Making the most of your membership.
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Welcome aboard!

You have a lot to look forward to as a Qantas Frequent Flyer

There are so many ways you can enjoy our program. You can earn Qantas Frequent Flyer points every time you fly on eligible flights* with Qantas, Jetstar, oneworld® Alliance Airlines and our partner airlines.

What’s more, you don’t have to fly to earn. We bring you an incredibly wide range of partners, so you can earn points shopping for groceries, when you dine out, pay your rent and much more.

You’ll also enjoy countless ways to use your points for everything from flights, upgrades and hotel vouchers to a great range of merchandise, retail vouchers and amazing experiences from the Qantas Frequent Flyer Store.

This easy guide to your membership explains it all, step by step. Read on to find out how you can get the most from your membership and keep the guide handy so you’re familiar with the Terms and Conditions of the program. The index at the back of this guide will help you to find the information you need easily. The information is current as at the date of publication (March 2010).

You’ll always find the latest information at qantas.com/frequentflyer

Don’t forget to give us your email address

Then you will be amongst the first to know about our member specials, including Award Flight opportunities and special offers from our program partners.

Make the most of your membership. Simply make sure we have your email address and register your email preferences – just go to ‘Your Profile’ under ‘Your Account’ at qantas.com/frequentflyer to register your email preferences. You can also claim missing points, change or request a new PIN, manage your bookings and view and print your Activity Statement – all online.

*For eligible flights, see Terms and Conditions on pages 102-104.
Great ways to earn

**Earn in the air**
When you fly on eligible flights* with Qantas, Jetstar Airlines* and our partner airlines, you can earn points for every mile flown. What’s more, our Minimum Points Guarantee ensures you earn at least 1,000 points for every eligible Qantas flight. For more details on our Minimum Points Guarantee, see page 10.

**Earn big, without flying**
With a great range of partners and a choice of thousands of places you can earn points worldwide, it’s easy to earn points without even flying.

We have more than 400 partners offering products and services in the following categories:

- Cards
- Groceries and Liquor
- Cars
- Restaurants and Entertainment
- Hotels
- Travel and Travel Services
- Shopping
- Finance, Business and Real Estate

**Earn with a participating credit or charge card**
By using a participating credit or charge card for your everyday spend, you could really boost your points earning, and for direct earn cards your points will be automatically added to your Qantas Frequent Flyer account each month†. For more details see qantas.com/cards

**You could even earn twice**
Use a direct earn or participating credit or charge card to make an eligible purchase from any of our other partners and you could earn twice – once with your card* and once with the other partner.

*For eligible flights, see Terms and Conditions on pages 102-104.
†Throughout this Benefits guidebook, Jetstar Airlines includes Jetstar (JQ), Jetstar Asia (3K) and Valuair (VF) airlines, unless otherwise stated. Jetstar refers only to Jetstar (JQ).
‡Points accrue in accordance with the terms and conditions of the applicable reward program. Exclusions and limitations apply. Contact the applicable credit or charge card provider for details.

Your choice of awards

**Take an Award Flight**
- **Qantas & Partner Classic Awards**
  Qantas & Partner Classic Awards are available on eligible flights* with Qantas, one world® and other partner airlines. Availability of Classic Award seats is limited and depends on the flight, date, season and destination. Some flights may not have any Classic Award seats available. For more information, see page 51.

- **Qantas & Jetstar Any Seat Awards**
  Qantas & Jetstar Any Seat Awards give you the choice and flexibility to use your points to book any available seat on any Qantas or Jetstar flight. In addition, when booking an Any Seat Award you can combine your Qantas or Jetstar flights with a range of flights on other selected airlines (as offered from time to time by Qantas) for onward travel. This Award flight option gives you the ultimate flexibility on when you fly, and is accessible all year round as long as there is a seat available^*. More details can be found from page 54.

**Qantas Frequent Flyer Store**
Use your points at the online Qantas Frequent Flyer Store. You’ve got the choice of over 1,200 products and over 100 vouchers for delivery in Australia (and 500 products including over 90 vouchers for delivery in New Zealand)^†. For more information visit qantas.com/store or see page 65.

**Points Plus Pay**
Qantas & Jetstar Any Seat Awards and most items in the Qantas Frequent Flyer Store are also available using the Points Plus Pay option, provided a specified minimum level of points is redeemed. See page 53 for more details.

*For eligible flights, see Terms and Conditions on pages 109-113.
^Qantas & Jetstar Any Seat Awards are available on any flight with a QF or QJ flight number.
†Available for delivery in Australia and New Zealand only.
Earning points

- Earn in the air with Qantas and partner airlines
- At least 1,000 points for every eligible Qantas flight – guaranteed
- More points when you fly Premium Economy, Business and First
- More privileges the more you fly
- Ultimate reward of lifetime recognition
- Advantages of the oneworld® alliance
- Earn on the ground doing the things you do every day
- 400 program partners across Australia and around the world

Read on for more details and to see how you can earn on the ground and in the air.
Earn in the air

You will earn one Qantas Frequent Flyer point per mile (or 1.609 kilometres) travelled on eligible Economy flights* with Qantas, one world® Alliance Airlines and partner airlines. The total number of points you earn depends on how far you travel, your cabin class and your membership level.

Frequent Flyer points may not be earned on some fare types or on some one world® alliance or partner airline flights.

one world® alliance partners

Qantas domestic partner airlines

Qantas international partner airlines

*For eligible flights, see Terms and Conditions on pages 101-103. Some Discount Economy booking classes earn less than 1 point per mile and others do not earn points at all. See the Airline Earning Table on pages 88-89 for eligible earning classes.

=Cathay Pacific includes affiliate Dragonair (KA).

†JAL (Japan Airlines) includes affiliates JALways (JO), JAL Express (JC) and Japan Transocean Air (NU).

#LAN includes affiliates LAN Express (LU), LAN Peru (LP), LAN Ecuador (XL) and LAN Argentina (4M).

*QantasLink is an umbrella brand that all Qantas domestic regional airlines operate. QantasLink comprises three separate airlines – Airlink (operated by National Jet Systems), Eastern Australia Airlines and Sunstate Airlines.

*Jetstar Airlines include Jetstar (JQ), Jetstar Asia (3K) and Valuair (VF) airlines.

†Dragonair is an affiliate of one world® member airline Cathay Pacific Airways.
Earn at least 1,000 points for every Qantas flight. Guaranteed.

To make sure you’re well rewarded for every Qantas flight you take, we have a Minimum Points Guarantee. This guarantees you’ll earn at least 1,000 Qantas Frequent Flyer points for every eligible* one-way Qantas Economy flight you take, and at least 1,250 points in Business and First.

Our Minimum Points Guarantee will cover you any time your points add up to fewer than 1,000 for an Economy one-way flight, or 1,250 for a one-way flight in Business or First, after you’ve added any Status or Cabin bonuses or any points you’ve been given in a promotion.

A Minimum Points Guarantee also applies on Jetstar Airlines*, British Airways* and American Airlines®* flights as shown below.

### Minimum Points Guarantee

<table>
<thead>
<tr>
<th>Airline</th>
<th>Discount Economy℠</th>
<th>Economy℠</th>
<th>Premium Economy†</th>
<th>Business‡</th>
<th>First</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qantas*</td>
<td>1,000 points</td>
<td>1,000</td>
<td>1,000 points</td>
<td>1,250</td>
<td>1,250</td>
</tr>
<tr>
<td>Jetstar Airlines*</td>
<td>N/A</td>
<td>1,000</td>
<td>N/A</td>
<td>1,250</td>
<td>N/A</td>
</tr>
<tr>
<td>British Airways*</td>
<td>125 points</td>
<td>500</td>
<td>500 points</td>
<td>500</td>
<td>500</td>
</tr>
<tr>
<td>American Airlines®*</td>
<td>500 points</td>
<td>500</td>
<td>N/A</td>
<td>500</td>
<td>500</td>
</tr>
</tbody>
</table>

*On eligible flights with that airline’s flight number on your ticket. For eligible flights, see Terms and Conditions on pages 102-104. Limited to JetFlex and StarClass fares on Jetstar Airlines.

†For fare booking classes treated as Discount Economy and Economy, see the Airline Earning Table on pages 88-90.

‡Premium Economy is available on selected Qantas flights only.

§Business includes travel in StarClass on Jetstar.

### Cabin bonus

When you fly Premium Economy† with Qantas, or in World Traveller Plus with British Airways, you’ll receive a 10% Cabin bonus, giving you 10% more points than the base Economy rate. A 25% Cabin bonus applies when you fly Business and 50% when you fly First with participating airlines (see table below).

These bonuses are calculated separately on the base Economy rate for each individual flight you take and are not cumulative.

For details of the points and Cabin bonuses you’ll earn on various airlines, see pages 88-90.

### How your points can add up with the Cabin bonus

<table>
<thead>
<tr>
<th>Airline</th>
<th>Discount Economy℠</th>
<th>Economy℠</th>
<th>Premium Economy†</th>
<th>Business‡</th>
<th>First</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qantas*</td>
<td>1 point</td>
<td>1 point</td>
<td>1.10</td>
<td>1.25</td>
<td>1.50</td>
</tr>
<tr>
<td>Jetstar Airlines*</td>
<td>N/A</td>
<td>1 point</td>
<td>N/A</td>
<td>1.25</td>
<td>N/A</td>
</tr>
<tr>
<td>British Airways*</td>
<td>0.25/1 point</td>
<td>1 point</td>
<td>1.10</td>
<td>1.25</td>
<td>1.50</td>
</tr>
<tr>
<td>American Airlines®*</td>
<td>0.5 point</td>
<td>1 point</td>
<td>N/A</td>
<td>1.25</td>
<td>1.50</td>
</tr>
</tbody>
</table>

*On eligible flights with that airline’s flight number on your ticket. For eligible flights, see Terms and Conditions on pages 102-104. Limited to JetFlex and StarClass fares on Jetstar Airlines.

†For fare booking classes treated as Discount Economy and Economy, see the Airline Earning Table on pages 88-90.

‡Premium Economy is available on selected Qantas flights only.

§Business includes travel in StarClass on Jetstar.
More privileges, the more you fly.

**Higher membership level leads to greater rewards**
We believe you should enjoy more rewards the more you fly. So we offer three levels of membership above the entry level of Bronze: they are Silver, Gold and Platinum. Each membership level has particular privileges. The higher your membership level, the greater your privileges and the more points you can earn when you fly.

**Status credits**
You move up to the next membership level by earning Status credits for flying on Qantas and selected partner airlines. You can only earn Status credits when flying on eligible* Qantas, oneworld® Alliance Airlines (American Airlines®, British Airways, Cathay Pacific Airways, Finnair, Iberia, JAL (Japan Airlines), LAN, Malév Hungarian Airlines, Mexicana and Royal Jordanian Airlines), Air Pacific, Jetstar Airlines (limited to JetFlex and StarClass fares) or QantasLink services.

