



## WAIO Flight Information & Check-in FAQ



### Which terminal am I flying from?

Qantas departs from Terminal 3/4, Virgin Domestic from Terminal 1, and Virgin Regional and Alliance depart from Terminal 2. Please refer to the table on page two should you be unsure which airline you're flying with.

### What does the B- mean before my flight number?

The B- refers to a "block allocation" which is a designated BHP seat on a regular domestic commercial Qantas or Virgin flight and are the preferred flights for travellers to Newman and Port Hedland.

### How do I check in?

This will depend on the airline you are travelling with. Please refer to the table on the following page.

### Will I get a reference number for my flight?

You will receive reference numbers for flights however the timing will depend on the airline and travel location. Please refer to the table on page two.

### How much baggage can I take?

This will depend on the airline and travel location. Area C/South Flank (Coondewanna) and Yandi (Barimunya) aerodromes are BHP owned and operated and have different baggage allowances to commercial airlines in Newman and Port Hedland. Please refer to the table on page two.

### How do I arrange excess baggage?

If travelling to Newman or Port Hedland, this must be arranged at check-in and will incur a direct cost to you. If travelling to Area C/South Flank or Yandi, please contact NPI People Logistics.

### What do I do if there is a flight delay or cancellation?

Please be assured NPI People Logistics liaise closely with the airlines to minimise the impact to travellers on affected flights. Any changes to your flight will be communicated to you directly via the airlines or NPI People Logistics.

### Which airline am I flying with?

Your flight may be with Qantas, Virgin Australia or Alliance across BHP Pilbara operations. Please use the table on the following page to determine which airline you are flying with, dependent on the prefix of your flight.

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### Airline guide

Flight Prefix	Airline	Perth Terminal	Reference Number	Baggage Allowance	Check-in Process
QF	Qantas	3/4	Yes	23kgs	Via your Frequent Flyer or <a href="http://www.qantas.com/au/en.html">www.qantas.com/au/en.html</a> and “Manage Booking”
B-QF	Qantas	3/4	Yes	23kgs	Via your Frequent Flyer or <a href="http://www.qantas.com/au/en.html">www.qantas.com/au/en.html</a> and “Manage Booking”
QF29XX	Qantas Charter	3/4	Yes	2 x 10kg	Via your Frequent Flyer or <a href="http://www.qantas.com/au/en.html">www.qantas.com/au/en.html</a> and “Manage Booking”
VA1XXX	Virgin Domestic	1	Yes	23kgs	Via your Velocity App or <a href="http://www.virginaustralia.com/au/en/#/">www.virginaustralia.com/au/en/#/</a> and “Manage Booking”
B-VA1XXX	Virgin Domestic	1	Yes - within 21 days of travel	23kgs	Via your Velocity App or <a href="http://www.virginaustralia.com/au/en/#/">www.virginaustralia.com/au/en/#/</a> and “Manage Booking”
VA9XXX	Virgin Regional	2	Yes - within 21 days of travel	2 x 10kg	Via your Velocity App or <a href="http://www.virginaustralia.com/au/en/#/">www.virginaustralia.com/au/en/#/</a> and “Manage Booking”
QQ	Alliance	2	Yes – within 21 days of travel	2 x 10kg	24 hours prior to your flight via <a href="http://www.allianceairlines.com.au">www.allianceairlines.com.au</a>

