
Free domestic and Australia-New Zealand flight offer

CUSTOMER - Questions and Answers

Q What is Qantas doing to make up for the disruption to my travel plans?

A We are offering a compensation package to all customers disrupted by the grounding of the Qantas Fleet on Saturday 29 October 2011. This includes full refunds, flexible re-booking options with no fees and compensation for out of pocket and other expenses incurred as a result of the grounding.

In addition, we would like to offer our Australian resident customers who purchased their tickets in Australia a free return flight on any of our Australian routes or on any of our routes between Australia and New Zealand. This is just one of the steps we're taking to make it up to our valued customers.

Q What is the free flight offer?

A The offer is for one point to point return service in Economy, travelling with Qantas within Australia or between Australia and New Zealand. This offer excludes travel with Jetstar.

Q Are the flights completely free?

A Yes. To apologise for the inconvenience and stress we caused you during the grounding, we are offering all eligible customers their choice of a free (no fees, no taxes) return Australian domestic flight or a return flight between Australia and New Zealand.

Q Am I eligible to receive a free flight?

A You are eligible to receive a flight if you are an Australian resident, currently living in Australia and you:

- purchased your Qantas ticket in Australia on or before 29 October 2011.; and
- had your travel disrupted as a result of the grounding of the Qantas fleet between 1700AEDT on Saturday 29 October 2011 and 2359AEDT on Monday 31 October 2011.

Q Do international customers also get a free flight?

A The offer is only available for our Australian customers, currently living in Australia. We will be contacting our affected international customers with a separate offer designed specifically for them.

Q How will I find out more about this offer?

A The first communications you'll see will be advertising in the Australian media and an email from Qantas from Sunday 6 November. Your e-mail will contain more details of the offer, how to access it and your unique voucher number during the following week.

Q What if I don't get an email?

A E-mails will be sent to all eligible customers by the end of the week. If you don't receive an email from Qantas and are an eligible customer, it's most likely because we don't have your correct email address. You can find details of how to register for the offer at www.qantas.com/flywithus from Friday 11 November 2011. You will need to register your details before 31 January 2012 to receive your free flight.

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Q What if my booking contained multiple customers?

A All eligible customers will receive a free flight. The primary contact on your booking will be provided with a unique voucher for each eligible customer on the booking, as well as instructions on how to register for and redeem this offer. If the primary contact on your booking doesn't receive an email, you should refer to www.qantas.com/flywithus where you will be able to register for the offer. You will need to register before 31 January 2012 to receive your free flight.

Q I was travelling with my children, do they get a free flight too?

A Yes. The complimentary ticket offer applies to all eligible customers including infants and children.

Q How do I book flights for infants who will turn two before I use my free flight?

A If you were originally travelling with an infant (aged two or under) and that child will have turned two on or before the date you wish to use your free flight, please refer to www.qantas.com/flywithus where you will find a contact number to call for assistance with your booking.

Q Can I add another passenger to my free flight booking?

A Yes, you will need to book flights for additional passengers through the normal Qantas booking process. Additional flights will be subject to Qantas' normal fares, terms and conditions.

Q How can I book my free flights?

A Details of how to book your flights will be available at www.qantas.com/flywithus from 30 November 2011. You will need to use your unique voucher number, which will be emailed to you, to make your booking.

Q How soon can I start booking flights?

A Flights can be booked from 30 November 2011 for travel commencing from 14 December 2011, subject to seat availability. Flights must be booked at least 14 days prior to travel but no more than 90 days before the first travel date.

Q What's the earliest date that I can get a flight?

A Free flights must be booked at least 14 days before you fly. Bookings open on 30 November 2011 and if you book on that date, you'll be able to catch a flight as early as 14 December 2011 subject to availability.

Q Where can I travel?

A You can travel on a return trip between any two Qantas or QantasLink destinations in Australia or on any Qantas flight between Australia and New Zealand – subject to availability.

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Q Can I fly on any Qantas route?

A Yes, provided there is availability on the date and time you choose to travel, you can fly any Qantas or Qantas link domestic route, or any Qantas route between Australia and New Zealand. The free flight offer is not available for any other international routes.

Q Can I travel on Jetstar?

A No, this offer excludes travel with Jetstar. Although Jetstar is part of the Qantas Group, they operate as completely separate companies and ticket aren't transferrable between the two airlines.

Q Is there a cut-off date for registering?

A Yes, if you don't receive an email from Qantas by the end of the week, you will need to register with us at www.qantas.com.au/flywithus after Friday 11 November and before 31 January 2012.

Q Is there a cut-off date for making bookings?

A Yes, you need to book your complimentary flight no later than 30 November 2013.

Q Is there a cut off date for travel on the free ticket?

A The free ticket offer is valid for two years so you can travel up until 14 December 2013 provided you've made your booking by 30 November 2013

Q Can I use my ticket over Christmas or during school holidays?

A Yes. There are no blackout periods on the ticket although flights are subject to availability. During peak travel period's availability may be limited due to demand.

Q How can I see what seats are available?

A From 30 November 2011, you'll be able to view availability and book at www.qantas.com.au/flywithus.

Q Can I give the ticket to another person?

A No, your free ticket is only available to you. You can't transfer it to another person.

Q Can I get the value of the ticket in cash instead?

A No, your free ticket isn't redeemable for cash.

Q Can I change or cancel my flights once they've been booked?

A Yes, once you've booked your flight, you can change your departure date or time up to 24 hours prior to departure without incurring any fees. You can't change destinations or receive a cash refund. If you decide to cancel your flight you will forfeit your free ticket.

Q I had a Premium Economy, Business or First class seat on the disrupted flight, is my free flight an equivalent class seat?

A Your complimentary flights are only available in Economy class. We will be in contact with you soon about other benefits we'll be giving our eligible Premium Economy, Business and First class customers who were disrupted by the grounding.

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Q Can I upgrade my complimentary ticket to Business class?

A Upgrades aren't available on your complimentary flight.

Q Will I earn Frequent Flyer Points and Status Credits on these flights?

A Yes, customers will earn Frequent Flyer points and Status Credits at discount economy rates on the complimentary flights. Customers must be a Qantas Frequent Flyer member to earn and redeem points. A joining fee may apply. Membership and points are subject to Qantas Frequent Flyer terms and conditions available at www.qantas.com/terms

For full details, refer to www.qantas.com/flywithus