

# QANTAS FARE STRUCTURE DOMESTIC RETAIL (CORPORATE)



30 NOVEMBER 2011

Fare Type	Red eDeal	Flexi Saver	Fully Flexible	Business
Fare basis	EPTSALE OPTDEAL* QPTDEAL NPTDEAL SPTDEAL	VFLEX LFLEX MFLEX KFLEX HFLEX	BFFLEX* Y	DBIZ CBIZ J
Booking class	Q E O S N	V L M K H	B Y	I <sup>^^</sup> D C J
Payment and ticketing	Instant purchase	Instant purchase	Before travel	Before travel
Waitlist	Not permitted	Not permitted	Permitted	Permitted
<b>Voluntary Rebooking and/or Re-routing:</b> <i>Prior to day of departure</i>	Permitted with change fee A\$60 ^ # @	Permitted # @	Permitted @	Permitted @
<i>On day of departure</i>	Not permitted	Permitted # @	Permitted @	Permitted @
<b>Cancellation / Refund:</b> <i>If notification given prior to day of departure</i>	No refund but ticket value valid for 12 months # Change fee on reissue ^	No refund but ticket value valid for 12 months #	Full refund or credit #	Full refund or credit #
<i>If notification given on day of departure</i>	No refund or credit	No refund but ticket value valid for 12 months #	Full refund or credit #	Full refund or credit #
No show	No refund or credit	No refund or credit	Full refund or credit #	Full refund or credit #
Child fare (2-11 years) percentage of adult fare	100%	80%	80%	80%
Name Changes ~	Not permitted unless upgraded to Flexi Saver or above. Change fee of A\$60 applies.	Permitted with no name change fee provided the original & reissued ticket contain the Qantas Client Identifier (QCI) code of the corporate customer	Permitted	Permitted

<sup>^</sup> **Change fees** (whether for flights or name) are applied per passenger per ticket at the time of rebooking and include GST. Where a flight or name change fee applies, the fee charged is the fee applicable as at the date the change is made or the ticket is reissued, regardless of the date of original ticket issue. After re-booking, the reissue of the ticket must be completed no later than 1 day following the change. Change fee to be shown as a YR code on the new ticket. Qantas may increase fees. If a fee increase will affect existing bookings, Qantas will update the [Fare Guide](#) on qantas.com at least one month before the change.

**Note:** No change or cancellation fees apply unless indicated. However, service fees apply to changes made through Qantas Telephone Sales, Qantas Travel Centres, Qantas airport locations and Travel Agents.

<sup>#</sup> **Stored credit:** The unused value of the ticket may be used as credit towards a new ticket anywhere on the Qantas (QF) network for travel within 12 months of the original ticket issue provided the new fare value is of **equal or higher value**.

<sup>@</sup> **Fare difference:** If the fare and/or Ticket Taxes have increased, the ticket must be reissued reflecting the additional fare and/or Ticket Taxes with the change fee (if applicable). Ticket Taxes mean all taxes, fees, levies and charges that are payable by the purchaser of an airline ticket, including amounts imposed by airports and taxing authorities and airline imposed charges such as fuel, insurance and environmental surcharges.

<sup>~</sup> **Name change:** The value of an unused ticket may, at the request of the passenger named on the ticket, be used as credit towards payment for a new ticket in another person's name. The original booking is cancelled at the request of the passenger named on the ticket and flights for the new passenger must be booked in a new PNR from available inventory. This policy does not allow passengers to hold the original inventory seat. The original issuing office is the only office with the authority to reissue the ticket. Refer to Domestic Retail Name Change Clue Card for further information and conditions.

\* Fare is applicable on selected markets only

<sup>^^</sup> I class initially available on international through fares



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Fare Type	Red eDeal	Flexi Saver	Fully Flexible	Business
<b>FREQUENT FLYER BENEFITS ☉</b>				
Points earn rate	1 point per mile	1 point per mile	1 point per mile	1 point per mile
Minimum points guarantee **	1,000 points	1,000 points	1,000 points	1,250 points
Cabin bonus @@	N/A	N/A	N/A	50%
Status credit earn rate ##	Discount Economy	Economy	Economy	Business
Upgrade using points ^^	Yes	Yes	Yes	N/A
Points rate required to Upgrade to Business ~~	Discount Economy	Economy	Economy	N/A
<b>ADDITIONAL BENEFITS ☼</b>				
Checked baggage allowance	1 piece (maximum 23kg) included	1 piece (maximum 23kg) included	1 piece (maximum 23kg) included	1 piece (maximum 32kg) included
Priority Service Desk	No, however additional benefits apply to Qantas Frequent Flyer members based on their tier status			Yes
Priority Security Screening	No, however additional benefits apply to Qantas Frequent Flyer members based on their tier status			Yes
Lounge Access	No, however additional benefits apply to Qantas Frequent Flyer members based on their tier status			Yes
Priority Boarding	No, however additional benefits apply to Qantas Frequent Flyer members based on their tier status			Yes
Complimentary In flight Entertainment	Yes, except for QantasLink regional services where inflight entertainment is not available			
Complimentary Food and Beverage	Yes	Yes	Yes	Yes
Priority Baggage Delivery	No, however additional benefits apply to Qantas Frequent Flyer members based on their tier status			Yes

☉ You must be a member of the Qantas Frequent Flyer program to earn and redeem points. Membership and points are subject to the terms and conditions of the Qantas Frequent Flyer program available at [www.qantas.com/terms](http://www.qantas.com/terms)

\*\* The Minimum Points Guarantee will cover you when your points add up to fewer than 1,000 for an Economy one-way flight, or 1,250 for a Business one-way flight after you've added any Status or Cabin bonuses or any points you've been given as a promotion. Applies for paid travel on an eligible flight with a QF flight number on the ticket except where operated by Jetstar.

@@ The Cabin bonus is applied to the base Economy rate for every individual flight taken.

## Status credits are separate from Qantas Frequent Flyer points; they are a measure of how often and how far you fly on eligible airlines. You move up to the next membership level (Silver, Gold or Platinum) by earning Status credits for flying on Qantas and selected partner airlines. Minimum four eligible flight criteria also applies.

^^ To request a Domestic Flight Upgrade using points, you need to have an eligible confirmed Qantas domestic ticket, which may be a Qantas & Jetstar Any Seat Award, on a Qantas operated flight with a QF flight number. Upgrades are subject to availability at time of request and may be requested between 353 days and 24 hours in advance of departure. On Departure Upgrades using points are available on eligible flights for eligible members (Qantas Club or family members) at Domestic Qantas Club Lounges up to a maximum of 3 hours, but no less than 20 minutes before flight departure. For more information visit [www.qantas.com/flightupgrades](http://www.qantas.com/flightupgrades)

~~ Flight upgrade awards are not available on Qantas & Partner Classic Award Flights or QantasLink regional flights.

☼ Benefits based on travel class only.

