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| Commercial Policy for customers holding a COVID credit with a date of issue on or before 30 September 2021 |
| Date: 31 August 2023Dear Agency PartnerThe following [commercial refund policy](https://comms.qantas.com/link/id/zzzz64f0af091b97a519Pzzzz5f7b254029f9e722/page.html) is available to customers holding a COVID credit with a date of issue on or before 30 September 2021.**Options for customers holding a Qantas (081) issued ticket:**Customer options:

| **Option** | **Permitted actions** | **Ticket Reissue Conditions** |
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| **1. Refund**  | * Ticket currently held in credit with a date of issue on / before 30 September 2021
* Customers are entitled to a full refund
* Customers who have commenced their journey are entitled to a refund of the unused coupons
 | * Refund Applications can be submitted via BSP Link or ARC with reference to the Authority number **574628** to waive any refund fees
* Refund fee does not apply
* To request a refund, return the ticket to the original point of purchase
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| **Commercial Policy conditions** * Flights no longer required must be cancelled prior to scheduled departure
* All other rules and conditions of the ticket remain unchanged.

**For customers with a Qantas Points Plus Pay bookings:**Qantas Points Plus Pay Bookings are entitled to the same options and conditions as listed above. |

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