

Compensation and Assistance in case of cancellation of flights of more than 3500kms departing from EU countries or the UK.

At Qantas we always aim to get our aircraft away on time. However, there are occasions where this may not be possible and a flight may be cancelled. This notification informs you of your rights under European Community (EC) Regulation No 261/2004 in respect of flight cancellation.

When does this apply?

Qantas will provide the compensation and/or assistance set out in the table if:

- we have cancelled your flight;
- the flight was due to depart from an airport in the EU or UK;
- you had a confirmed reservation for which a fare has been paid which is available directly or indirectly to the public, or on tickets issued under a frequent flyer programme or other commercial programme; and
- the flight was due to be operated by Qantas.

| Situation | Compensation and/or Assistance |
|---------------------|--|
| Cancellation | <p>Compensation: You will receive compensation amounting to EUR600 (GBP520), except when any of the circumstances set out in the Note at the end of this section on Cancellation apply to you. To claim your compensation, please contact your nearest Qantas Customer Care office or apply online via qantas.com (►Help ►Feedback). Alternatively, contact Qantas Customer Care in Australia on +61 2 9691 3399.</p> <p>And the choice between:</p> <ul style="list-style-type: none"> (i) reimbursement* within 7 days of the full cost of your ticket, at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to your original travel plan, together with, when relevant, a return flight to the first point of departure on your ticket, at the earliest opportunity; or (ii) re-routing, under comparable transport conditions, to your final destination[^], at the earliest opportunity; or (iii) re-routing, under comparable transport conditions, to your final destination[^] at a later date at your convenience, subject to availability of seats. <p>Assistance: We will offer you free of charge:</p> <ul style="list-style-type: none"> (a) meals and refreshments in a reasonable relation to the waiting time; and (b) two telephone calls, telex or fax message, or e-mails. <p>In the event of re-routing in connection with your cancelled flight, if the expected time of departure of the new flight is at least the day after the cancelled flight, we will also offer you:</p> <ul style="list-style-type: none"> (c) hotel accommodation in cases: <ul style="list-style-type: none"> – where a stay of one or more nights becomes necessary; or – where a stay additional to that intended by you becomes necessary; and (d) transport between the airport and place of accommodation (hotel or other). <p>Note:</p> <ul style="list-style-type: none"> (A) Your compensation of EUR600 (GBP520) will be reduced by 50% if we are able to offer you an alternative flight under comparable transport conditions, the arrival time of which does not exceed your original scheduled arrival time by four hours or more. (B) You will not be entitled to any compensation in the following circumstances: <ul style="list-style-type: none"> (1) if we have informed you of the cancellation 14 days or more before your scheduled time of departure; or (2) if we have informed you of the cancellation between 7-13 days before your scheduled time of departure and have offered you an alternative flight which allows you to depart no more than two hours before your scheduled time of departure and to arrive at your final destination less than four hours after your scheduled arrival time; or (3) if we have informed you of the cancellation less than 7 days before your scheduled time of departure and have offered you an alternative flight which allows you to depart no more than one hour before your scheduled time of departure and to reach your final destination less than two hours after your scheduled arrival time. (C) We will also not pay any compensation to you if the cancellation of your flight has been caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken. |

Footnotes: *Reimbursement – As we may need to obtain verification of various details prior to making any reimbursement, we may require a longer period than 7 days to do this. However, we will provide reimbursement as soon as possible and will use all reasonable endeavours to do so within 7 days. Reimbursement will be made to the purchaser of the ticket.

^ Final destination means the destination on the ticket presented at the check-in counter or, in the case of directly connecting flights, the destination of the last flight. Alternative connecting flights available shall not be taken into account if the original planned arrival time is respected.

This Notice is required by Regulation EC 261/2004 of the European Parliament and of the Council of the European Union.

National designated body – Each EU Member State has designated a body responsible for the enforcement of the compensation and assistance rules set out in this notice. Contact details are as follows:

For flights departing from the U.K:

Passenger Complaints Unit, Civil Aviation Authority
Aviation House
Beehive Ringroad
Crawley
West Sussex
RH6 0YR

Complaints Tel: 330 022 1916

Main Switchboard: 0330 022 1500

e-mail: passenger.complaints@caa.co.uk

website: www.caa.co.uk

For flights departing from Germany:

söp_Schlichtungsstelle für den öffentlichen Personenverkehr e.V.

Fasanenstraße 81

10623 Berlin

www.soep-online.de

Compensation and Assistance in case of Long Delays or Denied Boarding on flights of more than 3500kms departing from EU countries and the UK.

At Qantas we always aim to get our aircraft away on time and carry our customers as booked. However, there are occasions where this may not be possible. This notification informs you of your rights under EC Regulation No 261/2004.

When does this apply?

Qantas will provide the compensation and/or assistance set out in the table if:

- The flight departs from an airport in the EU or the UK;
- you have a confirmed reservation for which a fare has been paid which is available directly or indirectly to the public, or on tickets issued under a frequent flyer programme or other commercial programme;
- the flight is operated by Qantas; and
- you have presented yourself for check-in as indicated to you in advance in writing or electronically, or if no time has been indicated to you, not later than 45 minutes before the published departure time.

