

Commercial policy for Qantas customers affected by Queensland and NSW floods

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This policy applies to Qantas customers that are affected by Queensland and NSW floods.

The following commercial policy is available to customers holding a valid 081 domestic ticket issued on/before 7 March 2022 for travel between 27 February 2022 and 10 March 2022 for domestic itineraries to/from Brisbane, Ballina, Sunshine Coast, Coolangatta and Sydney affected by flooding.

Options for customers holding a Qantas (081) issued ticket:

Customer options:

| Option | Permitted actions | Ticket Reissue Conditions |
|--------------|---|---|
| 1. Rebook | <p>Rebook to another Qantas Airways operated flight within 14 days from the original departure date.</p> <p>If the same booking class is not available, the lowest booking class within the same cabin may be booked.</p> <p>Where a cabin is no longer available, customers can be accommodated / rebooked on the next available Qantas operated flight in a lower cabin and offered a partial refund if applicable.</p> | <p>Reissue with authority 798572 in endorsement box.</p> <p>Change fee does not apply.</p> <p>Additional fare/taxes do not apply.</p> <p>All details of the original ticket including fare basis and fare calculation to be shown on the new ticket.</p> |
| 2. Credit | <p>Retain the value of the ticket in credit.</p> <p>New travel dates must be within ticket validity.</p> | <p>Reissue with authority 798572 in endorsement box.</p> <p>Change fees does not apply</p> <p>Additional fare/taxes do apply.</p> <p>If the new fare is of a higher value than the existing ticketed fare, the fare difference is payable by the customer. Applicable ticket surcharges, fees and taxes may apply.</p> |

Further conditions:

- Flights no longer required must be cancelled prior to scheduled departure.
- All Qantas flight changes need to be actioned (reissued or revalidated) prior to travel
- Qantas will not be responsible for paying any other costs or expenses such as hotel or other ground operator fees arising due to events beyond our control, unless required by applicable laws.
- All other rules and conditions of the ticket remain unchanged.
- Once a ticket has been reissued using this authority, subsequent changes are subject to fare rules and conditions (unless covered by this or another commercial policy).

For customers with unticketed bookings:

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

For customers on Frequent Flyer Award Tickets:

Qantas Points Plus Pay bookings are entitled to the same options and conditions as listed above.

Qantas Classic Flight Reward tickets cannot be retained in credit. They can be changed or refunded. This must be done via Contact Centres.