Every time you fly on eligible* flights, we will allocate Status credits to your account. Status credits are totally separate from Qantas Frequent Flyer points; they are simply a measure of how often and how far you fly on eligible airlines. The table on page 14 shows you how many you earn in the different cabin classes.

*For eligible flights, see Terms and Conditions on pages 102-104.

**Status bonus**
As a Silver, Gold or Platinum Frequent Flyer, you’ll earn extra points (your Status bonus) when you fly on eligible Qantas, Jetstar Airlines, British Airways and American Airlines® flights^.

Silver Frequent Flyers receive a 25% Status bonus, earning 25% more points than the base Economy rate. Gold Frequent Flyers get a 50% Status bonus and Platinum Frequent Flyers receive a 100% Status bonus, earning double the base Economy rate.

**Loyalty bonus**
For every 450 Status credits you earn, we will also award you a Loyalty bonus of 5,000 Frequent Flyer points.

**How to reach and keep your higher status**
The number of Status credits you have is reviewed every time you fly, from the anniversary of when you joined the program. As soon as you’ve earned enough to qualify for the next membership level, and provided you have travelled a minimum of four eligible# Qantas, QantasLink or Jetstar Airlines flight segments (with a Qantas, QantasLink or Jetstar Airlines flight number on your ticket) during your membership year, you’ll move up to the next level, receive your new membership kit and card, and can start enjoying your extra privileges.

^On eligible flights with that airline's flight number on your ticket. For eligible flights, see Terms and Conditions on pages 101-103. Limited to JetFlex and StarClass fares on Jetstar Airlines.

#For eligible flights, see Terms and Conditions on page 102-104.

Your travel in each membership year must include at least four eligible flight segments on Qantas, QantasLink or Jetstar Airlines (with that airline’s flight number on your ticket).
Once you achieve Silver, Gold or Platinum status, you will keep that status for at least 12 months. At the end of your membership year, your Status credits will be reset to zero. As long as you continue to earn the required number of Status credits each year (and take at least four eligible flights with a Qantas, QantasLink or Jetstar Airlines flight number on your ticket), you'll stay at that new level.

The table below shows you how many Status credits you need to qualify for – and retain – each membership level.

<table>
<thead>
<tr>
<th>Zone One-Way Miles</th>
<th>Silver Qualify</th>
<th>Silver Retain</th>
<th>Gold Qualify</th>
<th>Gold Retain</th>
<th>Platinum Qualify</th>
<th>Platinum Retain</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 600</td>
<td>350</td>
<td>300</td>
<td>700</td>
<td>600</td>
<td>1,400</td>
<td>1,200</td>
</tr>
<tr>
<td>601 – 1,200</td>
<td>200</td>
<td>150</td>
<td>400</td>
<td>350</td>
<td>1,100</td>
<td>950</td>
</tr>
<tr>
<td>1,201 – 2,400</td>
<td>150</td>
<td>125</td>
<td>300</td>
<td>250</td>
<td>900</td>
<td>800</td>
</tr>
<tr>
<td>2,401 – 3,600</td>
<td>100</td>
<td>75</td>
<td>200</td>
<td>175</td>
<td>750</td>
<td>700</td>
</tr>
<tr>
<td>3,601 – 4,800</td>
<td>75</td>
<td>56</td>
<td>150</td>
<td>125</td>
<td>550</td>
<td>500</td>
</tr>
<tr>
<td>4,801 – 5,800</td>
<td>50</td>
<td>35</td>
<td>100</td>
<td>80</td>
<td>350</td>
<td>300</td>
</tr>
<tr>
<td>5,801 – 7,000</td>
<td>35</td>
<td>25</td>
<td>75</td>
<td>60</td>
<td>250</td>
<td>200</td>
</tr>
<tr>
<td>7,001 – 8,400</td>
<td>25</td>
<td>20</td>
<td>50</td>
<td>40</td>
<td>150</td>
<td>120</td>
</tr>
<tr>
<td>8,401 – 9,600</td>
<td>20</td>
<td>15</td>
<td>35</td>
<td>30</td>
<td>100</td>
<td>80</td>
</tr>
<tr>
<td>9,601 – 15,000</td>
<td>15</td>
<td>10</td>
<td>25</td>
<td>20</td>
<td>50</td>
<td>40</td>
</tr>
</tbody>
</table>

*Status credits will be added to any Tier credits accumulated from their introduction in September 1998 until they were replaced by Status credits in September 2001.

You can track your Status credits online in ‘Your Activity Statement’ at qantas.com/frequentflyer

**Lifetime recognition**

Imagine enjoying Silver or Gold privileges for the rest of your life. This is the ultimate reward for Frequent Flyers who give the greatest support to Qantas over a number of years. We keep a record of all the Status credits you accumulate since you joined the program*. As soon as you have enough Status credits, lifetime^ Silver or Gold recognition will be yours, regardless of how often you continue to fly.

<table>
<thead>
<tr>
<th>Status credits required for lifetime recognition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Silver</td>
</tr>
<tr>
<td>Gold</td>
</tr>
</tbody>
</table>

*The program Awards and Benefits (including the benefits of Silver or Gold status) may change from time to time.

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* A flight is a trip with a single flight number. If you have to change aircraft but the flight number doesn’t change, it is considered the same flight. If the flight number changes during your journey, even if you continue on the same aircraft, this is considered to be two flights.

^For domestic flights within Australia, Discount Economy includes Super Saver classes L, M, S, V, Red e-Deals classes E, N or O and fares booked in G or Q. For International flights, Discount Economy includes classes B, E, G, H, K, L, M, N, O, Q, S, V.

†For domestic flights within Australia, Economy includes Fully Flexible classes Y and H and Flexi Saver classes B and K. For International flights, Economy is class Y. For travel on oneworld® Alliance Airlines or Air Pacific, Economy is class Y. For flights on Jetstar Airlines, Economy is travel on JetFlex fares. For flights on British Airways, Economy includes travel on World Traveller Plus fares. For flights on JAL (Japan Airlines), Economy includes travel on Premium Economy fares. If you fly on a Flight Upgrade Award, you will receive Status credits for the fare class originally purchased.

#For flights on Jetstar Airlines, Business is travel on StarClass fares.

ΔPremium Economy is available on selected Qantas flights only.
Your privileges when you fly Qantas.

<table>
<thead>
<tr>
<th>Privilege</th>
<th>Silver</th>
<th>Gold</th>
<th>Platinum</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Status bonus</strong></td>
<td>25% extra points</td>
<td>50% extra points</td>
<td>100% extra points</td>
</tr>
<tr>
<td><strong>Qantas Club entitlements</strong></td>
<td>One complimentary invitation</td>
<td>Complimentary membership</td>
<td>Complimentary membership</td>
</tr>
<tr>
<td><strong>Complimentary Gold membership for your partner†</strong></td>
<td>–</td>
<td>–</td>
<td>At 2,100 Status credits in one membership year</td>
</tr>
<tr>
<td><strong>Priority check-in (regardless of the class you’re flying)</strong>#</td>
<td>Business/Qantas Club counters</td>
<td>Business/Qantas Club counters</td>
<td>First and Business/Qantas Club counters</td>
</tr>
<tr>
<td><strong>Priority waitlist/Airport standby†</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Extra checked baggage allowance – Qantas services only‡</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Priority baggageø</strong></td>
<td>–</td>
<td>Yes</td>
<td>Yes, plus First class luggage tags on international flights</td>
</tr>
<tr>
<td><strong>Preferred seating</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>On Departure upgrades within Qantas Club lounges◊</strong></td>
<td>–</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Priority Economy class seat purchaseΩ</strong></td>
<td>–</td>
<td>–</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Priority telephone reservation service</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Membership baggage tags</strong></td>
<td>Yes∞</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*Valid only on flights with a Qantas, Jetstar Airlines (limited to JetFlex and StarClass fares), British Airways or American Airlines® flight number on your ticket. For eligible flights, see Terms and Conditions on pages 102-104.

^Subject to the Terms and Conditions of The Qantas Club.

†Partner means a member’s spouse or domestic partner, who resides at the same address as the member.

#Not available on Jetstar operated flights even where a Qantas flight number is on your ticket.

ΔSubject to fare conditions and available only on flights with a oneeworld® Alliance Airline flight number (Qantas, American Airlines®, British Airways, Cathay Pacific Airways, Finnair, Iberia, JAL (Japan Airlines), LAN, Malev Hungarian Airlines, Mexicana and Royal Jordanian Airlines) operated by a oneeworld® airline.

‡Only available on Qantas operated jet flights with a Qantas flight number on your ticket (excluding Jetstar operated services). Extra checked baggage allowance varies by route and size, and weight restrictions apply. See qantas.com/statusprivileges for details.

◊Flight upgrades are only available on Qantas operated flights with a Qantas flight number on the ticket, are subject to capacity controls and availability is limited. Flight upgrades are not available on Award flights or heavily discounted domestic and international airfares booked in E, N, O, P, Q, U, X or Z class, which includes some Red e-Deals. For full details, see Terms and Conditions on pages 117-120.

ΩWith paid Full Economy tickets for up to two people, including the Platinum member, on any Qantas-operated flight with a Qantas flight number (excluding non-jet QantasLink services) and only when booking before midday on the day prior to travel. Normal check-in times and conditions apply. Facility may be restricted due to operational constraints. For full details, see Terms and Conditions on page 122.

∞Qantas Club members who attain Silver status will not receive baggage tags.
Watch your points take off
Here are some examples to show you how Cabin bonuses, Status bonuses and the Minimum Points Guarantee can help your points add up.

<table>
<thead>
<tr>
<th>Cabin + Status bonus: Melbourne to Singapore flying Qantas – 3,749 miles one way</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Economy – Silver member</strong></td>
</tr>
<tr>
<td>3,749 miles x 1  +25% Status bonus*  One-way Return</td>
</tr>
<tr>
<td>3,749 points +937</td>
</tr>
<tr>
<td>4,687 pts  9,374 pts</td>
</tr>
<tr>
<td><strong>Business – Gold member</strong></td>
</tr>
<tr>
<td>3,749 miles x 1.25  +50% Status bonus*  One-way Return</td>
</tr>
<tr>
<td>4,686 points +1,875</td>
</tr>
<tr>
<td>6,562 pts  13,124 pts</td>
</tr>
<tr>
<td><strong>First – Platinum member</strong></td>
</tr>
<tr>
<td>3,749 miles x 1.50  +100% Status bonus*  One-way Return</td>
</tr>
<tr>
<td>5,624 points +3,749</td>
</tr>
<tr>
<td>9,373 pts  18,746 pts</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Minimum Points Guarantee: Sydney to Melbourne flying Qantas – 439 miles one way</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Discount Economy – Bronze member</strong></td>
</tr>
<tr>
<td>439 x 1  No Status bonus  Total points  Minimum Points Guarantee</td>
</tr>
<tr>
<td>439 points – 439 pts  1,000 pts</td>
</tr>
<tr>
<td><strong>Economy – Silver member</strong></td>
</tr>
<tr>
<td>439 x 1  + 25% Status bonus*  Total points  Minimum Points Guarantee</td>
</tr>
<tr>
<td>439 points + 109  548 pts  1,000 pts</td>
</tr>
<tr>
<td><strong>Business – Gold member</strong></td>
</tr>
<tr>
<td>439 x 1.25  + 50% Status bonus*  Total points  Minimum Points Guarantee</td>
</tr>
<tr>
<td>548 points + 219  767 pts  1,250 pts</td>
</tr>
</tbody>
</table>

*Status bonuses are earned on the base rate.

