



**Net Fare General Conditions**  
Issued **01 May 2018**

Net Fare General Conditions issued previously will not be valid for new bookings after **01 May 2018**. These conditions apply when used in conjunction with Qantas UK and Ireland issued fares from a paper contract or in the GDS.

For any conditions not stated on a fare or on these Net Fare General Conditions, please contact our fares helpline on +44 (0) 20 8600 4318 or visit our Trade site [qantas.co.uk/agents](http://qantas.co.uk/agents) for further assistance. Please note that these Net Fare General Conditions may be withdrawn or varied at any time.

**AGENT  
ACKNOWLEDGMENTS**

The Agent acknowledges and agrees that:

1. Net fares are to be sold only as named bookings and not to be sold to a group (10 or more individuals for economy and business class bookings) booked together on one flight.
2. Agents must ensure any seats held are released immediately if subsequently not required and refrain from creating passive Global Distribution System Segments except where agreed by the airline or when no reasonable alternative exists.
3. All Net Fares are exclusive of all ticket taxes fees and charges, the agent must issue tickets that include all relevant ticket taxes fees and charges and must net remit through the BSP procedure.

**ADDITIONAL  
SECTORS & STOPS**

As per fare rules.

Note: When the Qantas Explorer is booked in conjunction with the International fare and the voluntary change involves a re-routing of any international sectors as well as domestic sectors, only the re-issue fee of the international ticket applies as well as the additional fare collection. Subsequently, if the Qantas Explorer routing is changed, only the Qantas Explorer fare reissue fee will apply.

**ADVANCE  
PURCHASE**

Advance Purchase period cannot be reduced.

Advance Purchase period is counted from the date of ticket issue up to the departure date of the first International flight.

If any fare is combined with an APEX fare and the APEX applies to the return portion only, the advance purchase still needs to be calculated from the first International sector, including when upgrading the fare before and after departure.

For reissues on ticket with an advance purchase rule, please see Qantas International Ticket Reissue Policy for guidance. Refer to trade site on [http://www.qantas.com.au/agents\\_uk/dyn/ukqf/intro/home](http://www.qantas.com.au/agents_uk/dyn/ukqf/intro/home)

**BAGGAGE**

As per applicable airline's conditions of carriage.

**CODESHARE**

Not permitted, unless otherwise stated.

**COMBINATIONS**

Permitted unless otherwise stated. Please note that the most restrictive fare conditions apply unless otherwise advised.

**DATE  
CHANGES/OUTSIDE  
SYSTEM DATE  
RANGE**

Revalidation of Qantas International tickets is not permitted except for fully flexible fares with 100% QF operated sectors. Any changes where fees are applicable, tickets must be reissued and fees collected on an EMD and as per the reissue policy.

For fares that permit out of system range date changes, agents must contact QF Sales Support at ukemeiasupport@qantas.com.au to request a waiver to permit a date change at no penalty. Agents must then reissue the ticket free of charge. Note that reservations should be made for the furthest out dates within system range and ticketing must be completed within the specified ticketing deadline. Note: Qantas cannot guarantee availability in the ticketed booking class for future dates which are not yet loaded into the GDS. The passengers should be advised of the possibility of needing to upsell to the next available loaded booking class.

**DUPLICATE BOOKINGS**

Where Qantas identifies duplicate bookings for the same passenger(s), both bookings will be identified resulting in a message being sent via the GDS prompting cancellation through the respective GDS systems. If the cancellation does not occur to either or both bookings, the earlier booking will be cancelled, even if ticketed. Note: Qantas will not be responsible for reinstating cancelled duplicate bookings in any circumstances.

**FARE APPLICATION**

All Net Fares must be valid for sales at the time of ticket issue except for IT fares where the date of booking governs the fare and YQ. IT fares must be sold as part of an inclusive package as dictated by the relevant fare condition. Net fares may be changed, withdrawn or amended at any time by either informing the agent by email or updating the GDS. Such new net fares will be deemed effective on the date specified in the notice informing the agent of the change or the date the GDS changes. All net fares are exclusive of any ticket taxes, fees and charges.

**FARE BASIS**

As per paper contract or private fare e.g. CAT35 or CAT25

**FARE SEASONALITY**

Date of the first International sector determines the season/fare level to be used.

**MAXIMUM STAY**

Maximum stay cannot be extended beyond 12 months from date of departure. All travel must be completed by this date (unless otherwise specified in the fare rule) Please note: For reissue/upgrade to a new fare type after departure, the maximum stay is calculated from the date of original outbound flight and will not extend the maximum stay beyond 1 year of original departure date.

**MINIMUM STAY**

Minimum stay cannot be undercut, please refer to paper contracts or GDS. Saturday Night – Travel from the last international stopover must commence no earlier than 1201am (00:01) on the first Sunday after departure of the first international sector.

(3) Days – travel from the last international stopover must commence no earlier than (3) days after departure of the first international sector.

**MILEAGE**

For non-mileage fares please refer to GDS route maps and applicable fare conditions.

