



Changes to Qantas Ticketed Bookings Affected By British Airways Industrial Action

Qantas Commercial Policy 17 May 2010

Overview

British Airways (BA) has advised that their cabin crew will take industrial action on the following dates:

- 18 to 22 May
- 24 to 28 May
- 30 May to 03 June
- 05 to 09 June

During these strike dates it may be necessary for BA to cancel services and this may impact Qantas (QF) codeshare services operated by British Airways.

All Qantas operated services will not be impacted by this disruption.

BA are currently reviewing their schedule and have advised QF that they will notify changes as soon as possible.

Customers travelling on BA flight numbers are advised to visit ba.com for the latest information on BA operated services.

Qantas will continue to monitor the situation to minimise any impact this strike period may have on our customers.

The following outlines the options available to Qantas customers holding a valid Qantas (081) ticket for travel between 18 May to 11 June 2010 (inclusive) and travelling on British Airways operated services.

Passengers may, without penalty:

- **Defer travel** for up to 30 November 2010
- **Re-route travel** via the most direct routing using Qantas or British Airways
Where no Qantas or British Airways option is available refer to **Table A** (below) for alternative carrier options
- **Return to the origin port** via the most direct routing using Qantas or British Airways
- **Retain the value of the ticket in credit** for future travel within ticket validity 12 months from the date of issue. If the new fare is lower than the existing ticket fare, a refund of the residual value will apply. If the new fare is more expensive than the existing ticket fare, the fare difference is payable by passenger. Applicable taxes may apply.



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Conditions

- All changes to travel dates must be made prior to original ticketed departure date
- New travel dates must be no later than 6 months after the original flight but no later than 30 November 2010
- The new flight must be booked in the same cabin and same booking class of travel (eg First, Business, Premium Economy or Economy).
- Lowest available booking class in the same cabin as original ticket can be used when rebooking to a Qantas or British Airways flight number if original booking class is not available during travel period 18 May to 11 June 2010 inclusive.
- Any additional ticket taxes applicable to new routing must be collected at time of ticket reissue
- 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.

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 "554820" 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.
 - 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.
- **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.
- **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
- **Retain the value of the ticket in credit:**
 - For Net Fare tickets retained in credit, contact the Qantas Industry Centre for ticket reissue when new travel is booked.



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Refunds - Commercial/Any Seat Award

- If BA cancels any services and QF is unable to provide an alternative option a full refund will be provided.
- Travel agents issued tickets must be referred back to the issuing agent for refund processing
- No cancellation fees should be charged for tickets originally issued prior to 11 May 2010 where BA cancels any services and QF is unable to provide an alternative option for travel:
 - 18 to 22 May
 - 24 to 28 May
 - 30 May to 03 June
 - 05 to 09 June
- This excludes penalties imposed by suppliers or third parties
- Travel Agents can submit a manual refund application via BSPLink with reference to authority number “**554820**” to waive any refund fees, no later than 30 June 2010.

Frequent Flyer Classic Award Tickets

If a Member calls to rebook/reroute a Classic Award booking due to the BA strike, Qantas Frequent Flyer will honour the original points **provided** the Member has been rebooked to another FF Partner Airline (in the same class, subject to Award seat availability) and are rebooked to the most direct route possible. Any additional ticket taxes applicable to new routing must be collected at time of ticket reissue. Normal service fees will not apply.

Frequent Flyer Classic Award Tickets - Refunds

If BA cancels any services and Member is unable to re-book subject to award seat availability, booking can be cancelled and Cancellation Refund Fee will not apply.



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Table A

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
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	Tokyo	JL	Same class as QF longhaul	QF-W/R/T interline to JL-Y/B/B respectively, except that oneworld Explorer & Global Explorer QF-R interlines to JL-W	Same class as QF longhaul
LON	Hong Kong	CX	Same class as QF longhaul	Y	Same class as QF longhaul
LON	USA	AA	Same class as QF longhaul	Y	Same class as QF longhaul
LON	Rome/Milan	AZ	N/T	N/T	I
LON	Turkey	TK	L/Q	L/Q	D
AU	Singapore	SQ	K/L	K/L	D/H/K
AU	Bangkok	TG	Lowest available class	Lowest available class	J
AU	Hong Kong	CX	Same class as QF longhaul	Y	Same class as QF longhaul



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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
AU	Tokyo	JL	Same class as QF longhaul	QF-W/R/T interline to JL- Y/B/B respectively, except that oneworld Explorer & Global Explorer QF-R interlines to JL-W	Same class as QF longhaul
LON	Bangkok	BR	U	U	J
LON	Bangkok	TG	Lowest available class	Lowest available class	J
LON	Singapore	SQ	K/L	K/L	D/H/K
AU	AUH	EY	Q/M/K	Q/M/K	D
LON	AUH	EY	Q/M/K	Q/M/K	D
LON	JNB/CPT	SA	V/Q/S	V/Q/S	Z