

**Qantas North America
International Ticket Reissue Policy**

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UPDATE

Key Changes

- Update from 12 April 2016 version to 15 September 2018 version
- Update Definition index: Revalidation
- Update Section 3 – Rules for Type * Reissue
- Update to Examples

1 GENERAL

These definitions and principles apply to the reassessment of all Qantas International Tickets sold in USA, Canada, Caribbean, and Mexico for fares in all cabins and booking classes at time of Reissue.

There are **four types** of Reissues:

- **Type A** are for reissues prior to the commencement of travel;
- **Type B** are for reissues after the commencement of travel;
- **Type C** are for reissues where No Show has occurred;
- **Type D** are all other Reissues including:
 - Reissue of **oneworld** Fare Products and Global Explorer Fares.

Qantas Fares commencing travel in USA, Canada, Caribbean, or Mexico cannot be used as credit towards Qantas fares for travel commencing in any other country.

Qantas International Public Fares can be reissued to Qantas Nett Fares and vice versa. Qantas Nett Fares or Private Fares cannot be reissued to other Qantas Nett Fares or Private Fares where a change of tourcode is required.

If the fare being changed is another carrier's end-on-end fare, refer to other carrier's fare conditions. If the entire Journey is changed, then refer to applicable Type A, B, C, or D Reissue.

E-TICKET SERVICING

Revalidation of Qantas International tickets is permitted as per fare rules, when after fare reassessment there is no Change Fee or No Show Fee collection or additional Fare and/or Ticket Taxes and Carrier Imposed Fees resulting from a change.

In all other cases, a reissue of the ticket is required. This applies to all Qantas International tickets validated to Qantas (081).

2 DEFINITIONS

After Departure applies to any time after commencement of travel, i.e. when the ticket has been partially used.

Base Fare means the sum of all the components shown in the fare construction field on the ticket including any “Q” and “S” surcharges, but exclusive of Ticket Taxes and Carrier Imposed Fees. Ticket Taxes shown under codes separately on the ticket, and in ticket fields other than the FARE field, are not part of the fare construction and are therefore excluded from the assessment of the Base Fare.

Before Departure applies to any time before travel on the ticket has commenced, i.e. the ticket is wholly unused.

Carrier Imposed Fees are charges such as fuel, insurance, and environmental surcharges raised by the airline and do not include Ticket Taxes.

Change Fees means those fees as denoted in the fare rules that may be applicable when a change permitted by the fare rules is made and does not include any applicable fees for Qantas or Travel Agent assisted services.

Current in relation to fares, fees or taxes means those applicable on the date a ticket is reissued.

Domestic in relation to tickets and airfares means those relating to travel within Australia only and which are not combined with an international Journey.

EMD-S means Electronic Miscellaneous Document-Stand Alone, being an electronic receipt for payments such as Change Fees.

Fare Basis is the code in the “fare basis/ticket designator” field on the ticket which identifies the fare rule being used. In some circumstances the re-assessment of the ticket will assume the same Fare Basis, where the Fare Basis exists in seasonal or day-of-week variations.

Fare Break Points see “Fare Construction Points”

Fare Construction Points (sometimes known as ‘Fare Break Points’) are the points at which the fare components of a fare construction are separated.

Flex Fares are fares that carry no voluntary Change or Cancellation fees, but may have No Show fees.

Fully Refundable Fares are fares that permit the entire value of the fare to be refunded.

Historical means those fares, fees or taxes applicable at the date the original ticket was issued.

***Exception:** For tickets issued via Nett Remit, Historical fares may also include those published in the deal sheet applicable at date of original ticket issue, as indicated by the “Version” number.*

International (in relation to tickets and airfares) means those for travel between two countries, and includes any domestic sectors that form part of the same Journey.

Journey refers to the grouped fares in the fare construction on the ticket – that is, all of the sectors together that cover the end-to end travel. A multi-sector journey may extend over two or more conjunction tickets, sharing the same fare construction.

