

Travel Agent FAQs

CHAUFFEUR DRIVE

Nature and scope of service

1. What is Chauffeur Drive?

Chauffeur Drive is a complimentary airport transfer service offered by Qantas to First and Business ticketed customers at selected locations when travelling on eligible Qantas or Emirates operated flights. Eligible flights are international flights booked as part of a ticket validated to Qantas (QF-081) or Emirates (EK-176).

Chauffeur Drive is available to book online up to 48 hours prior to departure from the customer's nominated pick-up location to the airport, from the airport to the customer's final destination, and to and from the airport when connecting between 6–24 hours to an eligible flight

2. What type of vehicles will be used for the Chauffeur Drive service?

Luxury European vehicles such as Audi, BMW, and Mercedes will be provided in most cases. A Holden Caprice is the minimum standard. The vehicle provided is subject to availability and may vary between locations.

Eligibility

3. Who is eligible for Chauffeur Drive?

Chauffeur Drive is a complimentary service available to book online up to 48 hours prior to departure and is available to First and Business class customers who hold a Qantas (QF081) or Emirates (EK176) commercial ticket.

Including:

- Both commercial and Frequent Flyer redemption customers holding tickets for confirmed flights in any fare class within First and Business on eligible Qantas and Emirates international flights; and
- Frequent Flyer upgrades confirmed at least 48 hours prior to departure are also eligible;

when connecting to/from Adelaide, Sydney, Melbourne, Brisbane, Canberra, Hobart, Perth, Auckland, Christchurch and Wellington to an eligible Qantas international flight held in the same booking. Chauffeur Drive can also be booked at a stopover point for customers connecting within 6 and 24 hours to/from an eligible flight. Domestic and Trans Tasman connecting flights may be booked in economy class. All flights must be held in the same booking.

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4. What are the eligible Qantas international flights?

ROUTE	FLIGHT NUMBERS
Sydney<->London*	QF1/QF2
Singapore<->London	QF1/QF2
Melbourne<->London*	QF9/QF10
Perth<->London	QF9/QF10

*Customers travelling Sydney<->London<->Sydney & Melbourne<->London<->Melbourne are only eligible for Chauffeur Drive when booked as one sector.

5. What are the eligible codeshare flights?

Chauffeur Drive is available for business or first customers traveling on international flights booked as part of a ticket validated to Qantas (QF-081) or Emirates (EK-176), when the transfer is booked online 48 hours or more before the flight departure. Destinations where this service is offered for customers booked on QF8000 – QF8999 are outlined in the table below. Full details of the Chauffeur Drive offering in these locations, including applicable mileage allowances, can be found at emirates.com. For Chauffeur Drive queries at these locations contact Emirates on +61 1300 303 777 or +971 600 55 55.

Country	City	Country	City	Country	City
Australia	Sydney (SYD)	Germany	Dusseldorf (DUS)	Spain	Barcelona (BCN)
	Melbourne (MEL)		Frankfurt (FRA)		Madrid (MAD)
	Perth (PER)		Hamburg (HAM)	Sweden	Stockholm (ARN)
	Brisbane (BNE)	Munich (MUC)	Switzerland	Zurich (ZRH)	
	Adelaide (ADL)	Ireland		Dublin (DUB)	Geneva (GVA)
Austria	Vienna (VIE)	Italy	Milan (MXP)	United Kingdom	Birmingham (BHX)
Belgium	Brussels (BRU)		Venice (VIE)		London (LGW)
		Rome (FCO)	London (LHR)		
Cyprus	Larnaca (LCA)	Middle East	Dubai (DXB)		
Czech Republic	Prague (PRG)	Netherlands	Amsterdam (AMS)		Glasgow (GLA)
	Denmark		Copenhagen (CPH)	Norway	Oslo (OSL)
France		Paris (CDG)	Poland	Warsaw (WAW)	Newcastle (NCL)
	Lyon (LYS)	Russia	Moscow (DME)		
Nice (NCE)	St Petersburg (LED)				

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6. Is Chauffeur Drive available on direct flights between Australia and Asia?

Chauffeur Drive is not available on Qantas operated flights exclusively between Australia and Asia. Chauffeur Drive is not available on Qantas codeshare flights operated by Emirates but is available on flights with an Emirates 'EK' flight number, as indicated below:

Marketing Carrier	Operating Carrier	Chauffeur Drive available?
QF	QF	No
EK	QF	No
QF	EK	No
EK	EK	Yes

7. Is the service available to Qantas customers with domestic connections out of Darwin to eligible international flights?