More rewards in oneworld®

As a Qantas Frequent Flyer, you also benefit from our membership in the oneworld® alliance. This makes it easier and even more rewarding for you to travel the globe.

Qantas works with American Airlines®, British Airways, Cathay Pacific Airways, Finnair, Iberia, JAL (Japan Airlines), LAN, Malév Hungarian Airlines, Mexicana and Royal Jordanian Airlines to offer seamless travel to nearly 700 destinations worldwide. You can earn and redeem Qantas Frequent Flyer points on eligible* oneworld® flights – and you can also earn Status credits.

As a Silver, Gold or Platinum Frequent Flyer, you’ll be recognised at the equivalent oneworld® membership levels shown on the next page. So when you fly oneworld®, you’ll enjoy privileges like preferred seating, priority waitlisting and priority check-in at Business counters, regardless of the class you’re flying.

*Fare type and route restrictions apply to the earning of points and Status credits on certain oneworld® Alliance Airline flights. See Terms and Conditions on pages 102-104 for details.
Your one world® membership status is shown by a Ruby, Sapphire or Emerald Symbol on your Frequent Flyer card.

To find out more about the one world® alliance, visit qantas.com/frequentflyer

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Please quote your membership number
To make sure you earn your points, remember to quote your membership number when you book with Qantas, one world® alliance or partner airlines.

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Earn on the ground

All these ways to earn points
Earning points without even flying is simple with over 400 program partners and a choice of thousands of places you can earn points worldwide. You can earn points when you shop, dine out, rent or buy a car, stay at a hotel or use any one of a wide range of selected services offered by our Travel, Shopping, Entertainment, Finance, Business and Real Estate partners.

What’s more, if you use a participating credit or charge card to make an eligible purchase from any one of our partners, you could earn twice – once with the card and once with the other partner. Choose your card at qantas.com/cards

Over the following pages, you will see how you can earn points for doing the sorts of things you do every day, or for those you do every now and then. Plus, we regularly add new partners to give you more ways to earn more points.

And don’t forget, you can find current special offers from our program partners at qantas.com/memberspecials

Some key points to note:

- Points from program partners may take up to eight weeks to be credited to your Qantas Frequent Flyer account.
- You must quote your membership number to earn points with our partners (and in some cases you must present your Qantas Frequent Flyer card to earn points). Some partners also restrict earning of points to particular stores, localities or products.
- It is a good idea to retain your receipt for proof of purchase for Frequent Flyer point enquiries.
- The Terms and Conditions of the program apply to points earned. In addition, each partner applies various terms and conditions to earning points with that partner which may change. A brief outline of current points earn offers is set out overleaf but further detail is available from the partner and at qantas.com/partners Please check with the relevant partner to ensure you understand the terms applicable to earning points before you make your purchase.
Our partners at a glance

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<td>American Express</td>
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<td>Refer to pages 32 to 33 for a list of hotel partners.</td>
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<th>Finance, Business and Real Estate</th>
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<td>extra trade australia</td>
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<td>UJ Hooker</td>
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Read on for more details and to see how you can earn on the ground. Visit qantas.com/partners
Grow your balance with a participating credit or charge card

The points you earn on your everyday spend with the following credit or charge cards are automatically added to your Qantas Frequent Flyer account each month. And, when you use these cards to make an eligible purchase from any of our other partners, you could earn twice – once with the card and once with the other partner.

With these cards you can reach your desired rewards faster by growing your points balance in the one loyalty account. For more information, visit qantas.com/cards

Australia

Citi Qantas Rewards*
T 1800 818 008

Commonwealth Bank Qantas Frequent Flyer Direct*
T 13 16 61

Suncorp Qantas Frequent Flyer*
T 13 11 55

New Zealand

Qantas ANZ Visa
T 0800 940 747

Business Cards – Australia

Qantas American Express Business Card
T 1300 366 549

BusinessChoice Rewards (Westpac)
T 132 142

*With these cards, you need to opt-in to the Qantas Direct Earn program option available through the card provider. Fees and terms and conditions may apply. Refer to the Card partners for details.

Other participating credit or charge card reward programs

There are also some credit or charge cards that are linked to selected card reward programs where you can arrange to transfer your card points to your Qantas Frequent Flyer account. Contact your card provider to check if it offers this service and for more information.

The participating credit or charge card products and reward programs referred to on these pages are not Qantas products and are not offered or issued by Qantas but by the relevant Card Partners. The card features information above is based solely on information supplied to Qantas by the Card Partner and is current as at 1 March 2010. Qantas has made no enquiries as to its accuracy and is not responsible for errors or omissions. The features may change. Other fees and charges, conditions, lending and eligibility criteria (including age restrictions) may apply. Points are offered by the Card Partner and accrue in accordance with the Card Partner’s reward terms and conditions. Exclusions, fees and conditions apply. For details, refer to the relevant Card Partners. You must be a member of the Qantas Frequent Flyer program to earn points. Membership of the Qantas Frequent Flyer program is subject to the Terms and Conditions of the Qantas Frequent Flyer program.
You can earn points* and enjoy great rental rates with our car rental partners in Australia, New Zealand and overseas (see below for details). Plus, for your own car needs, you could earn points when buying a car, getting new tyres or servicing your existing car (for details of these car-related offers see qantas.com/cars).

**Car rental partners**
You’ll enjoy great rental rates and earn points^ with these partners. To view and book the latest offers from Avis, Budget and Thrifty visit qantas.com/cars
Please check terms and conditions before you book.

**Australia:** 3 points per A$1 spent on time and kilometre charges.
**Overseas:** 700 points per rental.

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**Avis**
Avis offers you low rates and special promotions at over 4,700 locations in 148 countries worldwide.

**T** Australia 13 63 33  I  avis.com.au

**Budget**
Budget offers you the best rate of the day, with an additional Qantas Frequent Flyer discount. Available at 3,200 locations in over 120 countries.

**T** 1300 362 848  I  budget.com.au

**Thrifty**
Enjoy special rates and drive away from 260 locations throughout rural and regional Australia. Thrifty are also available in over 30 locations in New Zealand. There are 1,200 Thrifty locations in more than 70 countries worldwide.

**T** Australia 1300 367 227  I  thrifty.com.au
**T** New Zealand 0800 737 070  I  thrifty.co.nz

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*Points for car rentals are earned in accordance with the rates and terms and conditions determined by the car rental partner and are subject to change. Members should check the applicable rates, terms and conditions with the relevant car rental partner before renting.

^Within Australia, points are earned on time and kilometre charges, excluding GST, insurance and miscellaneous charges. Points are earned per rental overseas. Members must provide their Qantas Frequent Flyer membership number to the chosen car rental partner when booking directly or through a travel agent or register their Qantas Frequent Flyer number online when booking at qantas.com/cars

Points are not earned on: Avis: Government or industry rates and rentals that are part of a package. Budget: Major contracted corporate accounts, industry rates and rentals that are part of a package. Thrifty: Major contracted corporate accounts, industry rates and rentals that are part of a package. Contact the car rental partner before making your booking to ensure points apply, and see Terms and Conditions on page 105-106 for an outline of exclusions.

**Other car partners**

**Qantas Valet Parking**
3 points per A$1 spent.

Whether it’s for business or pleasure, anyone flying on a Qantas, QantasLink or Jetstar service can use Qantas Valet Parking. Available at Adelaide, Brisbane domestic, Melbourne, Perth domestic and Sydney international terminal 1 and domestic terminals 2 and 3. There is no need to pre-book when using Qantas Valet. Just drive up, register your details, and you’re on your way. In Melbourne and Sydney you can even check-in for your flight at our dedicated Valet Lounges.

**T** Australia 13 11 31  I  qantas.com/valet

Qantas Valet Parking at Adelaide, Brisbane domestic, Melbourne and Sydney domestic terminal 3 is operated by Equity Valet Parking Pty Limited ABN 73 129 112 894. Qantas Valet Parking Perth domestic is operated by Perth Valet Parking ABN 31 137 002 478. Qantas Valet Parking at Sydney International Terminal 1 and Sydney Domestic Terminal 2 is operated by Secure Central Parking Pty Limited ABN 115 997 530. Customer’s travel itinerary must include at least one sector on Qantas, QantasLink or Jetstar except Chairmans Lounge and Platinum Frequent Flyer members who may access Qantas Valet Parking at any time.
**Qantas Chauffeured Transfers (Qantas Drive)**

3 points per A$1 spent.

Qantas Drive is a premium chauffeured transfer service that is your reliable alternative to taking taxis to and from the airport.

A chauffeur will pick you up from your door and can be waiting for you when you land. You can book a Qantas Chauffeured Transfer whenever you are travelling on a Qantas flight to or from any major Australian airport.

**T** Australia 1300 550 988*

**T** Elsewhere +61 2 9317 9005*

To earn Qantas Frequent Flyer points you must provide your Frequent Flyer number and flight details when you book.

Qantas Chauffeured Transfers are operated by Equity Transport Limited ABN 52 010 237 108. Prices vary depending on vehicle chosen. Prices include GST, tolls, airport parking (where applicable) and a 15 minute wait time at the airport but exclude mobile telephone usage, baby seats and capsules.

*Open 24 hours, 7 days a week.

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**Trivett**

1 point per A$2 spent.

Earn points on servicing, parts and purchasing of your vehicle or motorbike with Australia’s largest prestige automotive group. Simply show your card when you visit any of the Trivett Group’s dealerships in Sydney or Melbourne.

**T** 1300 TRIVETT


Offer excludes government, fleet or wholesale purchases. Points will only be earned upon payment in full for the amount of the eligible purchase and provided payment is made within approved credit terms.

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**Volvo**

20,000 points on any new S80, C70 and XC90 R-Design or Executive models.

Experience the safety, quality, design and excitement of Volvo with this choice of new vehicles in the Volvo 2009 Model Year range.

Whatever your destination in life, Volvo has the car to fit your lifestyle.

**T** 1800 7 VOLVO


Offer valid in Australia only.

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**Beaurepaire**

1 point per A$1 spent.