Nett Fares are fares filed at a price exclusive of Taxes and Carrier Imposed Fees. Nett Fares are private fares, (meaning negotiated fares that are not available to the general public).

Non Refundable Fares are fares from which the Base Fare is deducted before any refund of Taxes and/or Carrier Imposed Fees.

No Show Fees are those fees as denoted in the fare rules that are applicable when a passenger does not check-in for the relevant sector as shown on their booking, without prior notification to the airline of a change or cancellation of that sector.

Outbound International (in relation to tickets and airfares) means the first fare component for travel between two countries, and does not include any domestic sectors that form part of the same Journey.

Public Fare means fares available to the general public and excludes Nett Fares.

Partially Refundable Fares are fares from which a cancellation fee is deducted before refunding the remaining value of the ticket.

Qantas International Tickets are those tickets validated to Qantas (QF-081).

Reissue means replacement of an existing ticket with a new ticket and may include either a totally unused ticket, after assessment of fare rules and conditions, to be used as "payment" for a new ticket using current fares; or a partially used ticket, after assessment of fare rules and conditions, to be used for changes to an applicable fare based on the rules and conditions in place at the time of the original ticket issuance.

Re-Routing means any change to any of the ticketed origin, destination, transit or stopover points originally ticketed. Tickets must be reissued where Re-routing occurs.

Revalidation means a change in flight number, date, and/or time only, with all other features of the Journey unchanged including price and ticket number.

Exception: oneworld Fare Products and Global Explorer Products. Revalidation means changes to date, time, carrier, and inventory changes permitted provided ticketed points remain the same as per the fare rules.

Ticket Taxes are all taxes, fees, levies and charges that are payable by the purchaser of an airline ticket, including amounts imposed by airports and taxing authorities, regardless of whether a fare is payable for the ticket and exclude Carrier Imposed Fees.

3 TICKET RE-ASSESSMENT

TYPE A REISSUE

3.1 APPLICATION

(TYPE A are Reissues prior to the commencement of travel.)

IF THE OUTBOUND INTERNATIONAL CONSTRUCTION POINT INCLUDING

Flight Number/Carrier or

Date/Time or

Inventory or

Routing/Fare Construction Points or

any combination of these **ARE BEING CHANGED**

THEN

Use CURRENT FARES, TAXES AND FEES

IF OTHER THAN TO THE OUTBOUND INTERNATIONAL CONSTRUCTION POINT INCLUDING

Flight Number/Carrier or

Date/Time or

Inventory or

Routing/Fare Construction Points or

any combination of these **ARE BEING CHANGED**

THEN

Use HISTORICAL FARES, TAXES AND FEES

3.1.1 RULES FOR TYPE A REISSUE

- a) Reissue to an equal or higher Base Fare is required. Reissue to a lower Base Fare is not permitted. Refer to Section 5– Residual Value Processing.
- b) When Advance Purchase conditions exist in the fare rules:
 - i) And using Current Fares: Any Advance Purchase condition is calculated from the reissue date to the new date of departure.
 - ii) And using Historical Fares: Any Advance Purchase condition is calculated from the date of issue to the outbound international date of departure.

TYPE B REISSUE

3.2 APPLICATION

(TYPE B are Reissues after the commencement of travel.)

	IF	
Flight Number/Carrier	or	
Date/Time	or	
Inventory	or	
Routing/Fare Construction Points	or	
any combination of these		ARE BEING CHANGED

THEN

Use HISTORICAL FARES, TAXES AND FEES

3.2.1 RULES FOR TYPE B REISSUE

- a) Reissue to an equal or higher Base Fare is required. Reissue to a lower Base Fare is not permitted. Refer to Section 5– Residual Value Processing.
- b) When Advance Purchase conditions exist in the fare rules, any Advance Purchase condition is calculated from the date of issue to the outbound international date of departure.

TYPE C REISSUE

3.3 APPLICATION

(TYPE C are Reissues where No-Show has occurred.)

