



INTERNATIONAL TRAVEL REQUIREMENTS

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Effective for flights departing from 0001 AEST on 19 July 2022, customers no longer are required to provide proof of vaccination to travel on a Qantas aircraft. For departures on or before 18 July 2022, you're still required to provide proof of vaccination at check-in for your Qantas international flight.

Some countries require passengers to be fully vaccinated before travel. Check the [government requirements](#) for all countries that you're travelling to or transiting through to ensure you meet their vaccination requirements.

VACCINATION AND TEST REQUIREMENTS

1. Do customers need to be vaccinated or require a COVID-19 test to travel with Qantas?

Customers do not require to be vaccinated or require a Covid-19 test to travel with Qantas. However, customers may be required to be vaccinated or return a negative pre-departure COVID-19 test prior to departure and/or book tests ahead of departure to be taken following arrival at their destination, depending on the destination they are travelling to. Customers should check the requirements of their destination and transfer points well before their travel date and ensure they comply with the test requirements of that destination.

Other government requirements may also apply.

2. Where are customers required to take their pre-departure COVID-19 tests if required for the destination they are travelling to? Who will pay for these tests?

Customers will need to take pre-departure COVID-19 tests at a [certified lab](#). Pre-departure tests are at the customer's expense.



Travel Agent FAQs

3. Are customers required to wear a mask in the aircraft cabin?

It is a requirement by Federal, State and Territory governments to wear face masks on board all Australian Domestic flights unless eating or drinking. For customers traveling on International flights, customers should check the latest government travel requirements.

DOCUMENTATION REQUIRED FOR TRAVEL

4. How will customers show their proof of vaccination and negative pre-departure COVID-19 test?

At the time of check-in, customers may be asked to declare that they meet the requirements for travel to their destination, including vaccination and testing.

On the day of travel, customers will be required to carry proof of vaccination (or exemption) in the form of their vaccination (or exemption) certificate and any other documentation applicable to their destination, such as a negative pre-departure COVID-19 test result and travel declarations.

In some circumstances, customers may be asked to present proof of vaccination (or exemption) upon entry to the departure airport terminal, at the check-in kiosks or counter, prior to bag drop.

5. My customer has been vaccinated in Australia. Can they use the Service NSW or Service VIC App to show proof of vaccination?

No. Customers must use the International COVID-19 Vaccination Certificate (ICVC) from the Australian Government. Find out [how](#) to get one.

6. My customer has been vaccinated overseas. What can they use as proof of vaccination?

Please ensure that your certificate meets the requirements for international travel. Your certificate:

- needs to be issued by an official source; and
- must be in English (or accompanied by a certified translation); and
- must include your name as it appears in your passport
- must include your date of birth or passport number or national identity number*; and
- must include the vaccine brand name;
- must include the date of each dose or the date the customer completed a full course of immunisation

*if a certificate contains only a national identity number, and if that number does not appear in the customers passport, the customer needs to show a national identity card that matches both the identity number and the name on the vaccination certificate

7. Should customers plan to arrive at the airport early to ensure there is enough time for Qantas to review all documents required to travel?

Qantas always recommends that customers arrive at the airport with plenty of time to check-in. Check-in desks at Melbourne, Sydney, Los Angeles and London will open 4 hours prior to departure, in lieu of our normal 3 hours. Customers should use online check in, where available, to commence the check-in process.



EXEMPTIONS

8. My customer is not able to be vaccinated for medical reasons and is required to be vaccinated for the destination they are traveling to. What is the process my customer needs to follow to travel?

Customers holding an approved medical exemption from the Australian Government, or from another national government (where a passenger is ineligible to complete the Australian Government form), will be permitted to travel to their destination upon verification by Qantas.

In order to travel with an approved exemption, customers must apply to Qantas to have their exemption verified no later than 24 hours prior to departure.

Customers should always check the travel requirements for the destination they are travelling to and ensure they comply with these requirements including applying for exemptions.

For further information on exemptions and verification please refer to our [exemptions](#) process.

9. Will all countries accept customers who have a medical exemption?

Customers should always check the travel requirements for the destination they are travelling to and ensure they comply with these requirements. Some countries may require customers to seek approval for a medical exemption which may take a few days to be processed. Customers will need to ensure they allow enough time for this to be processed before submitting exemption paperwork to Qantas which must include the approval received from the arrival country.

10. If a customer has a medical exemption but has not applied for their exemption to be verified by Qantas, will Qantas be able to approve the exemption at the airport?

