



# Australian Domestic Fare Basis Changes

## For inbound/outbound when purchased in conjunction with international travel

### External Frequently Asked Questions

#### 1. What is changing?

Economy fare basis codes for Qantas Domestic Australia fares sold in conjunction with inbound or outbound international travel are being simplified and refreshed. Previously there were separate fare basis codes applied for inbound and outbound travel; these are being merged to form one single fare basis code.

#### 2. When will the changes be effective?

The new fare basis code structure for Domestic Australia Retail fares sold in conjunction with inbound or outbound international travel applies for ticket issue and reissues made on or after 2 March 2020 (0001 AEDT).

#### 3. What cabin classes will the changes apply to?

Changes apply to Economy fares. There are no changes for Business fares.

#### 4. What are the new fare basis codes for the Domestic Australia fare structure sold in conjunction with inbound/outbound international travel?

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 / Fare Type	Seasonality	Peak Day of Week (DOW)	Advance Purchase

Character 2	Indicator	Fare Family
	I	Inbound/outbound sold in conjunction with international travel

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 ( <i>has Day/Time restrictions applied</i> )
	Z	Peak DOW

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

Example:





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## Example 1

Market	Old Fare Basis	New Fare Basis
BNENTL	QSXI	QIQW

	Character 1	Character 2	Character 3	Character 4	Character 5
<b>Indicator:</b>	<b>Fare Class</b>	<b>Fare Family</b>	<b>Seasonality</b>	<b>Peak Day of Week</b>	<b>Advance Purchase</b>
	Q	I	Q	W	
<b>Description:</b>	Q class	Inbound/ outbound + international travel	No seasonality exists	No Peak DOW exists	No Advance Purchase

## Example 2

Market	Old Fare Basis	New Fare Basis
BNESYD	QPTKIX	QIQW

	Character 1	Character 2	Character 3	Character 4	Character 5
<b>Indicator:</b>	<b>Fare Class</b>	<b>Fare Family</b>	<b>Seasonality</b>	<b>Peak Day of Week</b>	<b>Advance Purchase</b>
	Q	I	Q	W	
<b>Description:</b>	Q class	Inbound/ outbound + international travel	No seasonality exists	No Peak DOW exists	No Advance Purchase

### 5. What will happen to bookings ticketed on/before 1 March 2020 that are not making any changes and travelling as ticketed?

These bookings will be unaffected by the changes.

### 6. What happens if a customer wants to make a change on/after 2 March 2020 (after the new fare basis codes are introduced) to an existing ticket that was issued on/before 1 March 2020?

All Qantas Domestic Australia fares sold in conjunction with inbound/outbound international travel require repricing of the affected (changed) Fare Components at the time of rebooking.

The fare basis codes on the current Domestic Australia fare structure sold in conjunction with international travel will no longer be available for sale on/after 2 March 2020. As a result, all changes to existing Domestic tickets made on/after 2 March 2020 require reissue to reflect the new fare basis codes and fare levels; provided that the conditions of the new fare are met and the Base Fare (excluding Ticket Taxes) is of equal or higher value.

#### Example:

On 1 March 2020, a customer purchases an QSXI fare for travel between Sydney and Melbourne departing on 30 March 2020 for \$155 (plus Ticket Taxes). On 3 March 2020, the customer wishes to change this booking to now travel on 31 March 2020 instead.

Q class is available on the new travel date.



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The Reissue process is as follows:

## OLD TICKET

QSXI	AUD	155
TOTAL	AUD	155

## NEW TICKET

QIQW	AUD	*155	New QIQW Base Fare is equal to the original Base Fare, therefore the “equal or higher” Base Fare requirement is met. *Note - Change fee applies as per international fare condition, service fees may also apply.
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Following Ticket Reissue, the conditions of the new QIQW fare will apply to the new ticket.

**After Ticket Reissue, a ticket may have a combination of fares from the old Domestic Australia Fare Structure and the new Domestic Australia Fare Structure sold in conjunction with international travel.**

*Fares and fees above are illustrative only – examples above show Base Fares and do not show the calculation of Ticket Taxes, which must be added. Refer to the applicable fare rule in the GDS for current fare levels, Ticket Taxes, change fees and fare rules.*

## Ticket revalidation / Reissue

**Existing Domestic Australia Tickets purchased in conjunction with international travel on/before 1 March 2020 which are being changed on/after 2 March 2020**

### 7. Are Travel Agents permitted to revalidate Qantas Domestic tickets?

Travel Agents are permitted to revalidate Qantas Domestic Australia tickets sold in conjunction with international travel when there is a change in flight number, date and/or time only. Where revalidation is permitted, all other features of the journey must remain unchanged including booking class, routing and fare basis. Revalidation cannot occur if a Change Fee is applicable to the ticketed fare.

However, as the current fare basis codes of the old Domestic Australia Fare Structure sold in conjunction with international travel will no longer be available for sale on/after 2 March 2020, all tickets must be repriced and reissued where a change is made to an existing ticket purchased on/before 1 March 2020.

Agents can continue to revalidate tickets when there has been an involuntary Qantas schedule change with no change to routing and booking class.