IF NO-SHOW BEFORE COMMENCEMENT OF TRAVEL AND

Flight Number/Carrier or
Date/Time or
Inventory or
Routing/Fare Construction Points or
 any combination of these **ARE BEING CHANGED**

THEN

Use CURRENT FARES, TAXES AND FEES

IF NO-SHOW AFTER COMMENCEMENT OF TRAVEL AND

Flight Number/Carrier or
Date/Time or
Inventory or
Routing/Fare Construction Points or
 any combination of these **ARE BEING CHANGED**

THEN

Use HISTORICAL FARES, TAXES AND FEES

3.3.1 RULES FOR TYPE C REISSUE

- a) Reissue to an equal or higher Base Fare is required. Reissue to a lower Base Fare is not permitted. Refer to Section 5– Residual Value Processing.
- b) When Advance Purchase conditions exist in the fare rules:
 - i) And using Current Fares: Any Advance Purchase condition is calculated from the reissue date to the new date of departure.
 - ii) And using Historical Fares: Any Advance Purchase condition is calculated from the date of issue to the outbound international date of departure.

TYPE D REISSUE

3.4 APPLICATION

(TYPE D are other Reissues including oneworld and Global Explorer fares.)

IF

Routing/Fare Construction Points or

Fare Type or

any combination of these

ARE BEING CHANGED

THEN

Use CURRENT FARES, TAXES AND FEES

3.4.1 RULES FOR TYPE D REISSUE

- a) All reissues require re-price using Current Fares, except where the fare rule specifically states the Historical Fare level ticketed may be maintained.
 - i) As per the fare rules, if the fare level has increased since ticket issuance, the difference between the old and the new fare must be charged.
 - ii) As per the fare rules, if the fare level has decreased since ticket issuance, no refund will apply.

4 CHANGE FEES

4.1 QANTAS JOURNEYS

Change Fees apply:

Per passenger per ticket
In addition to any difference in fare and/or surcharges, Carrier Imposed Fees and Ticket Taxes collected the time of reissue.

The Change Fee charged is the Historical Change Fee in effect at the date of original ticket issue.

- a) When different QF fares are combined on a ½ RT basis, or end-on, to form a RT/CT/OJ:
 - i) If a change is being made to only one fare component, the fee applicable to the component being changed will apply.
 - ii) If a change is being made to more than one QF fare component in a single transaction, the highest (most restrictive) of the Change Fees required on the changed components will apply to the entire transaction. Only one Change Fee will be applied to the ticket.

4.2 INTERLINE JOURNEYS

When a Qantas fare is combined with another carrier's fare to form a RT/CT/OJ:

a) On a ½ RT basis

- i) When the fare components of each carrier are being changed in a single transaction, the highest (most restrictive) of the Change Fees required on the changed components will apply to the entire transaction.
- ii) That is, only one Change Fee will be applied to the ticket.

Exception: When a Qantas Fare is combined with a Jetstar fare on a ½ RT basis to form a RT/CT/OJ fare, the Change Fee required by each carrier on the changed components will apply.

b) On an end-on-end basis

- i) When a QF fare is combined end-on with another carrier's fare(s) and both the fare components of both fares are being changed, the Change Fees applicable to both fares will be applied.
- ii) That is, the Change Fee of the QF fare and the Change Fee according to the fare rule of the other carrier's end-on combined fare will be applied.

4.3 CHANGE FEE COLLECTION

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.

In all instances where a Change Fee applies, the ticket must be reissued and is not permitted to be revalidated. This applies to all International and Domestic fares validated to Qantas (QF-081).

Change Fee Codes

The Change Fee for EMD-S is identified using the following codes:

- Service Code "REIS"
- RFIC: "D"; and
- RFISC: "981"

Cross Referencing

The EMD-S for Change Fee is receipted separately and is cross referenced to the new ticket number at the time of the change.

Multiple Change Fees

When multiple Change Fees apply for the changes being made, individual EMD-S are not required.

