



Operational Update

Dear Agency Partner,

Qantas is further extending the suspension of its Sydney-Shanghai services with flights resuming on 20 July 2020.

We have identified you as a Travel Agency with customers booked on Qantas services that will be affected by these cancellations.

For all tickets issued on or before 10 March 2020, the following options are available:

- Rebook to an alternative Qantas operated service between Australia and China

For flights outside the suspension period, if the same booking class is not available, the lowest booking class within the same cabin may be booked. If the new fare is of a higher value than the existing ticketed fare, no additional collection is to be collected from the passenger.

- Rebook to an alternative Qantas marketed service between Australia and China

The same booking class within the same cabin must be booked. If the new fare is of a higher value than the existing ticketed fare, no additional collection is to be collected from the passenger.

- Retain the value of the ticket in credit

Retain the value of the ticket in credit for future travel within 12 months from the original ticketed date of departure. If the new fare is of a higher value than the existing ticketed fare, the fare difference is payable by the passenger. Applicable ticket surcharges, fees and taxes may apply.

- Refund

If the above alternative options are not suitable, passengers are entitled to a refund. Passengers who have commenced their journey are entitled to a refund of the impacted sector/s (does not need to be reassessed as a one way fare). Passengers who have not commenced their journey are entitled to a full refund.

All flight changes need to be actioned (reissued or revalidated) prior to travel.

Visit Qantas Agency Connect to view the full [commercial policy](#), or for further [Coronavirus travel](#)

updates.

Regards,

Agency Partnerships and Leisure Sales

Qantas Airways Limited



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