No. Chauffeur Drive is not available to customers connecting from Darwin to an eligible international flight.

8. Is Chauffeur Drive available when travelling between Australia and New Zealand?

No. Chauffeur Drive is not available on trans-Tasman flights. However, it is available if you have a connecting flight from Auckland, Christchurch or Wellington to an eligible international Qantas flight that is held and ticketed in the same booking. Separate tickets can be issued, however flights must be held in the same booking (PNR) to be eligible.

9. For customers travelling on Domestic/Trans-Tasman International connections, if flights are held in same 'booking' but not on the same 'ticket' is the customer eligible?

Yes. The Domestic or Trans-Tasman flight must be ticketed and in the same booking (PNR) as the eligible international flight in order to book the Chauffeur Drive service. Separate tickets can be issued. Passengers must be travelling more than 6 hours and less than 24 hours to be eligible.

10. Is Chauffeur Drive available for connecting Domestic or trans-Tasman flights operated by Jetstar?

The domestic and trans-Tasman connecting flights must be operated by Qantas. Connections on Jetstar flights or EK 5000 series are not eligible for Chauffeur Drive.

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11. Does a customer need to be booked in Business class on their connecting Domestic or trans-Tasman flight to be eligible for Chauffeur Drive?

No. Chauffeur Drive eligibility is based on the highest cabin class of the eligible international flight. For example, if the customer is booked in Economy from Adelaide to Sydney and then in Business from Sydney to Dubai, they are eligible for Chauffeur Drive from Adelaide, provided the flights are held in the same booking (PNR).

12. Can an ineligible travelling companion travel in the car? Are there any provisions?

A customer who is not eligible for Chauffeur Drive may accompany the eligible First or Business customer. The same vehicle must be used, and the customers must be picked up and/or dropped off at the same destination. Baggage limits apply.

13. Are Qantas codeshare customers travelling on a 'QF' flight operated by another carrier (other than Emirates) eligible for Chauffeur Drive?

No. Qantas codeshare customers travelling on a Qantas flight with a (QF) flight number operated by another carrier (including oneworld™ partners) are not eligible for Chauffeur Drive.

Customers travelling on a ticket validated to a oneworld™ partner airline are also not eligible.

14. If a customer has a multi-sector journey and they are travelling in Business on one sector but Economy on another, are they eligible for Chauffeur Drive?

Eligibility to book Chauffeur Drive is based on the ticketed cabin of the eligible international flight. For example, if a customer is booked and ticketed in Economy from Sydney to Dubai, and then Business from Dubai to London, they are eligible for Chauffeur Drive in Dubai and London only.

15. Are ticketed customers who receive an upgrade inside 48 hours prior to departure eligible for Chauffeur Drive?

No. Customers who use their points to upgrade to Business at the airport or who are allocated an upgrade at check-in are not eligible for Chauffeur Drive. Customers must hold a confirmed commercial or redemption ticket in First or Business, or a commercial booking with a Frequent Flyer upgrade to First or Business that is confirmed at least 48 hours prior to departure.

16. Are customers who are awarded prizes or complimentary First or Business tickets eligible for Chauffeur Drive?

No. Customers who received complimentary First or Business tickets are not eligible for Chauffeur Drive.

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17. Can industry discount staff book Chauffeur Drive?

No. Industry discount staff travelling in First or Business are not eligible for Chauffeur Drive.

18. If a customer is downgraded by Qantas are they still eligible for Chauffeur Drive?

Yes. As the downgrade is initiated by Qantas, the customer remains eligible for Chauffeur Drive because of their original First or Business booking.

19. If a customer changes their booking from First or Business to Economy, are they still eligible for Chauffeur Drive?

No. Customers must hold a commercial or redemption ticket for confirmed flights in First or Business, or a commercial booking with a Frequent Flyer upgrade that is confirmed at least 48 hours prior to departure.

Complimentary Mileage and Baggage Allowances

20. Is Chauffeur Drive complimentary?

Chauffeur Drive includes a complimentary mileage allowance, which may either be a distance driven allowance or a capped radius in the location served by Chauffeur Drive (except in Dubai, which has no mileage restrictions within the UAE). If the journey exceeds the complimentary allowance, customers will need to pay the driver for this at their drop-off destination.

