

# Commercial Policy for Customers Impacted by Qantas International Flight Cancellations due to Demand Impact of Coronavirus

Commercial Policy | Published 2 July 2020

This policy applies to Qantas customers holding a valid 081 ticket issued on/before 03 June 2020, for travel on Qantas and Jetstar International flights between 17 March 2020 and 24 October 2020, which have been cancelled due to the demand impact of Coronavirus.

## General Information

### Conditions

- Customers who elect to retain the value of the ticket in credit are entitled to one free change at time of reissue.
- Flights no longer required must be cancelled prior to scheduled departure.
- Qantas will not be responsible for paying any other costs or expenses such as hotel or other ground operator fees arising due to events beyond our control, unless required by applicable laws.
- All other rules and conditions of the ticket remain unchanged.
- Customers are permitted to make changes as per applicable policy. Any subsequent changes made after the ticket is reissued will be subject to the rules and conditions of the original ticketed fare purchased.

### Customers with Unticketed Bookings

For unticketed bookings, alternate flights/routings can be rebooked subject to availability and tickets issued in accordance with fare conditions.

### Customers on Frequent Flyer Reward Tickets

Frequent flyer bookings cannot be held in credit. They can be changed or refunded. This must be done via Contact Centres. Qantas Points Plus Pay bookings take on commercial fare rules unless they are booked in redemption classes.

## Your Customer's Ticket

### Qantas (081) Issued Ticket

- Rebook (where possible) to an alternative Qantas Airways operated flight

Book same class if possible, otherwise lowest available class in the same cabin. Where a cabin is no longer available, customers can be reaccommodated to a lower cabin and offered a partial refund if applicable.

- Rebook (where possible) to a partner airline operated flight – please refer to the reaccommodation options in the Schedule Change Policy except in relation to booking classes which are as per below

New flights must be in the same class (subject to class availability). If cancelled flights are within 48 hours of departure, customers can be rebooked to lowest available in the same cabin.

- Retain the value of the ticket in credit

Ticket can be held in credit until 31 December 2022. If a ticket has an issue date prior to 31 January 2020, you will need to reissue the ticket prior to 31 December 2021. This will ensure all eTickets are open for use until 31 December 2022. Travel must be completed by 31 December 2022. If the new fare is of a higher value than the existing ticketed fare, the fare difference is payable by the customer. Applicable ticket surcharges, fees and taxes may apply.

- Refund

If the above alternative options are not suitable, customers are entitled to a refund. Customers who have commenced their journey are entitled to a refund of the impacted sector/s. Customers who have not commenced their journey are entitled to a full refund.

## Ticket Information

If your customer accepts the rebooked flight/s:

- Reissue the ticket in-house if validated to Qantas (081).
- Ticket to be reissued with no additional collection or refund\* to fare, surcharges and ticket taxes.
- No change fee is to be applied to the reissue.
- All details of the original ticket to be shown on the new ticket including fare basis and fare calculation.
- Authority number **623062** must be entered into the endorsement box to avoid ADM.

\*Refer to involuntary downgrade policy, if your customer has been impacted by a cabin downgrade.

Your customer's ticket can be held in credit for future travel:

- Reissue the ticket in-house if validated to Qantas (081).
- Ticket can be held in credit until 31 December 2022. If a ticket has an issue date prior to 31 January 2020, you will need to reissue the ticket prior to 31 December 2021. This will ensure all

eTickets are open for use until 31 December 2022. Travel must be completed by 31 December 2022.

- Additional fare, surcharges and ticket taxes may apply.
- No change fee is to be applied to the reissue.
- Authority number 623062 must be entered into the endorsement box to waive the fee for voluntary changes and avoid ADM.

## Refunds

- Any refund fees will be waived for tickets issued in accordance with this policy.
- This excludes fees imposed by suppliers or third parties.
- To request a refund, return the ticket to the original point of purchase.
- Refund Applications can be submitted via BSP Link with reference to the Authority number **623062** to waive any refund fees, no later than 3 months from the date of this policy.