

Qantas Fare Structure Domestic Retail POS Rest of World (excluding Australia)

*Effective 4 November 2020

Fare Type	Red eDeal	Flex	Business
Booking Classes	O / Q / N / S / V / L / M*	K / H / B / Y	I / D / C / J
Payment and Ticketing	Instant purchase	Earlier of: Within 72 hours after reservations are made OR 72 hours prior to scheduled flight departure time OR Instant purchase if within 72 hours prior to scheduled flight departure time	At least 5 hours prior to scheduled flight departure time OR Instant purchase if within 5 hours from scheduled flight departure time
Waitlist	Not permitted	Permitted on Y class only	Permitted on J class only
Voluntary rebooking / Rerouting in advance			
Prior to day of scheduled departure	Permitted with applicable Change Fee ^{^#}	Permitted [#]	Permitted [#]
On day of scheduled departure	Not permitted	Permitted up to 30 minutes prior to scheduled flight departure time [#]	Permitted [#]
Cancellation / Refund			
If notification given prior to day of scheduled departure	No Refund but Ticket Credit valid for 12 months* with applicable Change Fee [^]	Ticket Credit valid for 12 months [#] Refunds permitted with applicable Cancellation Fee	Refund or Credit [#]
If notification given on day of scheduled departure	No Refund or Credit	Permitted up to 30 minutes prior to scheduled flight departure time Ticket Credit valid for 12 months [#] Refunds permitted with applicable Cancellation Fee	Refund or Credit [#]
No Show ^g	No Refund or Credit	No Refund or Credit	Refund or Credit [#]
Child fare (2-11 yrs)	100% of adult fare	100% of adult fare	100% of adult fare
Name Changes [~]	Not permitted unless upgraded to Flex or Business Applicable ticket Change Fee and Name Change Fee [^]	Permitted with Name Change Fee [^]	Permitted
Frequent Flyer Benefits ^{oo}			
Qantas Frequent Flyer Categories	Discount Economy	Flexible Economy	Business: I / D Flexible Business: C / J
Status Credit earn rate ^{##}	Discount Economy	Flexible Economy	Business: I / D Flexible Business: C / J
Minimum Qantas Points Guarantee ^{**}	800 points	1,200 points	1,400 points
Upgrade using Qantas Points ^{^^}	Yes	Yes	N/A
Qantas Points rate required to upgrade to Business ^{^^}	Discount Economy	Flexible Economy	N/A

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The simplified Fare Basis Codes for Domestic Economy fares will be structured as follows:

Character 1	Character 2	Character 3	Character 4	Character 5
Fare Class	Fare Family	Seasonality	Peak Day of Week (DOW)	Advance Purchase

Details

Character 2	Indicator	Fare Family
	D	Red eDeal
	F	Flex

Character 3	Indicator	Seasonality
	H	High Season
	L	Low Season
	P	Peak Season
	Q	No seasonality exists

Character 4	Indicator	Peak Day of Week
	W	No DOW pricing exists in market
	X	Non-Peak DOW (has Day/Time restrictions applied)
	Z	Peak DOW

Character 5	Indicator	Advance Purchase
	7	7 day Advance Purchase
	14	14 day Advance Purchase
	Blank	No Advance Purchase condition exists

These conditions are only applicable when booking a purely domestic Australian itinerary:

+ Red eDeal Booking Class access only available for Qantas Channel Agents.

^ Change fees (whether for flights or name) are applied per passenger per ticket at the time of rebooking. Where a flight or Name Change fee applies, the fee charged is the Change Fee applicable at the date the original ticket was issued or for subsequent reissues, the fee applicable at the date of the last reissue. After re-booking, the reissue of the ticket must be completed no later than 1 day following the change. Where a Change Fee applies in accordance with a ticketed fare, it must be receipted separately from the ticket using EMD-S. The EMD-S must be raised at the time of reissue and cross referenced to the new ticket number.

Note: No Change or Cancellation Fees apply unless indicated. However, service fees apply to changes made through Qantas Contact Centres, Qantas airport locations and some Travel Agents.

Ticket 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 date of ticket issue provided the new fare value is of equal or higher value; unless the fare value has been invalidated by no-show or the ticket validity period has expired.

@ Fare difference: If the Base Fare and/or Ticket Taxes have increased, the ticket must be reissued reflecting the additional Base Fare and/or Ticket Taxes with the Change Fee (if applicable) receipted separately from the ticket using EMD-S. 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.

- 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.

^ No Show: Qantas defines "No-Show" as a passenger: (a) not having checked in for the relevant sector shown on their booking by 30 minutes before scheduled flight departure time, without prior notification to the airline of a change or cancellation of that sector in accordance with the applicable fare conditions; or (b) having checked in for the relevant sector shown on their booking, but who fails to board the aircraft by the closure of boarding. Where a passenger has no-showed, the coupon for the relevant sector is rendered void and no longer valid for travel or exchange.

* Members of the Qantas Frequent Flyer program can earn and redeem Qantas Points. Membership and points are subject to the terms and conditions of the Qantas Frequent Flyer program available at www.qantas.com/terms

** The Minimum Points Guarantee will apply to the Qantas Frequent Flyer Categories when your Qantas Points add up to fewer than 800 for a Discount Economy one way flight, 1,200 for a Flexible Economy one way flight or 1,400 for a Business or Flexible Business one way flight after any applicable Status Bonuses and/or any promotional Qantas Points have been included. Applies only where a Qantas Frequent Flyer member is eligible to earn Qantas Points for paid travel on an eligible flight with a QF flight number on the ticket.

** Status Credits are separate from Qantas Points; however, like Qantas Points, they are earned on a zonal earn framework fixed amount depending on the fare paid and the route travelled. Members move up to the next membership level (Silver, Gold, Platinum or Platinum One) by earning Status Credits for flying on eligible Qantas and selected partner airlines. Note that to attain tier status, the member must earn on a minimum of four Eligible Flight Segments with a QF or JQ flight number. For more information, visit www.qantas.com/statuscredits

** To request a Domestic Flight Upgrade Award using Qantas Points, you need to have an eligible confirmed Qantas domestic ticket, which may be a Qantas and 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 Qantas Points are available on eligible flights for eligible members at Domestic Qantas Club Lounges from 3 hours before the scheduled departure until boarding commences. For more information visit qantas.com/flightupgrades. Flight Upgrade Awards are not available on Qantas and Partner Classic Award Flights or QantasLink regional flights.



*All fare conditions are subject to change at any time without notice.