

Commercial Policy for Domestic Itineraries due to border closures

Commercial Policy | Published 16 October 2020

The following commercial policy is available to customers holding a valid 081 ticket issued on/before 29 July 2020 for travel between 29 July 2020 and 31 January 2021 for a domestic itinerary within 30 days of travel and are impacted by domestic interstate border closures or are unable to travel to Australia due to an International border closure.

Please refer to individual State Government websites for the latest border restrictions.

This policy does not apply where the State border is open, and passengers no longer wish to travel because of a State Government imposed self-isolation requirement on entry.

General Information

- [Conditions](#)
- [Customers with Unticketed Bookings](#)
- [Customers on Frequent Flyer Rewards Tickets](#)

Your Customer's Ticket

- [Qantas \(081\) Issued Ticket](#)
- [Ticket Information](#)

General Information

Conditions

- Valid proof of being impacted by travel restrictions may include, but is not limited to: a booking reference or ticket number for travel on another airline or other form of transport to/from an impacted region, proof of address (if part of a suburb/state lockdown) eg. drivers licence. This information must be added to the booking as a remark where relevant.
- New travel dates must be within ticket validity.
- All other rules and conditions of the ticket remain unchanged.
- Customers are permitted to make changes as outlined in this policy. Any subsequent changes made after the ticket is reissued will be subject to the rules and conditions of the original ticketed fare purchased.

[Back to top](#)

Customers with unticketed bookings

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

[Back to top](#)

Customers on Frequent Flyer Reward Tickets

Qantas Points Plus Pay and Qantas & Partner Classic Flight Rewards tickets: Customers are entitled to the same options and conditions as listed above.

Passengers who are travelling on Qantas or Partner Classic Flight Reward tickets are entitled under the Flexible Classic Flight Reward policy to cancel or rebook on an eligible Qantas, Jetstar or Frequent Flyer Partner Airlines subject to reward seat availability. Classic Flight Reward tickets cannot be retained in credit.

Please note, any changes to bookings in redemption classes must be made in the same class as the original booking.

[Back to top](#)

Your Customer's Ticket

Qantas (081) Issued Ticket

Options	Permitted Action	Conditions
1. Rebook Travel	<ul style="list-style-type: none"> Rebook to an alternate Qantas flight with a "QF" flight number operated by Qantas / QantasLink 	<ul style="list-style-type: none"> Change fees do not apply Rebooking permitted in the same available or higher booking class on Qantas / QantasLink services Fare difference and/or additional surcharges, fees or taxes are payable if the new ticket is of a higher value than the original ticket
2. Retain Ticket Value in Credit	<ul style="list-style-type: none"> Original ticket value 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. 	<ul style="list-style-type: none"> Change fees do not apply Fare difference and/or additional surcharges, fees or taxes are payable if the new ticket is of a higher value than the original ticket

[Back to top](#)

Ticket Information

For customers holding a Qantas (081) issued ticket:

If your customer accepts the rebooked flight/s

- Ticket to be reissued with no change fee
- Additional fare, ticket taxes and surcharges associated to the ticket apply
- All details of the original ticket to be shown on the new ticket including fare basis and fare calculation
- Authority Number **638321** must be entered into the endorsement box to avoid ADM.
- Valid proof of being impacted by travel restrictions may include, but is not limited to: a booking reference or ticket number for travel on another airline or other form of transport to/from an impacted region, proof of address (if part of a suburb/state lockdown) eg. drivers licence. This information must be added to the booking as a remark where relevant.

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

- Ticket to be reissued with no change fee

- Additional fare and ticket taxes may apply subject to assessment of the new journey
- If the new fare is of a higher value than the existing ticketed fare, the fare difference is payable by the passenger. Applicable ticket taxes apply.
- Authority Number **638321** must be entered into the endorsement box to waive the fee for voluntary changes and avoid ADM.
- Valid proof of being impacted by travel restrictions may include, but is not limited to: a booking reference or ticket number for travel on another airline or other form of transport to/from an impacted region, proof of address (if part of a suburb/state lockdown) eg. drivers licence. This information must be added to the booking as a remark where relevant.

For customers holding a non-Qantas (081) issued ticket:

For tickets validated to another carrier, please refer to the ticketed airline's policy for ticket reissue.

SECTIONS

- [Agency News](#)
- [Policies and Guidelines](#)
- [Products and Network](#)
- [Qantas Channel](#)
- [Learning Hub](#)
- [Support](#)
- [Site Map](#)

PARTNER SITES

- [qantas.com](#)
- [Qantas Group Travel](#)
- [Jetstar](#)
- [oneworld](#)

- [Terms and Conditions of Use](#)
- [Standard Agency Terms and Conditions](#)

© Qantas Airways Limited ABN 16 009 661 901

[Top of the page](#) 