

Commercial policy for unwell customers

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The health and safety of our customers is, and always has been our highest priority.

Our new **Fly Well program** brings together a number of new and existing wellbeing measures to give customers peace-of-mind when travelling.

Please share the Fly Well program **factsheet** and **infographic** with your customers for important program measures in place and recommendations for travellers to stay safe.

What to do if a customer notifies you they are unable to travel due to having COVID-19 symptoms?

As part of the 'Fly Well' program customer offering, Qantas will allow customers to change their travel date without incurring a change fee if they identify as not being well enough to travel due to COVID-19 symptoms. Symptoms include fever, fatigue or aches; runny nose, cough or sore throat; shortness of breath.

This commercial policy is limited for domestic travel for departures between 12 June 2020 and 31 July 2020, with changes permitted from 7 days prior to departure until the schedule departure time.

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General Information

Conditions

- New travel dates must be within ticket validity.
- All other rules and conditions of the ticket remain unchanged.
- Customers are permitted to make changes as outlined in this policy. Any subsequent changes made after the ticket is reissued will be subject to the rules and conditions of the original ticketed fare purchased.

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Customers with Unticketed Bookings

For unticketed bookings, alternate flights/routings can be rebooked subject to availability and tickets issued in accordance with fare conditions.

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Customers on Frequent Flyer Reward Tickets

Passengers who are travelling on Qantas & Jetstar Points Plus Pay tickets (100% PPP or Mixed Classic and PPP) are entitled to the same options and conditions as listed above.

Passengers who are travelling on Qantas or Partner Classic Flight Reward tickets are entitled under the Flexible Classic Flight Reward policy to cancel or rebook on an eligible Qantas, Jetstar or Frequent Flyer Partner Airlines subject to reward seat availability. Classic Flight Reward tickets cannot be retained in credit.

Please note, any changes to bookings in redemption classes must be made in the same class as the original booking.

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Your Customer's Ticket

All Qantas flight changes need to be actioned (reissued or revalidated) prior to travel, regardless of which airline the ticket is validated to. Changes permitted from 7 days prior to departure until the schedule departure time.

Qantas (081) Issued Ticket

Options	Permitted Action	Conditions
1. Rebook Travel	<ul style="list-style-type: none">• Rebook to an alternate Qantas flight with a "QF" flight number operated by Qantas / QantasLink• Permitted from 7 days prior to departure until the schedule departure time• Red eDeal changes permitted on day of departure	<ul style="list-style-type: none">• Change fees do not apply• Rebooking permitted in the lowest available booking class in the same cabin on Qantas / QantasLink services• New travel dates to be no later than 14 days from the original ticketed departure date• Fare difference and/or additional surcharges, fees or taxes are payable if the new ticket is of a higher value than the original ticket
2. Retain Ticket Value in Credit	<ul style="list-style-type: none">• Original ticket value can be held in credit until 31 December 2022• Permitted from 7 days prior to departure until the schedule departure time	<ul style="list-style-type: none">• If rebooking to alternative travel date is not practical, then a Credit may be issued• Change fees do not apply• Fare difference and/or additional surcharges, fees or taxes are payable if the new ticket is of a higher value than the original ticket

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Non-Qantas (081) Issued Ticket

For tickets validated to another carrier, please refer to the ticketed airline's policy for ticket reissue.

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Ticket Information

For customers holding a Qantas (081) issued ticket

Rebook Travel

- Ticket to be reissued with no change fee
- Additional fare, ticket taxes and change fees associated to the ticket apply
- New travel dates to be no later than 14 days from the original ticketed departure date
- All details of the original ticket to be shown on the new ticket including fare basis and fare calculation
- Authority Number **628183** must be entered into the endorsement box to avoid ADM.

Ticket in Credit

- If rebooking to alternative travel date is not practical, then a Credit may be issued
- Ticket to be reissued with no change fee
- Additional fare and ticket taxes may apply subject to assessment of the new journey
- If the new fare is of a higher value than the existing ticketed fare, the fare difference is payable by the passenger. Applicable ticket taxes apply.
- Authority Number **628183** must be entered into the endorsement box to waive the fee for voluntary changes and avoid ADM.

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