Australia’s leading tyre retailer, Beaurepaires specialises in tyres, wheels, batteries and wheel alignment servicing.

**T** Australia 13 23 81


Cash and credit card sales only. Excludes all government, fleet and account customers.

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**Tint-a-Car**

1 point per A$1 spent.

Enjoy UV protection, glare reduction, privacy and points with specialist car tinting from Tint-a-Car outlets across Australia. You can also earn points on home and office tinting and Tint-a-Car’s range of extras.

**T** 13 TINT (13 84 68)


Points are not earned on Tint-a-Car Ezi-Pay transactions.
Hotels

You can enjoy great deals and boost your points balance when you stay with any of our thousands of hotel partners found in over 300 locations worldwide. For a complete list of hotel partners, including the full list of boutique properties where you can earn points, visit qantas.com/partners

Some key points to note about all Hotel partner offers:

- Some wholesale, industry and package rates and other specified rates do not attract points.
- Points may only be awarded for a maximum of seven nights per stay.
- Not all partner hotels can be booked at qantas.com/hotels
- Points for hotel stays are subject to change (visit qantas.com/frequentflyer for up-to-date offers).
- Consecutive nights at the same hotel will be considered as one stay, regardless of the number of check-ins.
- Points cannot be split between two or more members occupying the same room.
- Maximum of one room per member applies unless otherwise specified by the hotel.
- Members should check the applicable rates, terms and conditions with the relevant hotel before purchasing.
- Please refer to Earning points at hotels at qantas.com/frequentflyer (and Terms and Conditions on page 104) for further details including points calculations, exclusions and restrictions.

You can book with our hotel partners directly or with some of our partners at qantas.com/hotels

Different offers and conditions apply to each.

Booking at qantas.com/hotels

- Search for a hotel by destination or for selected Frequent Flyer hotel partners only at qantas.com/hotels
- To earn points, enter your Qantas Frequent Flyer number when you book online.
- You can earn:*
  - three points per A$1 spent on the room rate only at selected Australian partner hotels booked on qantas.com
  - 1,000 points per stay at selected international hotels booked at qantas.com/hotels
- No booking fees*.

Important information:

- Not all Frequent Flyer partner hotels can be booked at qantas.com/hotels
- Points may only be earned by the member in whose name the booking is made.
- Some hotels may provide other Qantas Frequent Flyer points earn offers (the hotel may or may not offer points in addition to the points earned by booking on qantas.com), but some hotels may not allow you to earn points with that hotel in conjunction with this or other offers.

Booking directly or via a travel agent

- To earn points:
  - stay on an eligible rate,†
  - present your Qantas Frequent Flyer card at check-in.
- You can earn:’
  - three points per A$1 charged to your room at most Australian hotel partners.
  - 1,000 points per stay at selected domestic and international hotel partners.
  - 600 points per stay at selected international hotel partners.

To book, contact your preferred hotel or travel agent directly.

Important information:

- Points for hotel stays are earned in accordance with the rates and terms and conditions determined by the hotel and are subject to change.
- Not all rooms or rates are eligible to earn Qantas Frequent Flyer points†. Bookings made as part of a wholesale package or through a third party booking service may not earn points.
- You should check the applicable rates and terms and conditions with the relevant hotel before booking.

For full terms and conditions see earning points at hotels at qantas.com/frequentflyer

*Points are not earned on cancelled bookings. Points are earned on no show bookings provided the member has paid for the booking in full and the booking has not been cancelled. Points can take up to eight weeks after your stay to be credited to your Qantas Frequent Flyer account.

†Credit Card Service Fees apply if paying by credit card.

†For example, some wholesale, industry and package rates, and other specified rates do not attract points.
Partner hotels outside Australia
For details of points offered by each hotel partner visit qantas.com/frequentflyer

*Key terms on page 30-31 apply. Not all partner hotels can be booked at qantas.com/hotels.

^Bayview – valid at New Zealand properties only.
†Includes Best Western hotels in New Zealand only.
#Participating hotels include Comfort Inn, Comfort Suites, Quality Inn, Sleep Inn, Clarion, Cambria Suites, Mainstay Suites, Suburban Extended Stay, Econo Lodge or Rodeway Inn properties in the United States, Canada, Ireland, Mexico, the Caribbean, New Zealand, Papua New Guinea, Singapore, American Samoa, Fiji and New Caledonia through all booking channels.
∆Marriott – Excludes Marriott Conference Centres, Fairfield Inn by Marriott, Residence Inn by Marriott, TownePlace Suites by Marriott, Marriott Vacation Club International, Springhill Suites by Marriott and Executive Stay Residences by Marriott.
‡Novotel and Mercure – Asia-Pacific properties only, excluding French Polynesia.
Groceries and Liquor

Give your points balance a boost and earn points when shopping for groceries and liquor.

1 point per A$1 over A$30 spent in one transaction.

Earn points when you shop for everyday items at Woolworths and Safeway Supermarkets and Liquor in Australia (excluding Tasmania)^.

I qantas.com/woolworths

^You must be an Everyday Rewards member and a Qantas Frequent Flyer member and link your memberships to earn points. Details of how to link your cards can be found at everydayrewards.com.au. Everyday Rewards membership is subject to the Everyday Rewards Terms and Conditions. You must present your Everyday Rewards card at the time of your purchase to earn points. Offer excludes Woolworths supermarkets and Liquor in Tasmania and selected purchases including smoking/tobacco products, gift cards and other specified services. Members must be over 18 years of age to purchase liquor. Other terms and conditions apply – qantas.com/woolworths

1 point per A$1 over A$30 spent in one transaction.

Earn points and experience top brands, great prices and friendly service at BWS – Beer Wine Spirits stores in Australia (excluding Tasmania)^.

I qantas.com/liquor

^You must be an Everyday Rewards member and a Qantas Frequent Flyer member and link your memberships to earn points. Details of how to link your cards can be found at everydayrewards.com.au. Everyday Rewards membership is subject to the Everyday Rewards Terms and Conditions. You must present your Everyday Rewards card at the time of your purchase to earn points. Offer excludes BWS stores in Tasmania and selected purchases including smoking/tobacco products, gift cards and other specified services. Members must be over 18 years of age to purchase liquor. Other terms and conditions apply – qantas.com/woolworths

Shopping

Cellarmasters is passionate about wine – and deliver straight to your door. For over 25 years they have provided Australia with top brands through to small parcel boutique wines, all at great prices.

T 1800 505 250 I cellarmasters.com.au

Members must be 18 years and over and have an Australian delivery address. Qantas Frequent Flyer points awarded for cases returned will be deducted from your Qantas Frequent Flyer account.

1 point per A$1 spent.

Cellarmasters is passionate about wine – and deliver straight to your door. For over 25 years they have provided Australia with top brands through to small parcel boutique wines, all at great prices.

T 1800 505 250 I cellarmasters.com.au

Members must be 18 years and over and have an Australian delivery address. Qantas Frequent Flyer points awarded for cases returned will be deducted from your Qantas Frequent Flyer account.

1 point per A$1 over A$30 spent in one transaction.

Earn points on a range of great-value everyday items at BIG W stores in Australia including books, clothing, homeware and entertainment*.

I qantas.com/bigw

*You must be an Everyday Rewards member and Qantas Frequent Flyer member and link your memberships to earn points. Details of how to link your cards can be found at everydayrewards.com.au. Everyday Rewards membership is subject to the Everyday Rewards Terms and Conditions. You must present your Everyday Rewards card at time of purchase to earn points. Offer excludes selected purchases including smoking/tobacco products, gift cards, BIG W optical, DVD Kiosk purchases, selected services and selected online purchases including BIG W Photo, BIG W Entertainment and BIG W Movie Rental. Other terms and conditions apply – qantas.com/bigw

1 point per A$1 over A$50 spent in one transaction.

Earn points on a wide variety of electronic goods and gadgets at participating Dick Smith and Tandy stores in Australia*.

I qantas.com/dicksmith

*You must be an Everyday Rewards member and a Qantas Frequent Flyer member and link your memberships to earn points. Details of how to link your cards can be found at everydayrewards.com.au. Everyday Rewards membership is subject to the Everyday Rewards Terms and Conditions. You must present your Everyday Rewards card at the time of your purchase to earn points. Offer excludes Dick Smith and Tandy franchisees and re-sellers and selected purchases including gift cards, freight charges and other specified services. Other terms and conditions apply – qantas.com/woolworths

Please quote your membership number

To make sure you earn your points, remember to quote your membership number when you book, purchase or use products and services from our program partners, or in participating Woolworths Group stores you must present your linked Everyday Rewards card to earn points.
Frequent Flowers

5 points per A$1 spent.

Beautiful seasonal and special occasion fresh floral arrangements delivered direct to your door.

T Australia 1300 555 747  I  qantasfrequentflowers.com.au

Qantas Frequent Flowers is operated by the Lynch Group Australia Pty Limited ABN 32 001 695 665. Delivery to major metropolitan areas within Australia only. To check if delivery is available in your area, visit Qantas Frequent Flowers online at qantasfrequentflowers.com.au

Qantas Frequent Flyer Collection

2 points per A$1 spent.

This distinctive range of luggage, travel and personal accessories is designed exclusively for Qantas Frequent Flyers and includes the SmartPack luggage collection, the Frequent Flyer Cabin Bag and stylish leather items.

T +61 2 9436 1000  I  3pmarketing.com.au/qantas

Restaurants and Entertainment

Use your Frequent Flyer membership to enjoy great deals on a range of services beyond travel – and earn points.

Restaurants in Australia

3 points per A$1 spent*.

Earn when you dine out at a range of over 200 restaurants, bars and cafés in Australia. Simply swipe your Qantas Frequent Flyer card when you pay your bill. There’s a great range to choose from, from fine dining through to local cafés.

See which places^ are on the menu at qantas.com/restaurants

*You must swipe your Qantas Frequent Flyer card at the time of purchase in order to earn points. Points are earned on meals and beverages purchased from the restaurant only, but exclude home deliveries. Points are not earned on tips and gratuities. Points from restaurants may take up to eight weeks to be credited to your Qantas Frequent Flyer account. Points cannot be split between members.

^Restaurant list correct at the time of upload to qantas.com. Some restaurants may have closed after the time of upload or no longer offer points.

Box Office

2 points per A$1 spent.

Book your tickets and packages for a great range of operas, ballets, musicals, concerts, theatre and sporting events throughout Australia and New Zealand. Pre-sale opportunities are often available enabling Qantas Box Office members the opportunity to secure tickets before the public release. Waitlist now for upcoming and rumoured events.

T Australia 1300 306 378  I  qantasboxoffice.com.au

Qantas Box Office is operated by Showbiz International Pty Limited ABN 40 085 982 789.

BIGPOND®

1 point per A$2 spent on BigPond Movie DVD subscriptions.