The complimentary radius for Chauffeur Drive for flights operated by Emirates is available at emirates.com.

21. How is the complimentary mileage calculated?

The complimentary mileage is based on either driven kilometres/miles or a capped radius in each city. The distance travelled will be determined by the route taken by the driver.

Qantas and Emirates have each contracted third party suppliers to provide Chauffeur Drive services in selected locations where they fly, with the exception of Dubai, where the arrangements with the third party supplier have been arranged by Emirates.

The mileage allowances for locations where Qantas flies and services are provided by its third party suppliers are set out below.

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Airport	Mileage	Notes
Australia		
Adelaide (ADL)	Within 40 driven km from Adelaide International Airport	Excess mileage payment to be made in cash or by credit card directly to the driver.
Brisbane (BNE)	Within 60 driven km from Brisbane International Airport	Maximum capacity per sedan is two adults, with a total luggage limit of two suitcases plus one carryon bag. Additional charges apply if a larger vehicle or child or infant car seat is required.
Canberra (CBR)	Within 25 driven km from Canberra Domestic Airport	
Hobart (HBA)	Within 35 driven km from Hobart International Airport	
Melbourne (MEL)	Within 60 driven km from Melbourne International Airport	Maximum capacity per sedan is two adults, with a total luggage limit of two suitcases plus one carryon bag. Additional charges apply if a larger vehicle or child or infant car seat is required.
Perth (PER)	Within 45 driven km from Perth International Airport	Maximum capacity per sedan is two adults, with a total luggage limit of two suitcases plus one carryon bag. Additional charges apply if a larger vehicle or child or infant car seat is required. Excess mileage payment to be made in cash or by credit card directly to the driver.
Sydney (SYD)	Within 40 driven km from Sydney International Airport	Maximum capacity per sedan is two adults, with a total luggage limit of two suitcases plus one carryon bag. Additional charges apply if a larger vehicle or child or infant car seat is required.
New Zealand		
Auckland (AKL)	Within 40 driven km from Auckland International Airport	Point to point Business Class itineraries for travel between New Zealand and Australia only are not eligible for Chauffeur Drive. Not permitted for inter terminal transfers.
Christchurch (CHC)	Within 25 driven km from Christchurch International Airport	Point to point Business Class itineraries for travel between New Zealand and Australia only are not eligible for Chauffeur Drive.
Wellington (WLG)	25 driven km from Wellington International Airport	Point to point Business Class itineraries for travel between New Zealand and Australia only are not eligible for Chauffeur Drive.

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Middle East		
Dubai (DXB)	No mileage restriction within the United Arab Emirates.	Refer to Chauffeur Drive information at emirates.com
United Kingdom		
London (LHR)	Within a 70-mile radius of the airport, including all Greater London postcodes.	
Asia		
Singapore (SIN)	No mileage restriction within Singapore national borders.	Not available to cross Singapore national borders. Point to point Business and First Class itineraries for travel between Singapore and Australia only are not eligible for Chauffeur Drive.

22. Are there mileage restrictions for Chauffeur Drive?

Travel that crosses national borders may not be permitted. If the journey exceeds the complimentary radius, customers will be advised of the additional charge (per km/mile rate) and will pay the driver for this when they arrive at their destination.

23. Can a customer bring additional baggage over the vehicle capacity?

Yes. When a customer is travelling with baggage over the vehicle capacity, they may request a larger vehicle or an additional vehicle up to their maximum eligibility i.e. one vehicle per eligible customer. For example, if two customers are travelling with six pieces of luggage, they may request either two vehicles or one larger vehicle. Additional charges apply.

Travel Agents or customers may confirm this request by contacting the supplier on the number listed in the schedule to these FAQs no earlier than 48 hours prior to departure of each flight.

Bookings

24. Can Qantas Chauffeur Drive be booked by a Travel Agent through their GDS?

Chauffeur Drive booking capability is available through 'Manage Your Booking' at qantas.com up to 48 hours prior to departure for flights booked as part of a ticket validated to Qantas (QF081) or Emirates (EK-176).

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25. How does a Travel Agent know if their customer is eligible for Chauffeur Drive?

