

FREQUENTLY ASKED QUESTIONS

CHANGES TO QANTAS' POLICY ON TRAVELLING WITH PETS

1. What changes have been made to Qantas' policy on Travelling with Pets?

For all bookings ticketed on/after 1 December 2014, passengers travelling on Qantas domestic flights within Australia will now be required to book and lodge their pet with Qantas Freight prior to commencing travel and adhere to Qantas Freight's local handling policy and procedures. Pets are no longer part of Qantas' free checked baggage allowance on Qantas domestic flights.

2. Has the cost of travelling with my pet increased?

In most ports, the cost to travel with your pet has not changed.

For passengers travelling between Sydney, Brisbane and Melbourne, who previously carried their pet as part of Qantas' free baggage allowance, a freight service fee now applies (see question 3). This change affects pets which weigh less than 20kg (pet and crate included) who were travelling between the three ports: Sydney, Brisbane and Melbourne. For pets weighing more than 20kgs travelling between Sydney, Brisbane and Melbourne, the process and cost have not changed.

3. What is the cost for travelling with a pet?

Rates vary based on your pet's weight, the size dimensions of the crate, and where you are travelling from and to. The table below outlines Qantas Freight's domestic travel costs according to weight. These rates have not changed.

Weight (including crate)	Cost range*
0 – 10 kgs	\$60 - \$70
11 – 20 kgs	\$80 - \$90
21 – 30 kgs	\$110 - \$120
30 – 65 kgs	Contact 13 12 13

*Exact cost is dependent on destination.

4. What if my booking was ticketed before 1 December 2014?

For bookings ticketed prior to 1 December 2014, pets will continue to be accepted at the passenger terminal for travel between Sydney, Brisbane and Melbourne.

5. How do I book through Qantas Freight?

You can [obtain a quote and make a booking](#) for Australian domestic pet travel online. Refer to our [Australian Domestic Pet Pack](#) or [Australian International Pet Pack](#) before booking and travelling. You can also contact Qantas Freight's Customer Service team on 13 12 13 for more information or to make a booking.

6. Qantas Freight terminals are closed on Christmas Day. Can I still travel with my pet on this day?

If you are travelling with a small pet (total weight of crate and pet is less than 20kgs) between Sydney, Brisbane and Melbourne and your booking was ticketed before 1 December 2014, your pet will be accepted at the passenger terminal as part of Qantas' free baggage allowance.

For all other bookings through Qantas Freight, pet lodgements will not be possible on Christmas Day.

7. Why was the policy change made?

The change helps Qantas deliver the highest possible levels of service and safety by creating a consistent customer experience for all animal lodgements at all Qantas terminals. Lodging pets through Qantas Freight also means your pet is handled by trained and experienced staff, ensuring maximum safety and care right throughout the transport process.

8. Where can I find further information on travelling with my pet?

Further information is available on Qantas Freight's [Q-GO Pets](#) product page.