BigPond Movies deliver DVDs straight to your letterbox with no late fees or delivery costs. There are over 35,000 DVDs to choose from, including the latest releases, kids movies, TV series, classics and those hard to find DVDs.

I qantas.com/bigpond

Offer is valid in Australia only and is not available in conjunction with any other BigPond Movies promotional offer. For full terms and conditions refer to bigpondmovies.com

BigPond Movies is operated by Telstra Corporation Limited. ® and TM – registered trademark of Telstra Corporation Limited, ABN 33 051 775 556.

magshop.com.au

100 points for annual subscriptions under A$80.

200 points for annual subscriptions of A$80 and over.

Enjoy your favourite magazine all year round for less than you’d pay in the shops, and get home delivery at no extra charge.

T Australia 136 116 Quote P810QFF to take advantage of this offer.

I qantas.ffp.magshop.com.au

Allow four to eight weeks for delivery of your first issue. Available to Australian residents only.

Remember to swipe your Qantas Frequent Flyer card at restaurants

To make sure you earn your points when you dine at our restaurant partners in Australia, remember to swipe your card when you pay your bill.
Travel and Travel Services

Earning points on your flights is just one way you can earn points while you’re travelling. With everything from foreign exchange and insurance to packaged holidays, you’ll find countless ways to make life as a Qantas Frequent Flyer more rewarding with our Travel and Travel Services partners.

Holidays

1 point per A$1 spent on combined air and land packages*.

Qantas Holidays, Australia’s premier travel wholesaler, offers an extensive range of holiday options that can be pieced together to suit your individual needs whether you are a family, adventurer, culture seeker or a couple looking for a romantic getaway.

T 1300 HOLIDAY  I  qantas.com/holidaysqff

*Combined package flying Qantas or Jetstar. Bookings must be made direct with Qantas Holidays or via a travel agent. Further conditions apply, see qantas.com/holidays Qantas Holidays Limited ABn 24 003 836 459 Licence no. NSW - 2TA 003 004, VIC - 31288, QLD - TAG 740, SA - TTA 48 116, WA - 9TA 510.

Travel Currency Exchange

Australia and New Zealand only.

1 point per A$5 on exchanges of A$50 to A$299
1 point per A$3 on exchanges of A$300 to A$999
1 point per A$1 on exchanges of A$1,000 to A$10,000.

Earn points when you buy and sell currency or purchase the Travelex Foreign Currency Cash Passport card from a Travelex retail store in Australia or New Zealand (minimum purchase A$50). You can also earn points on Qantas Travel Money online currency orders (minimum purchase A$250).

T  Australia 1800 637 642  I  qantas.com/travelex
T  New Zealand 0800 666 391

Points are not earned on same currency transactions, discounted commission transactions or in conjunction with any other Travelex offer. Qantas Travel Money is operated and distributed by Travelex Limited ABn 36 004 179 953. Points are not earned on same currency Cash Passport or reloads on Foreign Currency Cash Passports.

Wildlife Safari

1 point per A$1 spent. *Wildlife Safari is a premier, luxury safari company offering a wide selection of land tours in Africa and India.

T  Australia 1800 998 558 or (08) 9388 9900  I  wildlifesafari.com.au

Wildlife Safari (Australia) Pty Ltd. 9TA942.

*Except for group reservations, travel industry discounted travel, itineraries priced at net discounted rates and arrangements provided as prizes for promotions.

Skimax offers fantastic winter holidays, with points on selected ski holidays within and departing from Australia.

T  Australia 1300 136 997  I  skimax.com.au
T  Sydney and elsewhere +61 2 9267 1655

Not valid with other Skimax promotions and must be booked direct with Skimax. Skimax Pty Ltd ABN 55 077 838 647.

2,000 points on packages to Canada, USA, Europe, Japan and South America.

1,000 points on packages to Australia and New Zealand.

Travel Currency Exchange

Australia and New Zealand only.

1 point per A$5 on exchanges of A$50 to A$299
1 point per A$3 on exchanges of A$300 to A$999
1 point per A$1 on exchanges of A$1,000 to A$10,000.

Earn points when you buy and sell currency or purchase the Travelex Foreign Currency Cash Passport card from a Travelex retail store in Australia or New Zealand (minimum purchase A$50). You can also earn points on Qantas Travel Money online currency orders (minimum purchase A$250).

T  Australia 1800 637 642  I  qantas.com/travelex
T  New Zealand 0800 666 391

Points are not earned on same currency transactions, discounted commission transactions or in conjunction with any other Travelex offer. Qantas Travel Money is operated and distributed by Travelex Limited ABN 36 004 179 953. Points are not earned on same currency Cash Passport or reloads on Foreign Currency Cash Passports.

Telstra Telecard

4 points per A$1 spent.

Telstra Telecard is a convenient cashless calling card that allows you to make phone, fax and modem calls from most phones in Australia and in more than 65 countries around the world. All calls are automatically billed back to your business or home fixed phone account.

T  1800 038 000  I  telstra.com/callingcardshop

Some phones may require coin deposit to operate. Cannot be used to make some calls. © Telstra, the Telstra logo, Telecard and the Telecard logo are registered trademarks of Telstra Corporation Limited (ABN 33 051 775 556). Available to Australian residents only.
Australia and New Zealand only.

1 point per A$1 spent
1 point per NZ$1 spent PLUS
1,000 extra points for Annual Multi-trip Policy.

QBE Insurance Limited offers a range of policies for travel within Australia and New Zealand*. Policies range from domestic and international policies to single and multi-trip policies. Earn points when you purchase an eligible policy.

T Australia 13 11 31 I qantas.com/insurance
T New Zealand 0800 800 608

*Points are not earned on Australian Cancellation and Baggage insurance. Policies are only available to residents of Australia in Australia and residents of New Zealand in New Zealand. Policies are only valid upon acceptance of payment by the insurer. The insurance is underwritten by QBE Insurance (Australia) Limited (QBE) ABN 78 003 191 035 (AFSL 239545) of 82 Pitt Street, Sydney NSW 2000 and policies underwritten by QBE Insurance (International) Limited. Qantas is an authorised representative of QBE Insurance (International) Limited, distributes the insurance on behalf of QBE and receives a commission for policies sold. Qantas does not and cannot provide any advice, opinion or recommendation about any insurance. Before deciding to take out any insurance you should read the Combined Product Disclosure Statement, Financial Services Guide and Policy Wording for the insurance, which is available at qantas.com/insurance

In order to receive points, customers must enter their Qantas Frequent Flyer number on the ‘Confirm Your order’ page in the standard check out process.

1 point per A$1 spent.

Earn points on inflight duty free purchases made on an international leg of a Qantas-operated flight*. To view the latest range and choose before you fly visit qantas.com/inskyshopping

I qantas.com/inskyshopping

Points will not be earned on amounts paid using a Gift Voucher or on refunded merchandise. Retain your receipt for proof of purchase or Frequent Flyer point queries. Qantas Frequent Flyer points cannot be earned on tobacco products.

*Present your Qantas Frequent Flyer or Qantas Club card or your boarding pass with your Qantas Frequent Flyer or Qantas Club details on it when you make your inflight purchase.

2 points per A$1 spent.

Offering a comprehensive range of guide books, maps, atlases and travel journals from Australia and around the world, itravelbooks.com.au can supply you with all your favourite travel books and more.

I itravelbooks.com.au

In order to receive points, customers must enter their Qantas Frequent Flyer number on the ‘Confirm Your Order’ page in the standard check out process.

1 point per A$1 spent.

Earn points on retail and duty free shopping at DFS Galleria stores in Australia. DFS Galleria offers an extensive selection of luxury brands, plus a quality guarantee on all merchandise sold.

T 1800 789 780 (Australia) I qantas.com/dfs

Retain your receipt for proof of purchase or Frequent Flyer point enquiries. Qantas Frequent Flyer points cannot be earned on tobacco products.

SYD Airport Tax and Duty Free and F1RST Tax and Duty Free offers a comprehensive range of Tax and Duty Free products. Simply select your duty free either in-store or online and have it ‘Ready for Collection’ when you depart or return to Australia.

I dutyfree.com.au

Retain your receipt for proof of purchase or Frequent Flyer point enquiries. Qantas Frequent Flyer points cannot be earned on tobacco products.
Finance, business and real estate

Earn points on a range of banking, investment, insurance and printing products from our financial and business services partners.

Financial products or services referred to below are not Qantas products or services and are offered and issued by the relevant partner. Earning of points is subject to the terms and conditions of each partner. Exclusions and limitations apply. Qantas is not liable in any way in relation to the provision or supply of financial products or services and is in no way recommending, promoting or offering opinion on these products. Contact the applicable financial products or service partner for terms and conditions, membership or enquiries.

Leveraged Equities

20,000 points per A$100,000 pa for loans to A$149,999
35,000 points per A$100,000 pa for loans between A$150,000 and A$499,999
50,000 points per A$100,000 pa for loans between A$500,000 and A$999,999
65,000 points per A$100,000 pa for loans A$1,000,000 or more.

The Leveraged Equities ‘Margin’ Flyer Loan allows you to borrow to invest in selected shares, managed funds, cash deposits, master trusts and assets within wrap accounts. You could also use the borrowed funds for other investment or business purposes. Plus you can earn points when your loan is approved based on either the loan amount or daily loan balance.

T Australia 1300 307 807

The Leveraged Equities ‘Margin’ Flyer Loan is provided and administered by Leveraged Equities Limited ABN 26 051 629 282 (Leveraged Equities). Terms and conditions of the Leveraged Equities ‘Margin’ Flyer Loan are available on application to Leveraged Equities. Lending criteria and fees apply. Available to Australian residents only.

Earn points when you invest in a Macquarie Bank Term Deposit.

The amount of points earned is determined by the amount and term of your Macquarie Bank Term Deposit.

Points are awarded upfront and allocated to your Qantas Frequent Flyer account the following month. (Terms range between 6-24 months.)

For further information, contact Macquarie Bank.

T Australia 1800 612 928

10,000 points per A$100,000 borrowed**.

Earn thousands of points on a wide variety of home loans obtained through the Macquarie Flyer Home Loan Service. With a large range of home loans from a variety of lenders Macquarie can offer you competitive interest rates, excellent service and a range of product options.

T Australia 13 62 73 (loans) I www.mbqf.com.au

*Qantas Frequent Flyers must have a nominated Australian bank account to take up this offer.
**Borrowings must be drawn down at settlement to earn points. Offer not available on bridging or construction loans or in conjunction with any other promotional or points offer from Macquarie.

GE Money

Simplifying money matters

50 points for every A$50,000 of life insurance cover per month.

You can obtain life insurance cover with GE Money Living Benefits. Choose your coverage level, from A$50,000 to A$500,000. Other benefits include flexible monthly premiums and convenient direct debit and credit card payment options with no medicals required.