- A single EMD-S can be issued for multiple Change Fees;
- The EMD-S payment is a lump sum of the of the combined total of the Change Fees applicable;
- No breakdown is required

Revalidation vs Reissue

In all instances where a Change Fee applies, the ticket must be reissued and the EMD receipted separately from the ticket using EMD-S. The ticket is not permitted to be revalidated. This applies to International and Domestic tickets.

The table demonstrates examples only.

Refer to the fare conditions of the fare ticketed for applicable Change Fees.

Fare Component	Fare Basis	Change Fee	Changed portion (Indicated by X)
LAXSYD SYDLAX	M**0Q /QF Y**0Q /QF	\$100 -	X
*Nil fee applied as the change only occurred on the SYDLAX portion			
LAXSYD SYDAKL AKLMEL MELLAX	M**0Q /QF SSNAU/QF SSNAU/QF B**0Q /QF	\$100 \$100 \$100 -	X X
*\$100 fee applied			
LAXSYD SYDAKL AKLNAN ARNK MELLAX	M**0Q /QF SSNAU/QF SSNAU/QF B**0Q /QF	\$100 \$100 \$100 -	X X
*\$100 fee applied			
BNEMEL MELLAX LAXMEL MELBNE	OPTDEAL/QF K*SUS /QF K*SUS /QF OPTDEAL/QF	\$77 \$100 \$100 \$77	X X
*\$100 fee applied			

5 RESIDUAL VALUE PROCESSING

- a) The ticket can be reissued to an equal or higher Base Fare and any residual value on the ticket can be used as credit towards additional Ticket taxes and Carrier Imposed Fees and/or Change Fees. If there is still residual value, this must be refunded.
- i) Reissue to a lower Base Fare is not permitted.

Ticket being reissued	LAX SYD LAX	15NOV	QLE0T	USD470
New Ticket	LAX SYD LAX	30APR	OLE0T	USD320

QLE0T Fare has a higher base fare than OLE0T fare. Reissue to OLE0T fare not permitted. Reissue to equal or higher fare required.

6 TAXES AND CARRIER IMPOSED FEES

When a ticket is reissued, Ticket Taxes and Carrier Imposed Fees are repriced at Current or Historical values based on the type of reissue. Refer to Section 3 – TICKET RE-ASSESSMENT.

- i) Any additional collection must be collected.
- ii) Any residual unused Ticket Taxes or Carrier Imposed Fees may be used as credit towards the new ticket; including to different Ticket Tax codes and Base fare. Note: The Change Fee must be receipted separately from the ticket using EMD-S. If there is any residual value this can be refunded.
- iii) If there is still residual value this must be refunded.

7 RATE OF EXCHANGE (R.O.E.)

7.1 REISSUE USING CURRENT FARES

- a) When the ticket is Reissued:
 - i) The R.O.E is the rate applicable at the date of Reissue.

7.2 REISSUE USING HISTORICAL FARES

- a) When the ticket is Reissued:
 - i) Historical R.O.E will apply – the date of original ticket issue.

8 EXAMPLES

8.1 TYPE A REISSUE

For these examples, no Change Fees are assumed, for simplicity. Refer to relevant fare conditions for any applicable Change Fees.

a)

Ticket being reissued	LAX SYD MEL LAX	01MAY	BLX0Q
New Ticket	LAX SYD MEL LAX	05MAY	BLX0Q
<ul style="list-style-type: none"> • Change to outbound international departure date. • No change to Fare Basis or Booking Class. • No change to Fare Construction Points. • Reprice using current fares and collect/refund fare difference if applicable. 			

b)

Ticket being reissued	LAX BNE QF16 LAX	1MAY	HLX0Q
New Ticket	LAX BNE QF56 LAX	1MAY	HLX0Q
<ul style="list-style-type: none"> • Change to outbound international flight number • No change to departure date, Fare Basis, or Booking Class. • No change to Fare Construction Points. • Reprice using current fares and collect/refund fare difference if applicable. 			

c)

