



Waiver of Conditions due to Japan earthquake and tsunami Qantas Commercial Policy 15 March 2011

Flights to Narita Airport in Tokyo are currently experiencing disruptions due to the earthquake that struck the region on 11 March 2011.

For the latest flight status information please refer to the Flight Status page on qantas.com.

Any customers who are experiencing difficulty in contacting Qantas through the local reservations number please call Qantas reservations in Australia on +61 3 9834 6400.

Anyone wishing to purchase a Qantas ticket from Japan to Australia, advance purchase conditions on the fare will be waived, for purchase and travel between 14 March 11 and 18 March 11.

The following commercial policy options are available to Qantas customers holding a valid Qantas (081) ticket issued on/before 11 March 2011 for travel to/from Narita, Toyko who wish to make changes to their booking for travel up to and including Sunday 10 April 2011.

Passengers may, without fee:

- Re-route travel via the most direct routing using Qantas.
- Return to the origin port via the most direct routing using Qantas.
- Bypass Tokyo as a stopover point and continue to the next ticketed destination via the most direct routing using Qantas.
- Rebook to alternative Qantas flights.
- Refunds will be offered where travel has not commenced for original ticketed travel dates between 11 March 2011 and 10 April 2011.
- 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 more expensive than the existing ticketed fare, the fare difference is payable by the passenger. Applicable ticket taxes may apply.
- 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.
- Defer travel as per the conditions outlined below.

Conditions

- Changes permitted to tickets issued on/before 11 March 2011 for travel between 11 March 2011 and 10 April 2011.
- New travel dates must be within ticket validity.
- If the same booking class is not available, the lowest booking class within the same cabin may be booked (eg Business 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.
- This policy also applies to customers who are booked on Codeshare flights operated by Qantas.

Note:

Unticketed bookings:

For un-ticketed bookings, flights can be rebooked subject to availability and tickets issued in accordance with fare conditions.



Tickets validated to another carrier (non 081)

- Re-route travel via the most direct routing using Qantas.
- Return to the origin port via the most direct routing using Qantas.
- Bypass Tokyo as a stopover point and continue to the next ticketed destination via the most direct routing using Qantas.
- Rebook to alternative Qantas flights.

Revalidation

- The Agent can revalidate the ticket in-house if validated to Qantas (081) if there is only a change to the flight number or date.
- No authority number is required for revalidation.

Ticket Reissue:

Re-book to Alternative Flight

- The Agent can reissue the ticket in-house if validated to Qantas (081)
- Ticket to be reissued with no additional collection or refund
- Additional fare, ticket taxes and change fees associated to the ticket do not apply
- All details of the original ticket to be shown on the new ticket including fare basis and fare calculation
- Authority number “**593526**” must be entered into the tour code box
- For Nett, APOSD and Private fares tickets, move the existing data from the tour code box to the endorsement box
- Net remit tickets will not require the NR indicator.
- For tickets validated to another carrier, please contact the Qantas Industry Centre for ticketing.

Retain the value of the ticket in credit

- The Agent can reissue the ticket in-house if validated to Qantas (081) ^
- Additional fare and ticket taxes may apply subject to assessment of the new journey
- If the new fare is more expensive than the existing ticket fare, the fare difference is payable by the passenger. Applicable ticket taxes apply.
- Authority number “**593526**” must be entered into the tour code box to waive the fee for voluntary changes

^ For Nett and APOSD tickets, contact the Qantas Industry centre for ticketing options.

Refunds:

- Refund may be offered without fee for Qantas-081 tickets issued on/before 11 March 2011 where original ticketed travel dates were between 11 March 2011 and 10 April 2011.
- This excludes fees imposed by suppliers or third parties.
- Travel Agents can submit a Refund Application via BSPLink with reference to authority number “**593526**” to waive any refund fees, no later than 31 May 2011.

Frequent Flyer Redemption Tickets

Passengers travelling on Qantas and Qantas codeshare operated by Jetstar redemption tickets are entitled to the same options and conditions as listed above.

Note: Passengers on partner airline services are able to re-book or re-route subject to redemption seat availability only.