

Commercial Policies and Information for Qantas Customers Impacted by the Coronavirus

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Commercial Policy for Qantas Customers Affected by Northern Winter 2020 Qantas International Flight Cancellations

Commercial Policy | Published 15 October 2020

This policy is available to Qantas customers holding a valid 081 ticket issued on/before 1 October 2020.

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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 must be cancelled by Qantas and UN message generated to your GDS booking
- 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.

| Effective date | Australia to/from: | Travel dates |
|----------------|--|-------------------|
| 02OCT20 | Thailand (BKK) China (SHA) Indonesia (JKT, DPS) Chile (SCL) | 25OCT20 – 27MAR21 |
| | Canada (YVR) | 12DEC20 – 27FEB21 |

| Effective date | Australia to/from: | Travel dates |
|----------------|---|-------------------|
| | Philippines (MNL) | 25OCT20 – 27MAR21 |
| 06OCT20 | Fiji (NAN) Hong Kong (HKG) Japan (HND, NRT, CTS, KIX) New Caledonia (NOU) New Zealand (AKL, WLG, CHC, ZQN) PNG (POM) Singapore (SIN) South Africa (JNB) UK (LHR including LHR/SIN vv.) USA (LAX, JFK, DFW, SFO, HNL,ORD) | 25OCT20 - 30NOV20 |
| 10OCT20 | | 25OCT20 - 31JAN21 |

| | | |
|---------|---|-------------------|
| | All other Qantas marketed destinations (operated by other airlines) | |
| 13OCT20 | New Zealand (AKL, WLG, CHC, ZQN) | 01DEC20 - 06DEC20 |
| | Japan (HND, NRT, CTS, KIX) | 01DEC20 - 31JAN21 |
| 15OCT20 | USA (LAX, JFK, DFW, SFO, HNL, ORD) | 01DEC20-31JAN21 |

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Customers with unticketed bookings

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

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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.

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Your Customer's Ticket

Qantas (081) Issued Ticket

Customer options:

1. **Rebook (where possible) to the next available 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 / rebooked on the next available Qantas operated flight in a lower cabin and offered a partial refund if applicable.

2. Rebook (where possible) to a partner airline operated flight - please refer to the Schedule Change Policy

New Zealand - for passengers re-accommodated via AKL, customers can be booked on a Qantas flight operated by Air New Zealand or Jetstar. The New Zealand domestic sector must be rebooked in the same class as the fare purchased.

3. Retain the value of the ticket in credit Ticket can be held in credit until 31 December 2022.

4. 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.

5. 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.

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Ticket Information

All Qantas flight changes need to be actioned (reissued or revalidated) prior to travel, regardless of which airline the ticket is validated to.

For customers holding a Qantas (081) issued ticket:

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 **638322** must be entered into the endorsement box to waive the fee for voluntary changes and avoid ADM.

Your customer' s ticket is being refunded

- 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 **638322** to waive any refund fees, no later than 3 months f rom the date of this policy

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