

Commercial Policy - Fly Flexible

Commercial Policy | Published 1 July 2021

The following commercial policy waives the change fee for your customers who have a valid

- Any Qantas domestic Australian flight booked between 21 May 2020 and 30 September 2021, for travel between 12 June 2020 and 28 February 2022.
- Any Qantas trans-Tasman flight booked between 15 October 2020 and 30 September 2021, for travel between 16 October 2020 and 28 February 2022.
- Any Qantas International flight booked between 25 February 2021 and 30 September 2021, for travel between 1 November 2021 and 31 December 2022.

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General Information

Conditions

- New travel dates must be within ticket validity.
- All other rules and conditions of the ticket remain unchanged.
- Domestic Red eDeal changes not permitted on scheduled day of departure.
- 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.
- This waiver does not apply to refund, cancellation or no-show fees.
- Bookings made for a group via Qantas Group Travel are only eligible to use this policy at least 14 days prior to the first date

of 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.

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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

Passengers who are travelling on Qantas & Jetstar Points Plus Pay tickets are entitled to the same options and conditions as listed above.

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Your Customer's Ticket

Qantas (081) Issued Ticket

Customer options:

Rebook to an alternate Qantas flight with a "QF" flight number operated by Qantas / QantasLink

Rebooking permitted in the same or higher booking class

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

New travel dates must be within ticket validity

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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 can rebook travel

- Change fees associated to the ticket do not apply
- 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.
- All details of the original ticket to be shown on the new ticket including fare basis and fare calculation
- Authority Number **638328** must be entered into the endorsement box to avoid ADM.

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