I gemoney.com.au/qantas

A member may only take out GE Money Living Benefits policies from A$50,000 up to the total sum insured of A$500,000. GE Money Living Benefits insurance is issued by Hallmark Life Insurance Company Ltd. ABN 87 008 446 884 AFSL 243469 trading as GE Money. Any advice on the website does not take into account your personal objectives, financial situation or needs. You should consider the appropriateness of the advice having regard to your objectives, financial situation and needs, and read the PDS available at gemoney.com.au/qantas before deciding whether to acquire or retain this product. Policies are only available to Australian citizens or permanent residents of Australia. Policies are only valid after your application has been accepted by GE Money. Qantas does not and cannot provide any advice, opinion or recommendation about any insurance.

Please quote your membership number

To make sure you earn your points, remember to quote your membership number when you book, purchase or use products and services from our program partners (although some program partners require you to swipe a card to earn points).
1 point per A$3 spent on brokerage (limits apply)

E*TRADE is one of Australia’s largest online stock brokers offering a low cost way to directly buy and sell shares online. It’s free to join and once your account is open, you’ll have access to trading tools, research and a customer support team to help you with any questions.

T Australia 1300 658 355 I etrade.com.au/frequentflyer
T New Zealand 0800 449 292

Subject to the terms and conditions available online at www.etrade.com.au/frequentflyer. Earn 1 Qantas Frequent Flyer point per A$3 in brokerage to a maximum of 1,000 Qantas Frequent Flyer points per calendar month by providing your Qantas Frequent Flyer number to E*TRADE prior to trading. Offer only applies to trades executed under an E*TRADE retail User ID on E*TRADE retail accounts.

1 point per A$2 spent through your account.

Register as an Office National or Office Products Depot account holder, and you could earn points when you buy selected items from Office National or Office Products Depot in Australia and pay your account on time.

I officenational.com.au I officeproductsdepot.com.au

Excludes payments made by credit card, purchases of computer hardware, printers, and paper. Does not apply to government or contract pricing. Points cannot be earned from New Zealand outlets. Accounts must be paid by the 25th day of the month. You may be required to pay any applicable fringe benefits or other taxes (including income taxes) related to earning points through this program. Please consult your tax professional for advice.

1 point per A$1 spent.

Snap Printing is Australia’s leading business print and design group. With over 150 owner-operated centres Australia wide, Snap Printing has the capacity to deliver everything from simple business stationery through to sophisticated corporate presentations.

I snap.com.au

Members must register their Qantas Frequent Flyer details with the Snap Printing Centre where the purchase is made to be eligible to earn points. Points may not be earned by: (a) any customer that has an existing written contract for the supply of services with Snap Printing; or (b) any customer that has an existing pre-determined fixed pricing structure with Snap Printing.

Earn up to 20,000 points with LJ Hooker.

List and sell your residential, commercial or industrial property in Australia or New Zealand exclusively through LJ Hooker and earn 20,000 points*. In Australia, you can also earn 10,000 points if you appoint LJ Hooker as your exclusive Property Management Agent for a residential property.

T Australia 1800 621 212 I ljhooker.com.au/qantas
T New Zealand 0800 447 060 I ljhooker.co.nz/qantas

*This is a once only per property points allocation for each property. Residential properties earn points when listed and sold in Australia or New Zealand, or for a new 12-month management agreement (Australia only). Commercial and industrial properties earn points when they are listed and sold or leased. Points are allocated when property is settled or let to a tenant respectively. This offer cannot be claimed in conjunction with any other rewards program in which LJ Hooker participates. This offer does not apply to properties previously or currently managed by any LJ Hooker office. Qantas Frequent Flyer points can only be allocated to the person on the exclusive agency agreement. Your Qantas Frequent Flyer membership number and the number of points you will earn must be agreed on at the time of listing and clearly stated in your LJ Hooker exclusive listing or management agreement for the sale or lease of your property.

Earn up to 1,000 points when you register with Rental Rewards to pay your rent.

With Rental Rewards, you can pay rent to any participating real estate agent in Australia and earn points at the same time. Earn up to 1,000 points upfront when you register your credit card or bank account with Rental Rewards and make your first payment. Also earn up to 1,000 points every 12 months when you continue to make payments. And if you use a credit card that’s linked to the Qantas Frequent Flyer program, you could also earn points every time you pay rent using that card.

T 1300 733 966 I rentalrewards.com.au

Convenience fee (inc. GST) of A$1.50 per bank account or 1.76% for Visa, MasterCard and American Express applies. Rental Rewards is a payment product that is offered, administered and operated by Pinpoint Pty Ltd (ABN 49 002 693 656). Visit rentalrewards.com.au for full terms and conditions.
Using points

- Book a Qantas & Partner Classic Award with Qantas or any of our partner airlines
- Book a Qantas & Jetstar Any Seat Award
- Request an upgrade on eligible Qantas flights
- Select from the range of merchandise and vouchers in our online store at qantas.com/store
- Use your points for Qantas Club membership

Read on for more details and to see how you can enjoy these Awards.
Award options

With so many ways to earn points as a Qantas Frequent Flyer, it’s easy to understand why we offer so many different ways for you to use them.

You can redeem your points for:

Flight Awards
- Qantas & Partner Classic Awards on Qantas, oneworld® and partner airlines*
- Qantas & Jetstar Any Seat Awards^ 
- Upgrades on Qantas flights with selected fares.

See the following pages for more details on each Award type.

Non-Flight Awards
- Products, vouchers and experiences from our Qantas Frequent Flyer Store at qantas.com/store
- Qantas Club membership.

What’s more, if you don’t have enough points for a redemption, you may be able to:

- Take advantage of the Family Transfer option
- Purchase Top-up points
- Transfer points from a participating hotel reward program to your Qantas Frequent Flyer account (see the relevant partner for details)
- Use the Points Plus Pay option.

See pages 54 and 64-65 for more details.

*Classic Awards are not available on some routes of the oneworld® alliance and partner airlines. Classic Award seats are subject to capacity controls and availability is limited. See the Terms and Conditions on pages 107-116 for details.

^The points required for Qantas & Jetstar Any Seat Awards are variable and are only valid when quoted. There is no fixed relationship between the cash price charged by the applicable airline for a seat and the points required to redeem an Any Seat Award through Qantas Frequent Flyer. Not all special promotional fares are available as Any Seat Awards. Award flights must be booked at least 24 hours before scheduled departure (and other advance booking requirements may apply).

Take off on an Award flight

You have two main types of Award flights to choose from if you want to use your points for Award travel:

- Qantas & Partner Classic Awards available on eligible* Qantas and partner airline flights
- Qantas & Jetstar Any Seat Awards available on all Qantas flights with a ‘QF’ flight number and on all Jetstar flights with a ‘JQ’ flight number.

Qantas & Partner Classic Awards
Qantas & Partner Classic Award flights are available on eligible* flights with Qantas, oneworld® Alliance Airlines and our other partner airlines. Classic Award seats are capacity controlled, availability is limited and depends on the flight, date, season and destination. Some flights may not have any Classic Award seats available. See pages 53-54 for more on how to claim a Qantas & Partner Classic Award.

Qantas & Jetstar Any Seat Awards
Qantas & Jetstar Any Seat Awards^ offer more choice and flexibility for Award travel. You can use your points to redeem a Qantas & Jetstar Any Seat Award for any available seat on all Qantas and Jetstar flights with a QF or JQ flight number. You can also combine your Qantas and Jetstar flights with a range of flights on other selected airlines for onward travel. As long as there is a seat for sale (and advance booking requirements can be complied with), your points can be used to book a Qantas & Jetstar Any Seat Award for travel at any time, even during periods when demand is high. See pages 54-59 for more details and how to claim a Qantas & Jetstar Any Seat Award.

^Refer to page 54-59 for details.
How to claim your Award flight
You’ll need to have your Qantas Frequent Flyer membership number and PIN ready before you begin.

It’s easy to make Award bookings on Qantas, Jetstar and many of our partner airlines online at qantas.com/frequentflyer Here, you’ll be able to see all the Award flights available for your chosen itinerary (if applicable) by checking the two Award type options – Qantas & Partner Classic Awards and Qantas & Jetstar Any Seat Awards.

Once you’ve had a look at the availability for your chosen itinerary, the points required and associated fare conditions for each Award type, you can choose the one that is right for you. From there, it’s easy to continue on and make your booking.

Alternatively, you can call Qantas Telephone Sales to make an Award booking. Please note, an Assisted Award booking fee will apply.

E-Tickets make travel easier
Where available, we will issue you with electronic tickets (E-Tickets) for all Award Flights. If an E-Ticket is offered, we cannot give you a paper ticket.

After you book an Award Flight, you will be sent an E-Ticket receipt (whenever E-Ticketing is available) to your email address or to your mail address listed in your profile.

Qantas & Partner Classic Awards

You can redeem Qantas & Partner Classic Awards on eligible* flights on Qantas, one world® Alliance Airlines and all our other partner airlines including Jetstar Airlines.

one world® alliance partners

*Classic Awards are not available on some routes of one world® alliance and partner airlines. Classic Award seats are subject to capacity controls and availability is limited. See the Terms and Conditions on pages 110-117 for details.
^Cathay Pacific includes affiliate Dragonair (KA).
†JAL (Japan Airlines) includes affiliates JALways (JO), JAL Express (JC) and Japan Transocean Air (NU).
#LAN includes affiliates LAN Express (LU), LAN Peru (LP), LAN Ecuador (XL) and LAN Argentina (4M).
Claiming Qantas & Partner Classic Awards

Qantas
The Qantas Classic Award table on page 83 shows you how many points you need for a Classic Award with Qantas and selected partner airlines. As you will see, the number of points required depends on the one-way distance to your destination and the corresponding ‘zone’.

Partner airlines
For Classic Award travel with other partner airlines, the Partner Classic Award table on page 83 shows how many points you’ll need.

**one**world®
There is a separate table* for **one**world® Classic Awards which only applies when your Classic Award itinerary includes travel on at least two **one**world® Alliance Airlines other than Qantas – eg American Airlines® and British Airways – and doesn’t include travel on any non-**one**world® Alliance Airline. You can build your itinerary up to a maximum distance of 35,000 miles.

*The table for **one**world® Classic Awards is based on return flights, includes the Assisted Award booking fee and can be found on page 86.

Award seating is limited
We recognise that the availability of seats for Award flights is very important to our Frequent Flyers. However, the number of Classic Award seats is limited. These depend on the flight, date, season and destination and some flights may not have any Classic Award seats available. See the Terms and Conditions on page 109-114 for details.
Choose one-way, return or multi-destination
Qantas & Partner Classic Awards
You can choose one-way, return or multi-destination Classic Awards when flying Qantas and our partner airlines.

If you want to redeem a one-way international Classic Award, please check the onward flight and visa regulations with the relevant authorities.