We're not able to process any COVID-19 exemptions at the airport on the day of departure. Customers will need to ensure their request is submitted to be verified by Qantas no later than 24 hours prior to departure, otherwise customers may not be able to board their flight.

11. Do customers need to carry their proof of exemption when they travel?

Yes. In some circumstances, customers may be asked to present proof of exemption upon entry to the departure airport terminal, at the check-in kiosks or counter, prior to bag drop.

PAST POSITIVE

12. Do customers who have tested positive to COVID-19 previously need to apply for exemption to travel?

If a customer has tested positive to COVID-19 previously (at least seven days before their flight) and is testing negative on a COVID-19 pre-departure test, if required by the destination they are travelling to, the customer does not need to apply for an exemption. Other government requirements may apply including obtaining approval from the country of destination to enter.



13. If a customer has tested positive to COVID-19 previously and continues to test positive on a PCR, do they need to complete any documentation prior to travel?

If a customer requires a Covid-19 test to travel to their destination, customers will need to provide to Qantas a completed [Qantas COVID-19 Past Positive Medical Clearance form](#) signed by a qualified medical practitioner or a doctor's certificate.

If a doctor's certificate is being presented, customers will need to ensure it clearly states

- the date the certificate was provided (must be within 30 days of travel)
- the customer has had COVID-19 but has now recovered and is not considered infectious
- date of the first positive result was received by an accepted COVID-19 test and it has been at least 7 days since the positive result was received
- if the customer had symptoms of COVID-19 that the customer has not had a fever or respiratory symptoms in the last 72 hours

14. If a customer needs to provide documentation they have recovered from COVID-19, who does this documentation need to be provided to?

For customer travelling from Australia to an overseas destination, customers must [send](#) their completed Qantas Medical Form or doctor's certificate to Qantas no earlier than 30 days prior to travel and at least 24 hours prior to departure for their exemption to be approved. This is due to additional government requirements and regulations specific to the country the customers are travelling to.

Pre-departure testing for customers travelling to Australia is no longer required.

15. Can customers travelling internationally from Australia apply for an exemption at the airport if they have previously tested positive to COVID-19 and continue to test positive on their required pre-departure test?

We're not able to process any COVID-19 exemptions at the airport on the day of departure. Customers will need to ensure their request is submitted to be verified by Qantas at least 24 hours prior to departure, otherwise customers may not be able to board their flight.

16. Do customers need to carry their documentation with them when they travel?

Yes. Customers may be asked to present their medical documentation at check-in.

CODESHARE AND INTERLINE TRAVEL

17. If my customer is travelling on other airlines, do they need to meet any other requirements?

Customers travelling on a Qantas codeshare flight operated by another airline on their aircraft or another airline issued as part of a Qantas ticket, must meet the requirements of that airline. It is the responsibility of the customer to contact other airlines directly to understand and meet their requirements, if applicable.



DESTINATION REQUIREMENTS

18. Are customers who arrive in a state from an international destination able to travel onwards on a Qantas international or domestic flight?

Yes. However, customers will need to ensure they follow the relevant health and quarantine requirements to return to their home state or territory.

19. Are there any other requirements for the destination my customer is travelling to?

Customers should always check the travel requirements for the destination they are travelling to and ensure they also comply with these requirements which may include mandatory health declarations, vaccinations, Covid-19 tests, use of face masks, entry requirements, pre-approval and quarantine (possibly at the customers own expense). It is the responsibility of customers to contact them directly to understand and meet their requirements if applicable or customers could be denied entry.

20. Are customers travelling to Manila able to transfer to other destinations immediately on arrival?

On arrival in Manila on a Qantas flight, customers may be able to transfer to other flights depending on their destination;

Connecting to a domestic flight within the Philippines – on arrival, customers must collect their baggage, clear customs and immigration before proceeding to check in for their onwards domestic flight. Customers will need to meet all entry requirements for the Philippines.

Connecting to an international flight within terminal 3 – on arrival, customers transferring to an international flight departing from terminal 3 are able transfer to this flight without clearing customs and immigration

Connecting to another flight departing from terminal 1 or 2 – customers transferring to an international flight which requires a terminal change is not permitted. Customers will need to clear customs and immigration as a stopover customer and meet all entry requirements for the Philippines

ISOLATION REQUIREMENTS

21. Do travellers from Australia need to quarantine on arrival in an international destination?

Entry requirements may vary in each international destination. We recommend customers check the latest travel advice and entry requirements before travel.