

Dear Agency Partner,

As a result of the impacts of Coronavirus, Qantas is making changes to its international network with effect until mid-September 2020. These changes include the rerouting of QF1/2 via Perth, the suspension of some services, a reduction in number of services on some routes and some down-gauging of aircraft.

Customers are being reaccommodated to alternative Qantas or partner airline flights and these changes will be live in the GDS in the next few days.

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

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

**If your customer accepts the flight/s rebooked by Qantas:**

- Reissue the ticket in-house if validated to Qantas (081)
- Ticket to be reissued with no additional collection or refund\* to fare, surcharges and ticket taxes
- No change fee is to be applied to the reissue
- All details of the original ticket to be shown on the new ticket including fare basis and fare calculation
- Authority number **623062** must be entered into the endorsement box to avoid ADM

*\* Refer to Involuntary Downgrade policy, if your customer has been impacted by a cabin downgrade.*

**Your customer's ticket can be held in credit for future travel:**

- Reissue the ticket in-house if validated to Qantas (081)
- Additional fare, surcharges and ticket taxes may apply
- No change fee is to be applied to the reissue
- Authority number **623062** must be entered into the endorsement box to waive the fee for voluntary changes and avoid ADM

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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