



Changes to Qantas Ticketed Bookings To/From Thailand

Qantas Commercial Policy 07 June 2010

Overview

Due to continued civil unrest/political tensions in Thailand, the following outlines the options available to Qantas passengers who are holding a valid ticket on Qantas for travel on or before 07 June 2010 and who wish to make changes to their bookings.

Passengers may, without fee:

- Defer travel to/from Thailand
- Return to the origin port via the most direct routing using Qantas.
- Bypass Thailand as a stopover point and continue to the next ticketed destination via the most direct routing using Qantas. A stopover in SIN/HKG may be substituted.
- 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.

Conditions

- All changes to travel dates must be made on or before the original ticketed departure date.
- New travel dates must be prior to 30 June 2010.
- If the same booking class is not available, the lowest available class within the same cabin may be booked (eg 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.

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).
- Additional fare/tax/change fees associated to the fare do not apply.
- All fare details of the original ticket to be shown including fare basis and fare calculation.
- Ticket to be reissued with no additional collection or refund.
- Reference authority "551317" 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.

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.