When a Travel Agent (or customer) logs into 'Manage Your Booking' at qantas.com, if their customer is eligible, they will see the Chauffeur Drive promotional icon displayed above their flight details. Information about the booking process is also available on the Chauffeur Drive page at qantas.com/chauffeurdrive.

26. Can Chauffeur Drive be booked on a combined Qantas and Emirates itinerary?

Yes. The service is available to book online up to 48 hours prior to departure, and if the flights are eligible and booked as part of a ticket validated to Qantas (QF-081) or Emirates (EK-176) ticket. Chauffeur Drive can be booked on the customer's behalf via qantas.com. For eligible Emirates codeshare flights operated by Qantas (starting with EK5000 number), Chauffeur Drive can be booked on the customer's behalf via the Emirates website.

If there are no flights operated by Qantas, or Qantas codeshare flights with a 'QF' flight number operated by Emirates contained in the booking, the Chauffeur Drive service should be booked directly with Emirates.

27. Can a Travel Agent view the Chauffeur Drive transfer details via the GDS?

No. Travel Agents can view all Chauffeur Drive transfer information for their customers via 'Manage Your Booking' at qantas.com. The Chauffeur Drive details will appear as 'Your Transfer'.

Note: For changes to bookings within 48 hours please contact Qantas on 13 13 13.

28. How does a Travel Agent know if the Chauffeur Drive booking is confirmed?

Travel Agents can obtain confirmation via 'Manage Your Booking' at qantas.com, once the booking has been made. The confirmation will appear as 'Your Transfer', this confirmation can be printed or emailed to a nominated address.

The confirmation, 'Your Transfer', will not appear in a Travel Agent's GDS.

29. Does the customer need to print out the confirmation to meet their chauffeur at their pick-up location?

No. The confirmation print-out is not required to meet the chauffeur at the customer's pick-up location.

30. What happens if two or more customers are travelling in 'different bookings' but wish to book the Chauffeur transfer to travel together?

Only one Chauffeur Drive transfer should be booked. For Qantas operated flights, no earlier than 48 hours prior to departure, Travel Agents can contact the supplier on the number listed in the schedule to these FAQs to

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confirm any special requirements on behalf of customers. For Emirates operated flights, contact Emirates on +61 1300 303 777 or +971 600 55 55 55.

31. How will a customer make special requests such as child seats, wheel chair, oversized baggage, travelling companion when booking Chauffeur Drive?

Please contact Qantas to request any specific requirements such as child seats or accessible vehicles with the Chauffeur Drive suppliers no earlier than 48 hours prior to departure.

For all pick up locations please contact Qantas for Qantas operated flights or Emirates on +61 1300 303 777 or +971 600 55 55 55 for Emirates operated flights.

32. How can Travel Agents ensure that the Chauffeur Drive Supplier is notified of any special requirements in advance (e.g. baby seat, wheel chair, oversized baggage, travelling companion)?

For Qantas operated flights Travel Agents can contact the supplier no earlier than 48 hours prior to departure on the number listed in the schedule to these FAQs.

For Emirates operated flights, contact Emirates on +61 1300 303 777 or +971 600 55 55 55.

33. Can customers earn Qantas Frequent Flyer points by booking a Chauffeur Drive transfer?

No. Customers cannot earn Qantas Frequent Flyer points by booking and using Chauffeur Drive.

Amending Bookings

34. Can a customer amend their Chauffeur Drive booking?

Yes. Customers are able to amend their Chauffeur Drive booking by logging into 'Manage Your Booking' at qantas.com and clicking on the 'Cancel' button where they can cancel and rebook[^] with the updated details, including change of address, time or phone contact details.

The amendment will not appear in a Travel Agent's GDS.

[^] Transfers can be booked online up to 48 hours prior to departure. Rebooking transfers to new 'dates' inside 48 hours of scheduled departure is not permitted. For changes to pick up/ drop off addresses please contact Qantas on 13 13 13.

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35. Does a customer's Chauffeur Drive booking need to be updated if their flight booking is amended?

Yes. The Chauffeur Drive booking for the original flight will be automatically cancelled and the customer will need to rebook ^ the Chauffeur Drive booking at qantas.com.

