



## Changes to Qantas Ticketed Bookings To/From UK/Europe

### Qantas Commercial Policy 17 May 2010

United Kingdom airspace has re-opened following closure overnight.

QF affected flights which diverted to Frankfurt will operate into LHR as follows:

QF1/16MAY SYD BKK LHR – is scheduled to arrive into LHR at 1050

QF31/16MAY SYD SIN LHR – is scheduled to arrive into LHR at 1010

QF9 has diverted to (Dubai) and is not due to arrive into London until 0600 on 18 May.

We are monitoring the situation closely and will continue to post updates should the situation change.

Qantas flights departing Australia for London Heathrow today will operate as per the regular schedule.

Qantas flights departing London Heathrow for Australia today will operate as per the regular schedule except for QF32 LHRSINSYD which has been rescheduled and will depart London Heathrow on 18 May at 1000.

For enquiries on the rescheduled QF32, please contact Qantas Telephone Sales

A current fare waiver is in place, please refer below.

#### **Passengers may, without penalty:**

- **Defer travel** to/from UK/Europe
- **Return to the origin port** via the most direct routing using Qantas.
- **Re-route travel** via the most direct routing using Qantas.
- **Change destinations.** The value of the existing ticket can be used towards the purchase of a new ticket. If the new fare is more expensive than the existing ticket fare, the fare difference is payable by the passenger. Applicable taxes may apply.

#### **1. Passengers wishing to defer travel To/From the UK**

##### **Conditions**

- All changes to travel dates must be made 1 day prior to original ticketed departure date.
- New travel dates must be prior to 31 October 2010.
- The new flight must be booked in the same cabin and same booking class of travel (e.g. First, Business, Premium Economy or Economy).
- Any third party costs/penalties, such as hotel or other ground operator fees incurred will not be waived by Qantas.
- All other rules and conditions of the ticket remain unchanged.



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#### Frequent Flyer Redemption Tickets

Passengers travelling on redemption tickets are entitled to the same options and conditions as listed above.

*Please note: Passengers on partner airline services are able to re-book or re-route subject to redemption seat availability only.*

## 2. Passengers travelling on flights which have been cancelled

#### Conditions

- All changes to travel dates must be made 1 day prior to original ticketed departure date.
- If the same booking class is not available, the lowest available class within the same cabin may be booked (e.g. First, Business, Premium Economy or Economy).
- Rebook to an alternative departure/arrival point within Europe. (e.g. Passengers holding NCE–LON–SYD can be rerouted to MRS–FRA–SYD. Please be advised that travel between original and new departure/arrival point will be at customers own expense. **(Refer to booking table for travel agents only)**)
- New travel dates must be no later than 28 days after the original ticketed departure date.
- All other rules and conditions of the ticket remain unchanged.
- Any third party costs/penalties, such as hotel or other ground operator fees incurred will not be waived by Qantas.

#### Refunds

- Any refund penalties will be waived for tickets issued prior to 17 May 2010 where original ticketed travel dates were between 17-21 May 2010.
- This excludes penalties imposed by suppliers or third parties.
- To request a refund, return your ticket to the original point of purchase prior to 31 July 2010.
- Travel Agents can submit a manual refund application via BSPLink with reference to authority number “554821” to waive any refund fees.

#### Frequent Flyer Classic Award Passengers may:

- Re-route travel via the most direct routing using Qantas. Award fees will not apply.
- Return to the origin port via the most direct routing using Qantas. Award fees will not apply.
- Refunds will be offered where travel has not commenced and Award Fees waived for tickets issued prior to 17 May 2010 where original travel was scheduled between 17 - 21 May 2010.
- All changes to travel dates must be made 1 day prior to original ticketed departure date.
- For travel on Qantas marketed/operated services, if the same booking class is not available, the lowest available class within the same cabin may be booked (e.g. First, Business, Premium Economy or Economy).
- For travel on other Frequent Flyer Partner Airlines passengers are able to re-book or re-route subject to redemption seat availability.
- New travel dates must be no later than 28 days after the original ticketed departure date.
- All other rules and conditions of the ticket remain unchanged.
- Any third party costs/penalties, such as hotel or other ground operator fees incurred will not be waived by Qantas.



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#### Frequent Flyer Classic Award - Refunds

- Any refund penalties will be waived for tickets issued prior to 17 May 2010 where original ticketed travel dates were between 17-21 May 2010.
- To request a refund, contact Qantas Telephone Sales prior to 31 July 2010.

#### **Rebooking Table for Onwards connections into/out of Europe (Applicable for Commercial & Any Seat Award bookings)**

- The following table may be used to assist with rebooking to alternative points within Europe.

Disrupt Sector		Carrier	Economy Booking Class Lowest class to highest	Premium Economy Booking Class Lowest class to highest	Business / First Booking Class Lowest class to highest
LON/FRA	Europe	BA	Same class as QF longhaul	Same class as QF longhaul	Same class as QF longhaul
FRA	Domestic UK	LH	S/V	S/V	Z
LON/FRA	France	AF	E	E	D/Y
LON/FRA	Netherlands	KL	N/E/Q/H/K/B/S	N/E/Q/H/K/B/S	Z/C
LON/FRA	Belgium	SN	B	B	D
LON/FRA	Germany	LH	S/V	S/V	Z
LON/FRA	Portugal	TP	S	S	D
LON/FRA	Scandinavia	SK	T/K/V/Q/H/M/Y	T/K/V/Q/H/M/Y	D
LON/FRA	Spain	IB	Same class as QF longhaul	Y	Same class as QF longhaul
LON/FRA	Switzerland	LX	W/Y	W/Y	Z
LON	Domestic UK/ AMS/HAJ/MIL	BD	V,Q,H,M,K,B,S,Y	V,Q,H,M,K,B,S, Y	Y/D/C
LON	Vienna	OS	S/V	S/V	D
LON	Rome/Milan	AZ	N/T	N/T	I

#### **Ticket Revalidation:**

- The Agent can revalidate the ticket for a date and/or time change.
- Additional fare/tax/change fees associated to the fare do not apply.

#### **Ticket Reissue:**

- The Agent can reissue the ticket in-house if validated to Qantas (081).
- No change fee should be charged.
- Authority number "554821" to be entered into the tour code box.
- For Net, APoSD and Private Fare tickets, move the existing data from the tour code box to the endorsement box.
- Net remit tickets will not require the NR indicator.

#### **Defer travel:**

- Additional fare/tax/change fees associated to the fare do not apply.



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- All details of the original ticket including fare, fare basis and fare calculation remain the same.
- Ticket to be reissued with no additional fare collection or refund.
- **Return to the origin port:**
  - Additional fare collection does not apply.
  - All details of the original ticket including fare, fare basis and fare calculation remain the same.
  - Any additional ticket taxes applicable to new routing must be collected at time of ticket reissue
- **Re-route travel:**
  - Additional fare collection does not apply.
  - All details of the original ticket including fare, fare basis and fare calculation remain the same.
  - Any additional ticket taxes applicable to new routing must be collected at time of ticket reissue.
- **Change Destinations:**
  - Any additional fare and ticket taxes applicable to new routing must be collected at time of ticket reissue.