

CANCELLATION FOR ANY REASON (CFAR) POLICY

Effective Date: 31.03.2026

Operator: Flight Corner Pty Ltd (ABN 91 694 615 702)

Trading as: Flight Scanner

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www.flightscanner.co.za

1. OUR ROLE AS AN ONLINE TRAVEL AGENCY

Flight Corner Pty Ltd, trading as **Flight Scanner** (“we”, “us”, “our”), operates as an **online travel agency and intermediary**. When you book flights, hotels, car rentals, travel insurance, or other travel services through our website, mobile app, or other channels, the contract for those services is primarily between you and the **travel supplier** (for example, the airline, hotel chain, car rental company, or other service provider).

We facilitate the search, booking, and payment process, but we **do not set** the supplier’s operational, cancellation, change, refund, rebooking, no-show, or “Cancel for Any Reason” (CFAR) policies. Those rules are created, controlled, and may be changed solely by each supplier.

Nothing in this document is intended to limit or exclude any rights you have under the **Australian Consumer Law (ACL)** or other applicable consumer protection laws globally.

2. SUPPLIER POLICIES VARY AND CAN CHANGE

Cancellation, change, refund, no-show, rebooking, and CFAR policies:

- **Differ between suppliers** (for example, between different airlines, hotel brands, or car rental companies);
- **Differ between products and fare/rate types** (for example, economy vs business class; standard vs non-refundable room rate; basic vs flexible car rental rate);
- **Differ between routes, dates, seasons, and countries;** and
- May be **updated, amended, or replaced by the supplier at any time**, sometimes without prior notice to us or to you as customer.

This means that two bookings that appear similar on our website may be subject to **different rules** depending on the specific supplier, fare or rate type, booking channel, and timing.

Supplier policies may also differ from our own internal policies on service fees, administrative charges, or support processes. Where there is any inconsistency between our general information and the supplier’s written terms, the **supplier’s written policy prevails** for matters relating to that supplier’s service.

3. WHAT IS “CANCEL FOR ANY REASON” (CFAR)?

“Cancel for Any Reason” (CFAR) is an **optional product, feature, or fare condition offered by some suppliers** (most commonly airlines, and in some cases hotels, car rental companies, or travel insurers). Key points:

- CFAR is **not a legal right** under Australian law or any other law; it is a **commercial offering** created by the supplier.
- CFAR **only applies** if **all** of the following are true:
 - It is explicitly offered and described for your specific booking;
 - You select and, if required, pay for it (including any CFAR fee or premium); and

- You meet and agreed to all of the supplier's CFAR conditions (for example, time limits for cancellation, eligible fare types, permitted refund percentage, and any exclusions).
- CFAR terms (including whether a refund is provided, how much is refunded, any deadlines, and any exclusions) are set by the supplier and **can differ significantly** between airlines and even between fare types on the same airline.

If CFAR is **not shown as available** for your specific booking at the time of purchase, it is **not included** and generally cannot be added later unless the supplier expressly allows it and you comply with their process and fees. CFAR does **not** guarantee a full refund in all cases. Some CFAR products only provide a partial refund (for example, a percentage of the fare) or a travel credit/voucher, in accordance with the supplier's CFAR terms.

4. WHEN AND HOW WE DISCLOSE APPLICABLE POLICIES

We take reasonable steps to inform you about cancellation, change, refund, and CFAR policies at multiple points in the booking journey. For any services provided by us to you, we will charge a service fee.

- **Website notices:** Our website includes general notices that supplier policies vary and apply to your booking. These notices appear on or near search pages, booking pages, and help sections.
- **Fare/rate selection:** Where data is available, we display summaries of key rules (for example, refundable/non-refundable status, change fees, and CFAR availability). These summaries are indicative only.
- **Before payment:** At checkout, you will be required to acknowledge that your booking is subject to:
 - Our **Booking Terms and Conditions**; and
 - The **supplier's own policies**, including any CFAR terms, fare rules, conditions of carriage, hotel cancellation policy, car rental terms, or equivalent documents.
- **Booking confirmation:** Your booking confirmation email and/or itinerary includes a reminder that supplier policies apply.

However, the **full and binding rules** are those published by the supplier (for example, Conditions of Carriage, Fare Rules, Ticket Endorsements, Hotel Cancellation Policy, Car Rental Terms, CFAR Terms and Conditions, or equivalent). Where there is any difference between our summary or description and the supplier's written policy, the **supplier's written policy prevails**.

You should review the supplier's policy for your specific booking **before completing payment**. If anything is unclear, or if a particular outcome is critical for you (for example, a full refund in a specific scenario), contact the supplier directly **before you book**.

5. CANCELLATIONS, CHANGES, AND REFUNDS

Your rights and options for cancellation, changes, rebooking, and refunds depend on:

- The **supplier's policy** for your specific booking; and
- Your rights under the **Australian Consumer Law (ACL)** and other applicable consumer protection laws where relevant.

In general:

- If you **change your mind**, miss your flight, check-in late, fail to meet visa or entry requirements, or decide not to travel for reasons unrelated to the service, your entitlement to a refund, change, or credit is usually determined by the **supplier's terms**, not by us.
- If the **supplier cancels or significantly changes** your service (for example, a major schedule change, cancellation of flight, or significant change to hotel accommodation), you may have rights to a replacement service, refund, or other remedies under the ACL, in addition to any supplier compensation or rebooking policy.

- Where the ACL gives you a non-excludable right to a remedy (for example, for services not provided with due care and skill, or not fit for purpose), that right **cannot be taken away** by the supplier's or our terms.

As an intermediary, we will generally pass on to you any refund, credit, voucher, or other remedy that the supplier provides for your booking, in accordance with the supplier's rules and timelines, and assist with communication and administrative steps where reasonably possible, subject to our fees, the supplier's rules, and operational constraints.

We do **not** guarantee outcomes that are outside our control, including but not limited to airline/hotel decisions on waivers, processing times imposed by suppliers, or force majeure events.

6. NO RELIANCE ON ORAL OR INFORMAL STATEMENTS

- Only **written policies** published by the supplier and our written **Booking Terms and Conditions** and other written policies on our website are binding.
- Statements made in chat, email, phone calls, social media, or other informal channels by our staff, agents, or third parties are **for general guidance only** and do not override written terms.

7. COMPLAINTS AND DISPUTE RESOLUTION

1. **First contact the supplier** (airline, hotel, car rental company, etc.) directly using details in your confirmation. Many issues relate directly to operational decisions.
2. **If the issue relates to our service** (e.g., booking error, misrepresentation), contact us at:
 - **Email:** contact@flights-scanners.com
 - **Emergency Phone:** +61 410 329 157
 - **Address:** Flight Corner Pty Ltd, 42/553–555 Melton Highway, Sydenham, Victoria, Australia
3. **If unresolved:** You may lodge a complaint with your relevant state or territory consumer protection agency (e.g., Consumer Affairs Victoria) or the Australian Competition and Consumer Commission (ACCC).

8. UPDATES TO THIS POLICY

We may update this policy from time to time to reflect changes in law, supplier practices, or business operations. The version in effect at the time of your booking applies.

9. GOVERNING LAW AND INTERPRETATION

This policy is governed by the laws of **Victoria, Australia**. Any legal proceedings shall be subject to the non-exclusive jurisdiction of the courts in Victoria, Australia.

10. Contact Details

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