

# Qantas Domestic Retail Name Change Clue Card

Effective 4 November 2020

## What is Domestic Name Change?

A 'name change' is defined as using the value of an unused ticket (inclusive of Ticket Taxes\*) as credit towards payment for a new ticket in another person's name.

At the request of the passenger named on the ticket, the booking is cancelled and a new PNR created in the new passenger's name from available inventory.

The original issuing office is the only office with the authority to reissue the ticket.

## What tickets are eligible?

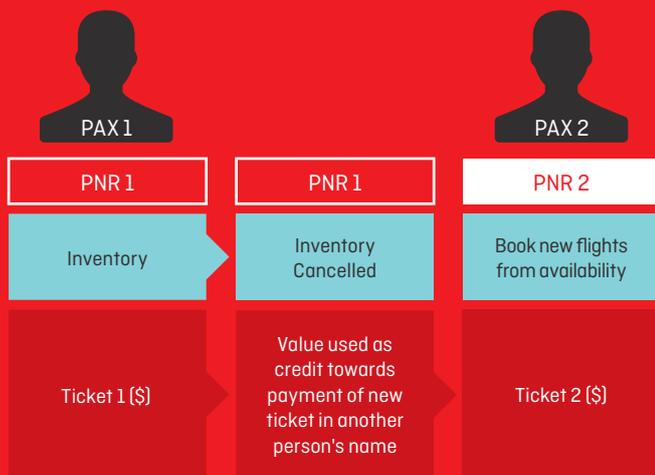
The original Qantas validated (081) ticket must satisfy the following criteria:

- The ticket must be valid for exchange and not expired;
- All coupons must be unused, travel must not have commenced on the entire ticket;

- All coupons must be on Australian domestic sectors for travel wholly within Australia;
- All coupons must be on Qantas operated sectors with a QF code. Codeshare flights are not permitted; and
- All coupons must be on one ticket.

## Reissued Ticket Criteria

- All coupons must be on Australian domestic sectors for travel wholly within Australia;
- All coupons must be on QF operated flights with a QF flight number. Codeshare flights are not permitted;
- All coupons on the new ticket must be in one of the following classes – J, C, D, I, Y, B, H or K+; and
- All coupons must be on the one ticket.



## The Name Change Process

- 1 Issuing office cancels inventory in PNR 1 for PAX 1 at the request of PAX 1.
- 2 Issuing office creates new PNR 2 for PAX 2 at the request of PAX 1 – this is where name change occurs.
- 3 Issuing office used value of ticket for PAX 1 as credit towards payment of a ticket for PAX 2.
- 4 Issuing office collects additional fare, ticket taxes, and applicable ticket Change Fee, Name Change Fee and services fees (where applicable).

\* Ticket Taxes means all taxes, fees, and carrier 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, regardless of whether a fare is payable for the ticket.

+ Coupons in E, O, Q, N, S, V, L or M class can be used as payment for a new ticket in another person's name provided that the ticket is reissued to a new base fare of equal or higher value in J, C, D, I, Y, B, H or K class. The additional Base Fare, Ticket Taxes and flight Change Fees (where applicable) must be collected.

^ Applicable ticket Change Fee applies. Additional service fees may apply. Refer to issuing office for details.

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## Domestic (Retail Fare) Name Change Examples

### Example 1: K Class to K Class

Ticket in credit	Cancel inventory	Create new PNR	Ticket reissue
A ticket is booked in the name of John Citizen:	Flights must be cancelled in accordance with fare rules.	New flights booked from availability in new name Andrew Smith:	Collect additional fare, ticket taxes and change fee and name change fee (if applicable).
SYD-MEL: K Class \$300		SYD-MEL: K Class \$300	
MEL-SYD: K Class \$300		MEL-SYD: K Class \$300	
Total ticket value = \$600		Total ticket value = \$600	
\$600	\$600	\$600	

