

Commercial policy	Dates	Options	Authority code
<p>Change Fee Waiver for Qantas International Excluding Tasman</p>	<p>All customers with an existing QF (081) booking for travel in August, September and October 2020</p>	<ul style="list-style-type: none"> <li>• Waiver is valid for tickets cancelled and held in credit between now and 30 June 2020.</li> <li>• Ticker can be held in credit until 31 December 2021 (ticker must be reissued and travel completed by 31 December 2021).</li> <li>• This waiver can be applied only once per booking.</li> </ul>	<p>628181</p>
<p>Qantas customers impacted by Coronavirus with tickets issued on/after 31 January 2019</p>	<p>Tickets issued on/after 31 January 2019 booked for travel on/before 31 October 2020</p>	<ul style="list-style-type: none"> <li>• Waiver is valid for tickets issued on/after 31 January 2019 booked for travel on/before 31 October 2020.</li> <li>• Ticker can be held in credit until 31 December 2021 (ticker must be reissued and travel completed by 31 December 2021).</li> </ul>	<p>628179</p>
<p>Qantas International Flight Cancellations due to Demand Impact of Coronavirus</p>	<p>Tickets issued on/before 03 June 2020</p>	<p>For travel on flights cancelled due to the demand impact of Coronavirus, including:</p> <ul style="list-style-type: none"> <li>• Qantas and Jetstar international flight cancellations between 26 March 2020 and 31 July 2020; and</li> <li>• Additional cancellations and reduction of services across the Qantas International network until mid-September 2020.</li> <li>• Sydney Shanghai QF129/130 cancellations between 03 August and 24 October 2020.</li> </ul> <p>In all POS, customers may:</p> <ol style="list-style-type: none"> <li>1) Rebook (where possible) to an alternative Qantas Airways operated flight.</li> <li>2) Rebook (where possible) to a partner airline operated flight – please refer to Schedule Change Policy options.</li> <li>3) Retain the value of the ticket in credit – Ticket can be held in credit until 31 December 2021 (ticker must be reissued and travel completed by 31 December 2021).</li> <li>4) Refund</li> </ol>	<p>623062</p>
<p>Coronavirus related travel restrictions</p>	<p>Tickets issued on/before 06 May 2020 for travel between 31 January 2020 and 31 July 2020</p>	<p>Customers who:</p> <ol style="list-style-type: none"> <li>1) Have been impacted by Coronavirus related travel restrictions*; and</li> <li>2) Can provide valid proof that they are impacted by those travel restrictions*</li> </ol> <p>*For the purposes of this policy, travel restrictions do not include those passengers who no longer wish to travel because of any government imposed self-isolation requirement on entry. Exception: incoming cruise customers required to depart to their self-isolation location on a domestic Australia flight on the same day when they disembark from the cruise. Travel restrictions include the Australian Government travel ban enacted on 25 March 2020.</p> <p>may:</p> <ol style="list-style-type: none"> <li>1) Rebook to an alternative Qantas Airways flight between 31 January 2020 and 30 November 2020.</li> <li>2) Retain the value of the ticket in credit.</li> <li>3) Refund.</li> </ol>	<p>611524</p>