Where

- we reasonably expect your flight to be delayed beyond its scheduled time of departure by **four hours** or more; or
- we deny you boarding unless there are reasonable grounds for doing so, such as reasons of health, safety, security or inadequate travel documentation.

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| Delay | <p>Compensation: If your flight is delayed by 3 hours or more on arrival at final destination, you may be entitled to compensation unless the delay was due to extraordinary circumstances which we could not avoid even by taking all reasonable measures. Extraordinary circumstances include bad weather, political instability, security risks, unexpected flight safety shortcomings, strikes affecting our operation or air traffic management decisions.</p> <p>Amount of compensation: Delay on arrival more than 3 hours but less than 4 hours - EUR300 (GBP260); delay on arrival more than 4 hours - EUR600 (GBP520).</p> <p>To claim your compensation, please contact your nearest Qantas Customer Care office or apply online via qantas.com (►Help ►Feedback). Alternatively, contact Qantas Customer Care in Australia on +61 2 9691 3399.</p> <p>Assistance: We will offer you free of charge:</p> <p>(a) meals and refreshments in a reasonable relation to the waiting time; and</p> <p>(b) two telephone calls, telex or fax message, or e-mails.</p> <p>If your flight is expected to be delayed until at least the day after its original scheduled departure time, then in addition to the assistance above, we will offer you:</p> <p>(c) hotel accommodation in cases:</p> <ul style="list-style-type: none"> – where a stay of one or more nights becomes necessary; or – where a stay additional to that intended by you becomes necessary; and <p>(d) transport between the airport and place of accommodation (hotel or other).</p> <p>Where the delay is at least five hours and you decide not to travel on the delayed flight, in addition to the meals and assistance above, we will offer you reimbursement* within 7 days of the full cost of your ticket, at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to your original travel plan, together with, when relevant, a return flight to the first point of departure on your ticket, at the earliest opportunity.</p> |
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Denied Boarding

Voluntary denied boarding: Before we deny anyone boarding for a flight, we will call for volunteers to surrender their reservations in return for benefits under conditions to be agreed, and also:

Choice between:

1. reimbursement[†] within 7 days of the full cost of your ticket, at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to your original travel plan, together with, when relevant, a return flight to the first point of departure on your ticket, at the earliest opportunity; or
2. re-routing, under comparable transport conditions, to your final destination[^], at the earliest opportunity; or
3. re-routing, under comparable transport conditions, to your final destination[^] at a later date at your convenience, subject to availability of seats.

Involuntary denied boarding: If an insufficient number of volunteers comes forward, and we deny you boarding against your will, we will immediately provide you with compensation amounting to EUR600 (GBP520) unless the Note at the end of this section on Denied Boarding applies to you, and also:

Choice between:

- (i) reimbursement* within 7 days of the full cost of your ticket, at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to your original travel plan, together with, when relevant, a return flight to the first point of departure on your ticket, at the earliest opportunity; or
- (ii) re-routing, under comparable transport conditions, to your final destination[^], at the earliest opportunity; or
- (iii) re-routing, under comparable transport conditions, to your final destination[^] at a later date at your convenience, subject to availability of seats.

Assistance:

And we will offer you free of charge:

- (a) meals and refreshments in a reasonable relation to the waiting time;
- (b) hotel accommodation in cases:
 - where a stay of one or more nights becomes necessary; or
 - where a stay additional to that intended by you becomes necessary;
- (c) transport between the airport and place of accommodation (hotel or other); and
- (d) two telephone calls, telex or fax message, or e-mails.

Note:

If we offer you an alternative flight to your final destination under comparable transport conditions, the arrival time of which does not exceed your original scheduled arrival time by four hours or more, we may reduce the compensation by 50% (ie. EUR300 or GBP260)

Footnotes

* Reimbursement – As we may need to obtain verification of various details prior to making any reimbursement, we may require a longer period than 7 days to do this. However, we will provide reimbursement as soon as possible and will use all reasonable endeavours to do so within 7 days. Reimbursement will be made to the purchaser of the ticket.

[^] Final destination means the destination on the ticket presented at the check-in counter or, in the case of directly connecting flights, the destination of the last flight. Alternative connecting flights available shall not be taken into account if the original planned arrival time is respected.

This Notice is required by Regulation EC 261/2004 of the European Parliament and of the Council of the European Union.

National designated body – Each EU Member State has designated a body responsible for the enforcement of the compensation and assistance rules set out in this notice. Contact details are as follows:

For flights departing from the U.K:

Passenger Complaints Unit, Civil Aviation Authority
Aviation House
Beehive Ringroad
Crawley
West Sussex
RH6 0YR

Complaints Tel: 330 022 1916
Main Switchboard: 0330 022 1500
e-mail: passenger.complaints@caa.co.uk
website: www.caa.co.uk

For flights departing from Germany:

söp_Schlichtungsstelle für den öffentlichen Personenverkehr e.V.
Fasanenstraße 81
10623 Berlin
www.soep-online.de