### Example 2: Q Class to K Class

Ticket in credit	Cancel inventory	Create new PNR	Ticket reissue
A ticket is booked in the name of John Citizen:	Tickets must be cancelled in accordance with fare rules.	New flights booked from availability in new name Andrew Smith:	Collect additional fare, ticket taxes and ticket change fee and name change fee (if applicable).
SYD-MEL: H Class \$300		SYD-MEL: H Class \$300	
MEL-SYD: Q Class \$150		MEL-SYD: K Class \$250	
Total ticket value = \$450		Total ticket value = \$550	
\$450	\$450	\$550	

### Example 3: B Class (SYD-MEL-SYD) to B Class (SYD-MEL-SYD)

Ticket in credit	Cancel inventory	Create new PNR	Ticket reissue
A ticket is booked in the name of John Citizen:	Flights must be cancelled in accordance with fare rules.	New flights booked from availability in new name Andrew Smith:	Collect additional fare, ticket taxes and ticket change fees and name change fee (if applicable).
SYD-MEL: B Class \$350		SYD-BNE: B Class \$350	
MEL-SYD: B Class \$350		MEL-BNE: B Class \$350	
Total ticket value = \$700		Total ticket value = \$700	
\$700	\$700	\$700	

Domestic tickets are valid for 12 months from the date of the original ticket issue and all travel must be completed by this date.

Fares and fees above are illustrative only – examples above show base fares and do not show the calculation of ticket taxes. Refer to the applicable fare rule in the GDS for current fare levels, ticket taxes, ticket change fee, name change fee and fare rules. Service fees may apply. Refer to the local issuing office.

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## Frequently Asked Questions

### 1 When can a passenger name be changed?

The timing is dependent on the class and fare rules of the original ticket. For example, Flex [K, H, B and Y classes] fares would require cancellation at least 30 minutes prior to departure as per published fare rules.

A Red eDeal ticket [E, O, Q, N, S, V, L and M classes] would require cancellation, and would need to be upgraded to Flex or Business the day before travel. This is because Red eDeal fares cannot be changed on the day of travel.

Refer to the applicable fare rule in the GDS for current fare rules and charges.

### 2 Who has the authority to request a name change on a passenger's ticket?

The passenger whose name is on the ticket has the authority to request that the ticket to be used as credit towards payment of a ticket in another passenger's name. The original passenger must know all the details of the original booking and the new booking. The same will apply for any further name changes, i.e. the passenger whose name is on the last reissued ticket has the authority to request the change.

### 3 Who has the authority to change the name of the passenger on a ticket?

The original issuing office is the only office with the authority to reissue the ticket, at the request of the passenger whose name is on the ticket, into a different passenger's name. This includes tickets originally issued via Qantas Contact Centres.

Note: Name Change is not available via qantas.com or at the airport on the day of departure. Bookings made on qantas.com can be reissued via Qantas Contact Centres only. Service fees may apply. Refer to local issuing office.

### 4 Are ticket Change fees applicable to the fare in addition to the Name Change fee (where applicable)?

Yes. If the applicable ticket Change Fee applicable to the fare and the Name Change fee also applies. This applies regardless of whether the new passenger is travelling on the same flights or in the same class as the original passenger in addition to the Name Change Fee.

### 5 How is the ticket Change Fee and Name Change Fee (where applicable) collected?

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 historical 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. When an EMD-S is issued for a change being made to a Domestic ticket, the GST component is shown separately as a "U0" amount.

### 6 I am using the value of a ticket as credit from one passenger, for a new passenger's ticket. The passenger has requested that they maintain the original PNR. Can I do this?

No. The flight booking cannot be changed into the new passenger's name. All inventory must be cancelled in the original PNR. Flights for the new passenger must be booked in a new PNR from availability. This applies regardless of whether the new passenger is travelling on the same flights or in the same class as the original passenger. The Name Change policy does not allow passengers to hold the original inventory seat.