For mileage fare for example Round the World:

- The mileage must be within the Maximum Permitted Mileage, as per the GDS, in both directions.
- Note: Surface sectors must be included in mileage calculation.
- When calculating mileage between 2 cities where passengers are using surface transportation and no Ticketed Permitted Mileage (TPM) exists in the GDS, calculate the TPM by using availability to determine where a flight would operate via between the 2 points and use this to check the total TPM for the journey. Please note this also applies to one-way itineraries.

<b>ONE WAY RATES</b>	Unless otherwise stated on the contract, one-way fares are permitted ex UK & Ireland only.
<b>OPEN DATED SECTORS</b>	Not permitted.
<b>OPEN JAW/ SURFACE SECTORS</b>	Permitted as per fare rules at half return levels.
<b>PAYMENT BY CREDIT CARD</b>	Not permitted.
<b>REFUNDS</b>	Tickets that are fully unused do not require airline authority to be refunded. Please refer to applicable contract for cancellation fee. Refer to contract for partially used tickets. Unused taxes can be refunded without authority. Any refund processed by the agent must be to the original form of payment and by the original ticketing IATA number. All cancellations, alterations and refunds are subject to the applicable fares rules and conditions of carriage. At any time, the fare may be used as credit towards purchase of a fare of equal or higher value assessed from the point of origin provided only a QF/EK fare may be used / The conditions of the new fare have been met / the reissue fee / no-show fee if any is collected.
<b>REISSUE / REROUTE / UPGRADING</b>	Refer to Qantas International Ticket re-issue policy on <a href="http://www.qantas.com.au/agents_uk/dyn/ukqf/intro/home">http://www.qantas.com.au/agents_uk/dyn/ukqf/intro/home</a> or any successor sites as notified by Qantas.
<b>ROUTE MAPS</b>	Please refer to the GDS for all route maps. Where applicable, these must be read in conjunction with net fare.
<b>STOPOVER</b>	A stopover is defined as a break in the journey that exceeds 24 hours between arrival and departing flights.
<b>SUBSIDIARIES / FRANCHISES</b>	Services Operated by QantasLink (Eastern Australia Airlines Pty Limited, Sunstate Airlines (Qld) Pty Limited, Network Aviation Pty Limited and National Jet Systems Pty Limited), and Jetconnect Limited with a QF flight number are deemed to be services operated by QF.
<b>SURFACE SECTORS</b>	A surface sector is not permitted between the origin and the first international stopover point and v.v. Each surface sector is considered one stop. <u>Examples</u> LON X/ DXB BKK // SIN SYD = 1 stop LON X/ SIN // BKK SYD = 1 stop
<b>Q SURCHARGES TAXES</b>	Peak, Weekend and flight specific surcharges apply. Refer to applicable fare. All fares are exclusive of any tax, levy and passenger service charge. Applicable taxes must be collected and shown separately. It is the agent's responsibility to ensure all the correct taxes are reported on the ticket and reimburse the relevant airline for any shortfall in collection in addition to paying for the relevant Net fares.
<b>TICKET VALIDITY</b>	Tickets are valid for 1 year from original date of departure or if no portion of the ticket is used, from the date of issue.  Tickets can only be reissued up to 1 year after original date of issue.

At point of reissue ticket is valid for 1 year from the new date of departure.

**Before departure**

If the ticket is totally unused and the first travel date is changed the ticket must be reissued within the validity of the original ticket. E.g. tickets valid for 12 months must be reissued within 12 months. The reissued ticket will be valid for travel from the first departure date for the maximum stay allowance on the fare. No further extension is permitted.

If the new ticket issue date is for a date beyond 1 year from the original ticket issue then the ticket is deemed expired and any applicable cancellation fees will apply.

Note: Once the ticket has expired it is valid for refunds only (as per fare rule).

**TOUR CODE BOX**

For manual ticket issue, enter applicable tour code in the tour code box.

**TRAFFIC RESTRICTIONS**

Traffic restrictions may exist on certain flights. If prompts are displayed in the GDS, use of this service must be checked with via the GDS or the carriers concerned.

Clarification on USA/Canada Traffic Restrictions

All QF operated and/or codeshare flights within the USA/Canada are subject to traffic restrictions. Traffic restrictions also exist on other routings as prompted by GDS. Refer to GDS or Air Tariff for details.

**TRANSFER**

A sector is deemed a transfer if the next available flight departs within 24 hours.

**UNACCOMPANIED MINORS**

Permitted on QF flight numbers that are operated by QF only. Unaccompanied Minors (UMNRs) under 12 are not entitled to child discounts.

**CHILD/INFANT FARES**

For Child/Infant fares the age at outbound travel dictates level of discount permitted on QF operated services only.

Where other carriers are included in the itinerary, please check relevant carrier policies, if these are different to Qantas rules please apply the more restrictive conditions.

Infants from 0-2 years and child from 2-11 years (incl).

**VALIDITY OF FARES**

Where a fare is not year specific i.e. it does not have a year in the travel period, it is a rolling fare. The fare can only be sold and ticketed where a PNR can be created with live travel dates in the GDS.

**WAITLIST**

All sectors must be confirmed at the time of ticketing – waitlist sectors cannot be ticketed.