Ticket being reissued	LAX SYD MEL LAX	01NOV	YLX0Q
New Ticket	LAX SYD BNE LAX	01NOV	YLX0Q
<ul style="list-style-type: none"> • Change to the outbound international construction point • No change to departure date. • No change to Fare Basis or Booking Class. • Reprice using current fares and collect/refund fare difference if applicable. 			

d)

Ticket being reissued	LAX SYD LAX	01APR	YLX7Q
New Ticket	LAX SYD LAX	15APR	YLX7Q
<ul style="list-style-type: none"> • Change to return date. • No change to Fare Construction Points or Booking Class. • The original fare (historical fare) applies – there is no difference in fare. 			

e)

Ticket being reissued	LAX BNE LAX	01JUN	BKX0Q
New Ticket	LAX BNE o/HNL LAX	01JUN	YKX0Q

- Change to **return Booking Class**.
 - No change to **Fare Construction Points**.
 - HNL added to **routing**. Stopover charge (if applicable) and Surcharges (if applicable) to be applied.
 - Reprice using historical fares. Stopover (if applicable) and Surcharges (if applicable) and fare difference between BKX0Q and YKX0Q to be collected.
- If, after similar changes, there is:
- i) Residual amount: refunded to the passenger.
 - ii) Owing amount: additional amount is collected from the passenger.

8.2 TYPE B REISSUE

For these examples, no Change Fees are assumed, for simplicity. Refer to relevant fare rules for any applicable Change Fees.

Note: The examples below reflect the unused ticket portion only (i.e. these reissues are taking place in the U.S. and travel from LAX has already taken place.)

a)

Ticket being reissued	SYD LAX	01APR	HLX0Q
New Ticket	MEL LAX	01APR	HLX0Q
<ul style="list-style-type: none"> • Change to Fare Construction Points. • No change to Fare Basis or Booking Class. • Historical Fares to be used in the reassessment process. 			

b)

Ticket being reissued	SYD LAX	01APR	HLX0Q
New Ticket	SYD LAX	01JUL	BKX0Q
<ul style="list-style-type: none"> • Change to Fare Basis and Booking Class. • No change to Fare Construction Points. • Historical Fares to be used in the reassessment process. 			

c)

Ticket being reissued	PER // SYD LAX	1JUL	HKX0Q
New Ticket	PER SYD LAX	15JUL	YKX0Q
<ul style="list-style-type: none"> • Change to Fare Construction Points. • Change to Fare Basis and Booking Class. • Historical Fares to be used in the reassessment process. 			

d)

Ticket being reissued	MEL LAX	01MAY	HLX0Q
New Ticket	SYD PER MEL LAX	01MAY	HLX0Q with MWALKUS SYD-PER-MEL

- Adding **SYDPER MWALKUS fare and PERMEL MWALKUS fare** to ticket.
- No change to **original travel dates**.
- No change to **Fare Basis or Booking Class**.
- No change to **International Fare Construction Points**.
- The original fare (historical fare) applies – there is no difference on HLX0Q fare but additional fare collection required to add MWALKUS fares to ticket.

8.3 TYPE C REISSUE

For these examples, **No-Show Fee is assumed USD500, for simplicity. Refer to relevant fare rules for any applicable No-Show Fees.**

Note: The example below reflects an entirely unused ticket where No-Show occurred.

a)

Ticket being reissued	LAX SYD LAX	01MAY	LLX7Q
New Ticket	LAX SYD LAX	05MAY	MLX0Q
<ul style="list-style-type: none"> • Change to Departure date. • No change to Fare Construction Points. • Change to Fare Basis and Booking class. • Current Fare to be used in the reassessment process and – No-Show fee of USD500 to be collected with fare difference. 			

Note: The example below reflects the unused return ticket portion only when No-Show occurred.

b)

Ticket being reissued	ADL SYD LAX	01MAY	MLX0Q
New Ticket	ADL MEL LAX	03MAY	HLX0Q
<ul style="list-style-type: none"> • Change to return date. • Change to Fare Basis or Booking class. • No change to Fare Construction Points. • Historical Fares to be used in the reassessment process and No-Show fee of USD500 to be collected with fare difference. 			