For multi-destination itineraries (other than oneWorld Classic Awards), the number of points you need for a Classic Award is calculated by adding up the one-way trips* in your itinerary. There are no charges for stopovers, or for any non-flown (surface) segments. Your itinerary may have no more than 16 flight or surface segments. However, if the total distance of a single trip is over 15,000 miles (ie the maximum in zone 10), the itinerary must be broken into separate trips in order to calculate the number of points you need. Different rules apply to oneWorld Classic Awards (eg 35,000 miles maximum return single trip and surface segments are included).

To check how many points you’ll need for all Classic Awards, see the tables on pages 82, 83 and 86. Easier still, you can use our Classic Awards points calculators at qantas.com/frequentflyer Simply type in your chosen itinerary and you’ll be quoted the number of points you need.

For full details on Classic Award redemptions, see the Terms and Conditions on pages 109-114.
*See Terms and Conditions on page 96-97 for the definition of a trip.

Qantas & Jetstar Any Seat Awards
Qantas & Jetstar Any Seat Awards offer flexibility and choice when using your points to book an Award flight. As long as there is a seat available for sale on a flight with a QF or JQ flight number (and advance booking requirements can be complied with), you can book a Qantas & Jetstar Any Seat Award. Any Seat Awards are available on Qantas and Jetstar flights, including codeshare flights (flights operated by another airline), that are booked with either a QF or JQ flight number. You can also combine your Qantas and Jetstar flights with a range of flights on other selected airlines (as offered by Qantas from time to time) for onward travel.

Available all year round, Any Seat Awards provide access to Economy, Premium Economy, Business and First Class seats available for sale at the time you make your booking, even during school holidays and when demand is high.

Points Plus Pay: The flexible way to redeem for Qantas & Jetstar Any Seat Awards
Redeeming an Any Seat Award is easy. You can use points for the entire trip, including surcharges, fees and taxes (other than those payable locally upon departure, which are collected separately). But, if you’re short on the points you need or you just don’t want to use all your points, you can choose the flexible Points Plus Pay option, which lets you combine points with a card payment. Provided you redeem a minimum number of points, which is quoted at the time of booking, you can then choose how many more points you want to redeem or how much you want to pay on your card. When you use Points Plus Pay additional GST and charges may apply.

The points required for Qantas & Jetstar Any Seat Awards are variable and are only valid when quoted. There is no fixed relationship between the cash price charged by the applicable airline for a seat and the points required to redeem an Any Seat Award through Qantas Frequent Flyer. Not all special promotional fares are available as Any Seat Awards. Award flights must be booked at least 24 hours before scheduled departure (and other advance booking requirements may apply).
*A limited number of seats on selected partner airlines (as offered by Qantas at the time of booking) may be combined with your Qantas or Jetstar flights in a Qantas & Jetstar Any Seat Award. Partner airline flights which may be combined with Jetstar flights in an Any Seat Award are more limited than those which may be combined with Qantas flights. Jetstar partner airlines currently include Jetstar Asia (3K), Valuair (VB), Jetstar Pacific (BL) and Qantas (QF) – refer to available flights at time of booking for applicable partner airline flights.
Points you need for Qantas & Jetstar

Any Seat Awards

The points required for Any Seat Awards are not fixed like our Classic Awards. The points you need will vary (even for the same itinerary). As the quote is only valid at the time of your inquiry, if you don’t go on to make your Any Seat Award booking, the points required for your requested itinerary may change.

Whilst the seats available as Any Seat Awards are also seats available for retail sale, there is no fixed relationship between the cash price charged by the applicable airline and the points required for Any Seat Awards through Qantas Frequent Flyer and not all special promotional fares are available as Any Seat Awards. The conditions of the Any Seat Awards are different to the fare conditions applicable to retail fares. Flights with high demand will require more points.

Minimum Points for Qantas & Jetstar

Any Seat Awards

To access Any Seat Awards, you’ll need to redeem a minimum number of points. The minimum point level varies and will be quoted at the time of booking.

If you don’t have enough points for the minimum, you may be able to:

- Take advantage of the Family Transfer option
- Purchase Top-up points
- Transfer points from a participating hotel reward program to your Qantas Frequent Flyer account (see the relevant partner for details).

See pages 64-65 for more details.

Qantas & Jetstar Any Seat Award conditions

Any Seat Award booking and fare conditions, including terms applicable to changes, cancellations and refunds, are different to the conditions of Classic Awards and will vary according to the Any Seat Award booked. Any Seat Award conditions that apply are those quoted at qantas.com at the time of booking. We recommend that you review carefully the applicable fare conditions before booking. You can check availability and conditions for Classic Awards and Any Seat Awards at any time on qantas.com

Please note:

- Points and Status credits are not earned on Any Seat Awards.
- Any Seat Awards are not eligible for Flight Upgrade Awards.
- An Any Seat Award cannot be changed to a Classic Award or vice versa.
- All additional collections, including service and change fees, are to be paid with an Accepted Payment Card.
- Partial refunds are not permitted for Any Seat Awards.
- Any Seat Awards are non-refundable unless otherwise specified in the applicable fare conditions.
- Once travel has commenced on an Any Seat Award, refunds are not permitted. If the fare permits, the residual commercial ticket value of an Any Seat Award on Qantas may be stored as a credit voucher and used only for further travel on Qantas flights within 12 months from the original booking creation date (not available for Any Seat Awards on Jetstar).
- You cannot make an Any Seat Award booking within 24 hours of travel.

Helpful hints when booking Award flights

If you’re considering which Award to choose, please keep in mind the following important information relating to the Award flight options:

- Availability of Award seats changes and if you cannot find your preferred option when you try to book, you should check back on a regular basis as additional seating may be released closer to departure. It’s a good
idea to have alternative times and dates ready in case your first preference is not available.

If you’d like help with your booking you can make bookings through a consultant. Contact details are on page 128 however please note an Assisted Award Booking Fee applies for Award bookings made or completed via a consultant. See Fee Schedule on page 78.

Book your Award flights as early as possible – up to 353 days in advance. Award bookings cannot be made within 24 hours of scheduled departure and other advanced booking conditions may apply. Some regional and overseas locations may require bookings up to 14 days in advance.

Each Award type has a separate booking process and some itineraries may be available as both Award types. Points required for each Award type may be different and each may have different fare conditions. We recommend you consider and compare each Award type before you finalise your booking.

The seats made available for Classic Awards on Qantas flights may also be obtained through the Any Seat Award booking process (although points required are usually higher, and include surcharges, fees and taxes). This allows Members to combine fares, consolidate fees and book all seats within the one booking. Different conditions apply to Any Seat Awards. Members can still choose to obtain those seats as Classic Awards in a separate booking.

Qantas & Partner Classic Awards are refundable prior to commencement of travel, although a refund fee will apply (see page 78 for details).

Qantas & Jetstar Any Seat Awards are generally not refundable although this depends on the applicable fare conditions. The commercial ticket value of Any Seat Awards on Qantas may be used as stored credit in some circumstances (see the applicable fare conditions for details) – not available for Any Seat Awards on Jetstar. There are no refunds of the points redeemed on Award flights once your travel has commenced. Changes to Qantas & Jetstar Any Seat Awards can only be made in accordance with the applicable fare conditions. Any payments associated with changes to Qantas & Jetstar Any Seat Awards (other than refunds) must be paid with money as specified in the fare conditions.
Flight upgrades

Use your points to upgrade
Flight upgrades are available on:
- Qantas operated domestic flights within Australia with a QF flight number*
- Qantas operated international flights with a QF flight number*

You can use your points to upgrade from:
- Discount Economy to Premium Economy* or Business
- Economy to Premium Economy* or Business
- Premium Economy* to Business
- Business to First

Domestic Flight Upgrade Awards
To request an Australian domestic upgrade using your points, you’ll need to have an eligible paid and confirmed Qantas domestic ticket on a Qantas operated service with a Qantas flight number. Your upgrade may be confirmed between 353 days and 24 hours in advance.

Australian domestic Flight Upgrade Awards are available on request in advance and are subject to availability.

*Flight upgrades are only available on Qantas operated flights with a Qantas flight number on your ticket, are subject to capacity controls and availability is limited. Flight upgrades are not available on Award Flights or heavily discounted domestic and international airfares booked in E, N, O, P, Q, U, X or Z class, which includes some Red e-Deals. For full details, see Terms and Conditions on pages 117-120.

International Flight Upgrade Awards
If you hold an eligible paid and confirmed ticket on a Qantas operated service with a Qantas flight number, you can register for an international Flight Upgrade Award from 90 days to 24 hours before your departure.

When registering for a Flight Upgrade Award from Discount Economy or Economy to Business, you may also register a request for an upgrade to Premium Economy* at the same time. This request will be considered if the Business upgrade is not available.

Confirmed upgrades are not available on international services at time of booking. You can check online at ‘Your Bookings’ within 5 hours of departure to see if your international request was successful.

We’ll also let you know whether your upgrade request has been successful when you check in.

Upgrades are allocated by membership level: Platinum Frequent Flyers first, followed by Gold, Silver, and then Bronze.

You may cancel an unconfirmed upgrade request without penalty. However, should your upgrade request be confirmed and you choose to cancel, you will forfeit the points used, and a seat may no longer be available in the original class you booked in.

For full details on Flight Upgrade Awards and cancellations, see the Terms and Conditions on page 116-119.

If you hold an eligible E-Ticket on a Qantas operated flight with a Qantas flight number you can register for an international Flight Upgrade Award at qantas.com/frequentflyer If you hold a paper ticket, call Award Flight Reservations.

*Premium Economy is available on selected Qantas flights only. Flight upgrades are not available on Award flights or airfares booked in E, N, O, P, Q, U, X or Z class, which includes some Red e-Deals.

To see how many points you need for a Flight Upgrade Award, check the table on page 62.
Award seating is limited. Please note that Flight Upgrade Awards are subject to capacity controls and availability is limited. Upgrades will only be confirmed if seats in the relevant cabin class are available for Award bookings. This depends on the flight, date, season and destination. Some flights may not have any Award seats available. See the Terms and Conditions on pages 116-119 for details.

Where can you go with a Flight Upgrade?
You can go as far as your points take you, on the Qantas domestic and international network. To choose your upgrade, take a look at our Flight Upgrade Award table at qantas.com/frequentflyer

How to claim your upgrade

1. Book and pay for an eligible Qantas flight.
2. Use the Flight Upgrade Award table opposite to confirm the zone and to see how many points you need, or call Award Flight Reservations.
3. If you hold a domestic E-Ticket, you can request your Flight Upgrade Award at any time at qantas.com/frequentflyer or by calling Award Flight Reservations.
4. If you hold an international E-Ticket, you can register for an international Flight Upgrade Award at qantas.com/frequentflyer
5. If you hold an international paper ticket, call Award Flight Reservations to register your flight upgrade.

Flight Upgrade Awards are not available on Award Flights or on domestic and international airfares booked in E, N, O, P, Q, U, X or Z class, which includes some Red e-Deal fares.

