growing global aviation brand.

#### **What's Changing from 29 July 2025?**

The legal name has been changed to SmartLynx Australia Pty Ltd.

You will begin to see this name reflected across all formal documents and correspondence. The new web address will be: [www.Smartlynx.au](http://www.Smartlynx.au) The site will reflect the updated branding and identity.

#### **Does the change of name impact any commitments made as the licence holder?**

No, all commitments made to TfNSW, the Lord Howe Island Board and island residents will be unaffected by the change.

### **Booking and Ticketing**

#### **Will I still book through Qantas after SmartLynx Australia takes over the route?**

Yes, you can continue to book SmartLynx Australia-operated Qantas codeshare flights through all standard Qantas channels, including Qantas.com. These flights are on sale now for travel from February 2026 and include Classic Rewards seats. SmartLynx Australia will also sell flights directly through [www.SmartLynx.au](http://www.SmartLynx.au) and will set its own pricing.

#### **Will I still be able to earn Qantas Frequent Flyer Points and Status Credits?**

Yes, when you book a codeshare flight via Qantas.com or other Qantas sales channels, you'll continue to earn both Qantas Points and Status Credits.

#### **Can I still use Qantas Frequent Flyer points with the new provider?**

Yes, you can use your Qantas Frequent Flyer points on flights between Lord Howe Island and Sydney when booking through Qantas.com

#### **Will I earn the same number of Qantas status credits and points?**

Yes, provided you book through Qantas.com or another Qantas sales channel.

#### **Will the taxes, fees, and carrier charges for reward seats change?**

Yes, SmartLynx Australia sets the pricing for Qantas' access to these seats, which means carrier charges for Classic Reward bookings will increase.

#### **Will the resident fare scheme still exist?**

Yes, Qantas will continue to offer resident fares for flights to system range through the usual booking channels. Once handover is complete SmartLynx Australia will then be responsible for resident fares and will confirm the booking process once it is finalised.



# Lord Howe Island Community FAQs

## Travel Experience

### Which terminal will I use when flying from Sydney to Lord Howe Island?

You will continue to check in and depart from Terminal 3—there's no change.

### Which terminal will I arrive at in Sydney?

SmartLynx flights will arrive at Terminal 2 in Sydney.

### Can I still access Qantas Lounges?

Yes, if you're traveling on a Qantas flight number and meet lounge eligibility.

### What aircraft will SmartLynx Australia be operating to Lord Howe Island?

SmartLynx Australia will use the three Q200 aircraft, previously owned by Qantas and now part of its fleet, to fly the Sydney–Lord Howe route.

### When will I see a different livery flying into Lord Howe Island?

The wet lease commenced in April 2025. This means you will see the three Q200 aircraft painted in white livery operated by SmartLynx Australia crew on behalf of QantasLink.

### Will SmartLynx Australia flights be included in Qantas' multi-city or round-the-world bookings?

Flights will be available for multi-city itineraries but not round-the-world bookings from Qantas and Oneworld partners.

## Baggage

### If a passenger books a SmartLynx Australia-operated flight via Qantas.com, will baggage allowances reflect Qantas' standard policies or SmartLynx Australia (if different)?

For checked baggage, Qantas allowances apply when flying on a Qantas codeshare flight operated by SmartLynx Australia.

For carry-on baggage, your allowances are set by the operating carrier, so when flights are operated by SmartLynx Australia, their allowance will apply.

### Who do I contact for excess or additional baggage?

As has always been the case, Lord Howe flights often have weight restrictions. All excess and additional baggage requests are managed and purchased at the airport before departure. Your second piece of luggage may need to travel on a different aircraft.

### When traveling internationally, do I need to collect my luggage?

- If you booked with SmartLynx you must collect your luggage at Sydney T2 Terminal. After collecting your bags, you'll need to transfer to Sydney T1 International Terminal via train or T-Bus for your onward international flight.
- If you booked with Qantas and your luggage is checked through to your final international destination you do not need to collect your luggage. You can proceed directly to Sydney T1 International Terminal. Transfer options include the train, T-Bus, or the Qantas Airside bus (via Terminal 3).

### When arriving from Lord Howe in Sydney on a domestic journey, where you collect your luggage depends on your final destination.

- If Sydney is your final destination your bags will be available for collection at Sydney T2 Terminal.
- If you are connecting to another Qantas flight and your luggage is tagged to your final destination you do not need to collect your luggage. Please make your way directly to your departure gate at Domestic Terminal 3.



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## Operations and Tourism

**How will Qantas and SmartLynx Australia ensure tourism isn't impacted by this decision? Will the national carrier continue to promote Lord Howe Island as a destination?**

Qantas will continue to work closely with the Lord Howe Island Board and the Lord Howe Island Tourism Association to support the island's tourism industry, including through Qantas Magazine, Qantas Travel Insider, and Qantas' marketing channels. Importantly, through the codeshare with SmartLynx Australia, tourism operators and travel agents who previously booked through Qantas.com will still be able to do so.

**Will SmartLynx Australia consider starting new routes from Lord Howe Island?**

The current focus is on a smooth transition for the Sydney route. Other routes may be explored in the future, and this would be a matter for SmartLynx Australia.

**Does SmartLynx Australia have an engineering base in Sydney, and if not, will they set one up?**

Not yet, but a line maintenance base has been established since April 2025.

**Since commencing wet lease operations, how has the operational performance of SmartLynx Australia been?**

SmartLynx Australia has reported excellent operational performance with low cancellation rates and very high on-time performance with very few controllable delays.

**Will more flights be added over the peak period?**

From September 2025, the schedule has increased to 16 return weekly services. Two additional services have been added over the holiday period, one flight on the 27th and the second on 30th December. As in previous years, additional flying over the holiday period will continue to be assessed based on factors including aircraft availability, crew resources, demand, and availability of island accommodation.

**Why is SmartLynx Australia changing their name and how might this impact services to the island?**

The rebranding of Skytrans to SmartLynx Australia better reflects alignment and integration with the global powerhouse, Avia Solutions Group, the world's largest ACMI (Aircraft, Crew, Maintenance, Insurance) provider.

There will be no impact on services to Lord Howe Island. The rebrand underscores SmartLynx's commitment to growing stronger partnerships with the Lord Howe Island community and continued delivery of reliable air services into the future.

## Contact information

**Who do I contact for more information on flights booked for travel from February 26, 2026 onwards?**

SmartLynx Australia will be the primary point of contact for everything related to the operation of flights to Lord Howe Island, including:

- Resident fares
- Changes to your Resident Fares booking or bookings made directly with SmartLynx Australia or nominated Travel Agent.
- Cabin baggage allowance
- Excess or additional checked baggage when your first flight is with SmartLynx Australia
- Insurance claims or refunds when booking directly via SmartLynx Australia
- Disruptions if connecting from a SmartLynx Australia flight

**Qantas will handle:**

- Bookings made via Qantas.com



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- Reward Seats
- Checked Baggage allowance if booked as a codeshare flight
- Excess or additional checked baggage when your first flight is operated by Qantas
- Insurance claims or refunds when booking via Qantas.com
- Disruptions if connecting from a Qantas-operated flight
- Contact your travel agent for bookings made through them.

**If a SmartLynx Australia delay causes a missed Qantas connection, who will rebook the passenger?**

In the case of a cancelled or delayed SmartLynx Australia-operated flight, please refer to SmartLynx Australia for rebooking and assistance.

**For more information, visit:**

<https://www.qantas.com/au/en/qantas-experience/network-and-partner-airlines/smartlynx-australia.html>

or: [www.SmartLynx.au](http://www.SmartLynx.au)