### 7 Can the fare be used for a different itinerary or value?

Yes. The value of the ticket (inclusive of Ticket Taxes, Fees and Carrier charges) may be used as a credit towards payment of a new ticket anywhere on the Qantas domestic network provided the new Base fare value is of equal or higher value than the original Base fare and all rules of the new fare are met.

Any additional base fare, Ticket Taxes, Fees and Carrier charges and/or ticket Change Fee and Name Change Fee (where applicable) must be collected.

Note: Service fees may apply. Refer to local issuing office.

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## 8 Can I use 2 unused tickets from 2 separate passengers as form of payment for a new passenger's flight?

No. This is not permitted.

## 9 Can I use my ticket as credit for two separate coupons on SYD-MEL and SYD-MEL?

No. Multiple sectors for the same city pair in the same directions are NOT permitted.

## 10 Can I use the base fare and taxes, fees and carrier charges from my old ticket as credit toward the fare on my new ticket?

Provided that new Base fare is of equal or higher value, then the Base fare and taxes, fees and carrier charges can be used as credit toward the Base Fare on the new ticket.

## 11 If a passenger 'no shows' prior to requesting a name change, is the fare forfeited?

This depends on the original fare type and the relevant fare rules. Refer to the applicable fare rule in the GDS for current fare rules and charges.

If the fare is forfeited, it is deemed used and cannot be used for name change. For example:

- Business (I, D, C and J class) fares can have the name changed up to 24 hours after scheduled departure;
- Flex (K, H, B and Y class) fares require cancellation at least 30 minutes prior to departure as per published fare rules. A fare is forfeited upon a no-show.
- Red eDeal (E, O, Q, N, S, V, L and M class) fares would require cancellation and upgrade to a Flex fare or higher at least the day before travel. Red e-Deal fares cannot be changed on day of departure.

Where a ticket has a combination of Flex and Business Class and a passenger no shows on the Flex fare, the remainder of the ticket cannot be name changed.

## 12 I am using the credit of a ticket that was purchased 10 months ago. The date of final travel will be more than 12 months after the original ticket was issued. Is this allowed?

No. The Ticket is valid for 12 months from the date of original ticket issue and all travel must be completed by this date.

## 13 If I have a ticket that is Q class and K class combined, am I allowed to suspend the Q class coupons rather than require the upgrade to K or above?

No. Qantas does not suspend restrictive coupons for reissue purposes. The Q class coupon must be reissued to a new fare of equal or higher value in K, H, B, Y, I, D, C or J class.

## 14 I have a SYD-MEL-SYD ticket in K class and wish to use it for the same itinerary (SYD-MEL-SYD) in K class for a different passenger. The fare is now \$25 more expensive. Do I need to collect additional money from the passenger?

Yes, if the base fare and/or Ticket Taxes, Fees and Carrier charges have increased, the ticket must be reissued reflecting the additional base fare and/or Ticket Taxes, Fees and Carrier charges with the ticket Change Fee and Name Change Fee (if applicable).

## 15 I have a SYD-MEL-SYD ticket in K class and wish to use it for the same itinerary (SYD-MEL-SYD) in K class for a different passenger. The fare is now \$2 cheaper. What do I do?

You will need to upgrade to a new base fare of equal or higher value than the base fare on the original ticket.

## 16 I need to collect additional money from a passenger for the name change. Do I charge them again for the Card Payment Fee?

The Qantas Card Payment Fee applies to prime ticket issues only. The Card Payment Fee will not apply to ticket reissues regardless of whether an additional collection of change fee applies. The paid Card Payment Fee from original ticket must be shown on the new ticket.

## 17 What happens if I have made an error, and have not collected enough from the passenger, or I have used a ticket with an incorrect booking class?

You need to follow this Clue Card to avoid errors. The Qantas sales audit team will issue an ADM for those tickets that were ineligible or incorrectly 'name changed' original ticket must be shown on the new ticket.