^ Transfers can be booked online up to 48 hours prior to departure. Any rebooking transfers to new 'dates' inside 24 hours of scheduled departure is not permitted

36. Can a customer change their drop-off location upon arrival at the airport?

Yes. Customers can nominate an alternative drop-off address. If the journey exceeds the complimentary radius, the driver will advise the customer of the additional charge. The customer will be required to pay this when they arrive at their destination.

37. How do I change a customer's pick up address, time or phone contact details for a departure transfer?

- **Outside 48 hours of departure:** the Chauffeur Drive pick-up address, time ^ or contact details can be adjusted by Travel Agents on the customers' behalf via 'Manage Your Booking' on qantas.com. The original transfer must be cancelled and rebooked to include the details. ^
- **Inside 48 hours of departure:** For Qantas operated flights, to change the customers pick up address, time ^ or contact details contact Qantas or the supplier on the number listed in the schedule to these FAQs. For Emirates operated flights, contact Emirates on +61 1300 303 777 or +971 600 55 55 55.

^ Transfers can be booked online up to 48 hours prior to departure. Any rebooking transfers to new 'dates' inside 24 hours of scheduled departure is not permitted

38. How do I change a customer's drop off address, time^ or phone contact details for an arrival transfer from the airport?

- **Outside 48 hours of departure:** the Chauffeur Drive drop off address, time ^ or contact details can be adjusted via 'Manage Your Booking' on qantas.com. The original transfer must be cancelled and rebooked to include the new drop off details.
- **Inside 48 hours of departure:** Changes to drop off address/time ^ can only be made directly with the driver before leaving the airport. Travel Agents can be assured that changes to the drop off address/time ^ will be accepted at this time.
- ^ Transfers can be booked up to 48 hours prior to departure. Rebooking transfers to new 'dates' inside 48 hours of scheduled departure is not permitted. For changes to pick up/ drop off addresses please contact Qantas.

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Cancelling Bookings

39. Can a customer cancel their Chauffeur Drive booking?

Yes. Customers and their Travel Agents are able to cancel their Chauffeur Drive booking by logging into 'Manage Your Booking' at qantas.com and clicking on the 'Cancel' button up to two hours prior to their scheduled departure or arrival time.

The cancellation will not appear in a Travel Agent's GDS.

If a customer wishes to make a new booking at a later date, it will be accepted online up to 48 hours before scheduled departure. A new booking cannot be made inside 48 hours before scheduled departure.

40. If a customer cancels their flight on the day of departure, do they need to cancel their chauffeur pickup?

Yes, if a customer changes their flight on the day of departure they must notify the Chauffeur supplier of the flight change. Chauffeur suppliers call departing customers from Australia the day prior to travel to confirm pickup time and address and also provide a contact number to the customer to advise of last minute changes.

41. What happens if two or more customers who were travelling in the same booking make changes that mean they are now have two separate bookings?

Customers who were previously travelling in the same booking will need to cancel their original Chauffeur Drive booking by logging into 'Manage Your Booking' at qantas.com and clicking on the 'Cancel' button. They can then make two new separate bookings with the updated details. If the customers are still travelling together to and from the airport where Chauffeur Drive is required, the customers may make one booking and travel together in the same car. The new Chauffeur Drive booking may only be requested online up to 48 hours prior to departure.

Group Bookings

42. If a customer is part of a Group booking can they book Chauffeur Drive?

Chauffeur Drive is available for eligible Qantas Group bookings by contacting Qantas Group Travel on 13 26 24. Your Qantas Group Sales consultant can advise you about Chauffeur Drive when you request a Group quote.

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Customer Journey - Departures

43. Will the Chauffeur Drive supplier contact the customer prior to their flight?

Yes. For all flights departing Australia the supplier will contact the customer the day before their flight to confirm pick up details, including any relevant information such as oversized baggage requirements.

44. How does the Chauffeur Drive process work when travelling to the airport?

When travelling to the airport, the driver will arrive at the nominated location and assist the customer to load luggage into the vehicle. The driver will then take the customer to the airport and drop them at the closest kerbside location to the Qantas check-in area. Qantas First Hosts will meet First customers at the kerb in Sydney, Melbourne, Dubai and London.

45. What should Travel Agents do if the supplier has not contacted the customer?

Travel Agents are advised to call Qantas Industry Centre (QIC) on 13 17 11 who can liaise directly with the supplier no earlier than 48 hours prior to departure or the Travel Agent contact the supplier on the number listed in the schedule to these FAQs. For Emirates operated flights, contact Emirates on +61 1300 303 777 or +971 600 55 55 55.

