



## QANTAS HAWAIIAN AIRLINES

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### CUSTOMERS WITH EXISTING BOOKINGS

Options are available for customers holding existing bookings who are being affected by the cancellation of Honolulu services. Refer to the [Commercial Policy](#) for more details.

- The Qantas flights operate on a different day to Hawaiian Airlines flights which is not suitable for my customer. Is my customer entitled to a refund?***

Yes, your customer can obtain a full refund on their ticket if the new flights are not suitable. Any refund of a ticket will need to be applied for through Qantas using the commercial policy.
- The customer is not happy with the re-booking to Hawaiian Airlines. Is my customer entitled to a refund?***

Yes, your customer can obtain a full refund on their ticket if they are not happy with the re-booked alternative. Any refund of a ticket will need to be applied for through Qantas.
- If I have any questions relating to rebooking my passenger on Qantas or the reissue of the ticket, should I refer to Qantas or Hawaiian Airlines?***

Qantas should be contacted with any questions regarding your customer's booking.
- If a customer has been reaccommodated to Hawaiian Airlines and would like to make a voluntary change, are they able to?***

Yes – customers can make voluntary date changes to their booking if one of the nominated booking classes is available for the new travel date. Customers should be rebooked in the lowest class available as per the commercial policy. If these class are not available, the customer will be offered a full refund on their existing Qantas ticket to rebook directly with Hawaiian Airlines
- If a customer has accepted the reaccommodation to Hawaiian Airlines and then subsequently cancels, are customers able to hold the ticket in credit?***

The fare conditions of the Qantas fare purchased would apply and all tickets can be held in credit for future travel
- Will customers still earn Qantas Points and Status Credits when travelling with Hawaiian Airlines?***

Disrupted Qantas customers rebooked onto Hawaiian Airlines for travel between 31 January 22 to 26 March 22, will have Qantas Points and status credits credited into their account after the sector is flown. Please allow 6-8 weeks for these to appear in their Qantas Frequent Flyer account.



# Travel Agent FAQs

## INFLIGHT PRODUCT

**7. *Is in-flight entertainment on the Hawaiian Airlines flight?***

Yes – Please refer to <https://www.hawaiianairlines.com.au/our-services/in-flight-services> for more information regarding the inflight entertainment on offer.

**8. *What food and beverage are available on the Hawaiian Airlines flight?***

Hawaiian Airlines offers complimentary meals and drinks. Please refer to <https://www.hawaiianairlines.com.au/our-services/in-flight-services> for more information.

## BAGGAGE & SEATING

**9. *How much checked-baggage am I allowed on the Hawaiian Airlines operated services?***

Qantas customers that have been re-booked onto Hawaiian services, will be entitled to 2 pieces of checked-baggage, with a maximum 32kgs each, for all cabins. Unfortunately, additional baggage benefits associated with Qantas Frequent Flyer Tiers will not be available.

**10. *Can I add extra checked-baggage to my booking for the Hawaiian Airlines flight?***

Yes you can however this will be done at the airport on check-in and cannot be organised prior. Please refer to Hawaiian Airlines for additional baggage charges, and make sure that you arrive at the airport early if you have additional bags.

**11. *I have pre-paid for seating or an extra bag with Qantas, does this carry over to Hawaiian Airlines?***

Pre-paid baggage and seat select cannot be honoured by Hawaiian Airlines. Please contact Qantas for a refund of these pre-paid items and for any queries.

**12. *I have allocated my seat with Qantas and now I have been moved to Hawaiian Airlines, do I still have the same seat?***

Unfortunately, Hawaiian Airlines cannot allocate the same seat that was confirmed with Qantas.

**13. *Can customers pre-allocate a new seat with Hawaiian Airlines?***

Yes, you are able to pre-allocate a seat with Hawaiian Airlines through your GDS or technology partner. If you are unable to pre-allocate, seating will be allocated at the airport

**14. *My customer had special assistance confirmed with Qantas, is this now confirmed with Hawaiian Airlines?***

Any special service request that had been confirmed with Qantas will not carry over to Hawaiian Airlines. If customers require assistance or have a special request you will need to rebook these with Hawaiian Airlines.