46. What should Travel Agents do if the Chauffeur Drive supplier does not arrive for the customer's pickup?

Travel Agents are advised to call the Qantas Industry Centre (QIC) on 13 17 11 who will liaise directly with the supplier.

47. Can stops be made en-route to the airport?

No. The complimentary transfer is available to and from the airport only.

48. What happens if a customer who is transferred to the airport by Chauffeur Drive misses their flight?

It is the customer's responsibility to nominate a pick up time that allows them to get to the airport and through check-in, immigration and security in time to board their flight.

49. What happens if a customer misses their flight because the Chauffeur Drive services does not arrive?

Qantas will reaccommodate the customer on the next available flight to ensure they get to their destination as planned.

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Customer Journey - Arrivals

50. Can stops be made en-route to the customer's final destination from the airport?

No. The complimentary transfer is from the airport only.

51. How can customers locate their Chauffeur at the airport?

In **Dubai**, Qantas and Emirates customers should approach the Emirates Chauffeur Drive desk located on the right after exiting the Customs area

In **London**, Qantas and Emirates customers (travelling on Qantas operated flights) are to approach the Qantas/Carey Chauffeur Drive desk located to the left side of the arrivals greeting area before the Emirates Chauffeur Drive lounge. Customers travelling on Emirates should proceed to the Emirates Chauffeur Drive Lounge in the arrivals area.

In **Sydney International**, Qantas and Emirates passengers traveling on Qantas operated flights should look for their chauffeur after exiting customs who will be holding a sign with a Qantas logo and their name.

In **Sydney Domestic**, Qantas and Emirates customers traveling on Qantas operated flights will be met at the luggage carousel of their arriving flight by their chauffeur, who will be holding a sign with the Qantas logo and their name.

In **Melbourne International**, Qantas and Emirates customers traveling on Qantas operated flights should look for their chauffeur after exiting the Customs area, who will be holding a sign with the Qantas logo and their name.

In **Melbourne Domestic**, Qantas and Emirates customers traveling on Qantas operated flights will be met at the luggage carousel of their arriving flight by their chauffeur, who will be holding a sign with the Qantas logo and their name

In **Singapore International**, Qantas customers travelling on Qantas operated flights after collecting their bags must enter through the automatic glass doors into the arrivals hall. Customers will then see a member from the 'SIXT' rent a car' company holding holding a "Qantas Chauffeur Drive" sign.

This team member assisting the customers and will then organise to have a car sent down to the pick-up area and provide directions to meet our chauffeur.

52. Who should the customer contact if they cannot locate their Chauffeur in the Arrivals hall?

In **Dubai**, Qantas and Emirates customers should approach the Emirates Chauffeur Drive desk.

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In **London**, Qantas and Emirates customers (travelling on Qantas operated flights) are to approach the Qantas/Carey Chauffeur Drive desk located to the left side of the arrivals greeting area. Customers travelling on Emirates should proceed to the Emirates Chauffeur Drive Lounge in the arrivals area.

In **Sydney and Melbourne**, Qantas and Emirates passengers traveling on Qantas operated flights should approach the Qantas/Brunel Concierge located in the arrivals hall. Alternatively customers can call 1300 360 950 to assist in locating their chauffeur.

In **Singapore**, Qantas customers should approach a member from the 'SIXT rent a car' company holding a "Qantas Chauffeur Drive" sign after clearing arrival customs.

For all other European airports please see a Qantas or Emirates airport representative.

53. Will customers arriving at London Heathrow have access to the Emirates Chauffeur Drive arrivals lounge and adjacent collection point?

No. In London, the customer should refer to the Qantas Chauffeur Drive desk which is operated by Carey, the Chauffeur Drive supplier. The desk is located to the left side of the arrivals greeting area, before the Emirates Chauffeur Drive lounge.

Flight delays / cancellations and customer care

54. What happens when a customer's departure flight or inbound flight is delayed?

The customer's Chauffeur Drive booking will be automatically adjusted to reflect the new departure time, and this information will be provided to the supplier.

55. What happens if a customer's flight is cancelled and they are rebooked onto a different Qantas or Emirates flight?

Customers who were originally booked in First or Business on a Qantas or Emirates flight are still eligible for Chauffeur Drive. A customer whose booking has been amended outside 48 hours of departure should be advised to rebook their Chauffeur Drive by logging into 'Manage Your Booking' at qantas.com. A customer whose booking has been amended inside 48 hours due to a Qantas flight disruption will be automatically rebooked by Qantas. This includes Travel Agent bookings.

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56. What happens if a customer's flight is cancelled and they are rebooked with an airline other than Qantas or Emirates?

Customers who originally booked in First or Business on a Qantas flight are still eligible for Chauffeur Drive. Customers will be able to take a taxi from the airport at their destination and then claim the receipt from Customer Care on their return.

57. How can Travel Agents contact the Chauffeur Drive supplier to re-confirm details for a VIP customer?

Travel Agents can obtain confirmation via 'Manage Your Booking' at qantas.com, once the booking has been made. The confirmation will appear as 'Your Transfer', this confirmation can be printed or emailed to a nominated address. Travel Agents can be assured of this confirmation.

For Qantas operated flights contact the supplier no earlier than 48 hours prior to flight departure on the number listed in the schedule to these FAQs. For Emirates operated flights contact Emirates on +61 1300 303 777 or +971 600 55 55 55.

58. What happens if there is an unexpected delay or disruption and the Chauffeur Drive supplier is not able to meet the customer?

The suppliers monitor all flights and associated delays, and Qantas also has a disruption policy to enable suppliers to be notified when a customer's flight details have changed, including flights which might ordinarily be ineligible for the Chauffeur Drive service.

59. Who provides the Chauffeur Drive service for Emirates in London?

Both Carey Worldwide Chauffeur and Tristar Worldwide Chauffeur Services provide the Chauffeur Drive service for Emirates customers in London. Carey manages the chauffeur transfer service based on the following flight allocations. Please contact Emirates for Tristar supplied flights.

Carey Worldwide Chauffeur provides vehicles for the following EK flights:-

London Gatwick EK 9, 10, 11, 12, 15 and 16

London Heathrow EK 5,6,7,8,29 and 30

Carey Worldwide Chauffeur provide vehicles for all QF services at London Heathrow

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Schedule 1: Qantas Chauffeur Drive Supplier Contacts as at June 2018

When notifying suppliers of flight changes the following must be given:

1. Customer's name
2. PNR
3. Original flight details
4. New flight details

Airport	Supplier	Email	Phone	Customer complaints
Onshore				
SYD	Brunel Chauffeur Drive	qantas@brunelchauffeurdrive.com.au	+61 2 9534 0808	+61 2 9534 0849
MEL	Brunel Chauffeur Drive	qantas@brunelchauffeurdrive.com.au	+61 2 9534 0808	+61 2 9534 0849
BNE	Brunel Chauffeur Drive	qantas@brunelchauffeurdrive.com.au	+61 2 9534 0808	+61 2 9534 0849
ADL	Halsan Pty Ltd <i>trading as Hughes Limousines</i>	res@smartcaraustralia.com	1300 130 020	1300 130 020
CBR	Royale Limousines	mychauffeur@royalelimousines.com.au* <i>* flight changes <2hrs from arrival into CBR must be notified via phone</i>	1800 769 253 +61 2 9660 3666	1800 769 253 +61 2 9660 3666
HBA	Tasmanian National Tours [SVR Limos]	svr@intas.net.au	+61 3 6228 4044	+61 3 6228 4044
PER	Ground Transport Solutions Pty Ltd	bookings@groundtransport.com.au	+61 8 9365 9708	+61 8 9365 9717
Offshore				
AKL	Corporate Cabs	sheila@corporatecabs.co.nz	+64 9632 0632	+64 9632 0632
WLG	Corporate Cabs	sheila@corporatecabs.co.nz	+64 9632 0632	+64 9632 0632
CHC	Corporate Cabs	sheila@corporatecabs.co.nz	+64 9632 0632	+64 9632 0632
DXB	VTS	transportdxb@emirates.com	t: +971 (0) 45047574 m: +971 (0) 50-9509810	CSCustomerCare@emirates.com
LHR	Carey Worldwide	qantasres@carey.com	+44 (0) 20 8326 7650	+44 (0) 208 326 7600 option 3
SIN	SIXT	limo@sixt.com.sg	+65 6346 6606	+65 6346 6606