<table>
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<th>Zone</th>
<th>One-way Miles</th>
<th>Upgrade to Premium Economy*</th>
<th>Upgrade to Business</th>
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*Premium Economy is available on selected Qantas flights only.
^For domestic flights within Australia, Discount Economy includes Super Saver classes L, M, S, V, and fares booked in G. For international flights, Discount Economy includes classes B, G, H, K, L, M, S, V. Flight upgrades are not available on Award Flights or on domestic and international airfares booked in E, N, O, P, Q, U, X or Z class, which include some Red e-Deals.
#For domestic flights within Australia, Economy includes Fully Flexible classes Y and H and Flexi Saver classes B and K. For international flights Economy is class Y. If you fly on a Flight Upgrade Award, you will receive Status credits for the fare class originally purchased.
Family transfers and Top-up Points

You can redeem your points for Award flights, or flight upgrades, for yourself and eligible family members* (subject to Award availability).

**Family transfers**
You can transfer some of your points to one eligible family member*, who is also a Frequent Flyer, once every 12 months. This is ideal for the times when you have enough points between you, but not enough individually, for an Award flight.

You can transfer:
- minimum 5,000 to maximum 100,000 points per transfer
- maximum of one transfer every 12 months

*See Terms and Conditions on page 93 for definition of eligible family member.

**Top-up points**
You can also purchase Top-up points if you’re just a little short of the points you need for a Classic Award or the minimum number of points required for a Qantas & Jetstar Any Seat Award (for Any Seat Award redemptions members can also use Points Plus Pay – see page 55 for details).

See the table overleaf for pricing.

- points may be purchased in blocks of 500
- minimum 500 to maximum 20,000 points per purchase
- points may only be purchased for a specific Award flight
- members may not purchase more than 15% of the points required for the Award
- points must be purchased by the member on their own behalf
- each member may only purchase points once every 12 months

**Top-up points can be purchased through the Frequent Flyer Service Centre.**

**Other ways to cover points required**
As Qantas Frequent Flyer is a partner in many hotel reward programs, you may be able to arrange a transfer of hotel points to your Qantas Frequent Flyer account. See relevant partner for details, or go to the ‘Hotels’ section at qantas.com/partners

Family transfers can be made online at qantas.com/frequentflyer
### Top-up points table

<table>
<thead>
<tr>
<th>Points</th>
<th>Price</th>
<th>Points</th>
<th>Price</th>
</tr>
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<tr>
<td>500</td>
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<td>5,500</td>
<td>A$197.50</td>
<td>15,500</td>
<td>A$470.00</td>
</tr>
<tr>
<td>6,000</td>
<td>A$215.00</td>
<td>16,000</td>
<td>A$480.00</td>
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<tr>
<td>6,500</td>
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</tr>
<tr>
<td>10,000</td>
<td>A$335.00</td>
<td>20,000</td>
<td>A$557.50</td>
</tr>
</tbody>
</table>

The Qantas Frequent Flyer Store

**Merchandise, vouchers, experiences and more**

To give you even more choice in how you use your points, the Qantas Frequent Flyer Store* offers an extensive range of quality goods including major brands. You’ll have the choice of hundreds of products from the following categories: Travel, Travel Accessories, Vouchers, Gifts and Wine, Technology and Business, Home and Lifestyle, Entertainment and Music, Sports and Outdoors and Health and Beauty.

The online Store offers two product ranges – one for delivery in Australia (offering over 1,200 products including over 100 vouchers) and one for delivery in New Zealand (offering over 500 products including over 90 vouchers).

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*The Qantas Frequent Flyer Store is operated by Carlson Marketing Group (Aust) Pty Ltd trading as Carlson Leisure Travel Service. The availability of Awards is limited and the Qantas Frequent Flyer Store is provided subject to the Qantas Frequent Flyer Terms and Conditions, the Store Terms and Conditions and rules relating to Awards and point redemptions. When you use the Points Plus Pay option, cash payments are denominated in A$ or NZ$, depending on where the item will be delivered, and additional GST and charges may apply.*
Check out the product range at qantas.com/store
Point quotes for Awards from the Store include all applicable taxes and delivery charges to anywhere in Australia, for products from the Australian range, or New Zealand, for products from the New Zealand range.

You have the option of using all points or, for selected products, you can take advantage of the flexible Points Plus Pay option which allows you to choose the number of points you redeem (above a specified minimum level) and the amount you pay on an Accepted Payment Card.

We’re also offering a range of exciting experiences, such as hot air ballooning, so you’ll want to start earning points today.

Retail and Travel Vouchers
Use your points to redeem for a range of retail and travel vouchers including vouchers from many leading retailers. Travel vouchers from Qantas Holidays and other travel partners, including a range of hotel and car rental vouchers, can be obtained for use at selected locations within Australia.

See what’s in store at qantas.com/store
Browse through the online store to view the great range of products, vouchers and experiences.

The Qantas Club
To enjoy even greater privileges, why not join The Qantas Club? As a Qantas Club member, you’ll be welcome in over 130 Qantas Clubs, partner airline lounges and associated lounges worldwide*, where you can relax and unwind, or keep working, without interruption. You will enjoy a range of exclusive services and privileges designed to make every journey as comfortable and effortless as possible – what’s more, you’ll receive complimentary Qantas Frequent Flyer membership.

For some, The Qantas Club is a place to socialise; for others it’s a place to relax and unwind. Think of it as your home away from home, or your second office.

Enjoy a tasty snack and a refreshing drink, or freshen up with a hot shower*. Relax in a comfortable chair and catch up with the latest newspapers and magazines, or simply enjoy some peace and quiet before your flight.

*Qantas Club membership and access to lounges is subject to the Terms and Conditions of The Qantas Club – available at qantas.com/qantasclub. You may access a Qantas Club or associated lounge when your next flight the same day shows a Qantas flight number on your ticket. You may access a partner lounge when your next flight the same day is with the applicable partner airline.
*In selected lounges only.
You can also send a fax, catch up on emails, get on the internet, or make a few last-minute calls. The Qantas Club has all the facilities you need to stay in touch.

At major domestic lounges in Australia, there are Business Centres with everything from private workstations with PCs, to meeting rooms with full presentation equipment*. The Qantas Club is the perfect place to prepare for a meeting, or to recover from one.

For more information, or to become a member, visit qantas.com/qantasclub

**Use points for Qantas Club membership**

You can redeem your Qantas Frequent Flyer points to join or renew membership of The Qantas Club for yourself, a partner or an eligible family member^.

*Fees apply, see qantas.com/qantasclub for details.
^See Terms and Conditions on page 93 for definition of eligible family member.

<table>
<thead>
<tr>
<th>Type of membership</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Individual membership</td>
<td>150,000</td>
</tr>
<tr>
<td>Annual Individual renewal</td>
<td>75,000</td>
</tr>
<tr>
<td>Two-year Individual membership</td>
<td>215,000</td>
</tr>
<tr>
<td>Two-year Individual renewal</td>
<td>150,000</td>
</tr>
<tr>
<td>Four-year Individual membership</td>
<td>340,000</td>
</tr>
<tr>
<td>Four-year Individual renewal</td>
<td>275,000</td>
</tr>
<tr>
<td>12 month Annual Guest Card</td>
<td>50,000</td>
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<tr>
<td>Annual Partner membership</td>
<td>85,000</td>
</tr>
<tr>
<td>Annual Partner renewal</td>
<td>50,000</td>
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<tr>
<td>Two-year Partner membership</td>
<td>125,000</td>
</tr>
<tr>
<td>Two-year Partner renewal</td>
<td>85,000</td>
</tr>
<tr>
<td>Four-year Partner membership</td>
<td>190,000</td>
</tr>
<tr>
<td>Four-year Partner renewal</td>
<td>150,000</td>
</tr>
<tr>
<td>Annual Corporate membership</td>
<td>125,000</td>
</tr>
<tr>
<td>Annual Corporate renewal</td>
<td>65,000</td>
</tr>
<tr>
<td>Two-year Corporate membership</td>
<td>190,000</td>
</tr>
<tr>
<td>Two-year Corporate renewal</td>
<td>125,000</td>
</tr>
</tbody>
</table>

This chart is correct at the date of publication (March 2010) and is subject to change. You’ll find the latest information at qantas.com/qantasclub

To join, visit qantas.com/qantasclub or call the Qantas Club Service Centre.
Your account

- No expiry of points for active members
- Claim points up to 12 months after your flight
- Manage your account online

Read on for more details and to see how you can make the most of your membership.
No expiry of points for active members.

Before 1 July 2010, your Qantas Frequent Flyer points will not expire, provided you earn or redeem points through your account at least once every three years. This includes earning or redeeming points with our program partners.

The three-year period commences from the date of your last activity (in the case of earning points on eligible flights, that is the date the flight was taken). See clause 25 of the Terms and Conditions on page 126 for further details.

Effective 1 July 2010, your points will not expire as long as you earn or redeem points (excluding family transfers) at least once every 18 months, rather than three years. See clauses 9.2 and 25 of the Terms and Conditions on pages 102 and 126-127 for further details.

But, if you don’t earn or redeem any points after 30 June 2009, the points you have earned before 1 July 2010 won’t expire until three years after the date of your last activity. If you earn or redeem any points after 30 June 2010, your points will expire either three years from the date of your last activity before 1 July 2010, or 18 months from the last date you earned or redeemed points after 30 June 2010, whichever is the later.

Claim your missing points online.

If you think you’re missing Qantas Frequent Flyer points, you can claim them online when your claim relates to travel on eligible Qantas and some Qantas partner airline flights.*

You can submit your claim three working days after a Qantas flight, and ten working days after a partner airline flight up to 12 months after your flight. Simply log on at qantas.com/frequentflyer, go to ‘Your Account’ and select ‘Claim Missing Points’; you’ll receive a quick response on your activity statement. But remember, the easiest way to ensure your points are credited is to quote your Frequent Flyer number whenever you book a flight, or use the services of any of our partners.

*You can claim for the following airlines online: Qantas/QantasLink (QF), Jetstar (JQ), British Airways (BA), Cathay Pacific (CX), Dragonair (KA), Finnair (AY), Iberia (IB), JAL (Japan Airlines) (JL), JALways (JO), JAL Express (JC) and Japan Transocean Air (NQ), LAN (LA), LAN Peru (LP), LAN Argentina (4M) and LAN Ecuador (XL), Malév (MA), Air Pacific (FJ), Air Vanuatu (NF), Jet Airways (9W), Airnorth (TL) and Brindabella (FQ). For all other airlines, contact the Qantas Frequent Flyer Service Centre for your claim. For non-air partners, refer to the individual partner for your claim. Partner contact details are available on qantas.com

For your security.

Use your PIN so we know it’s you

We have given you a four-digit Personal Identification Number (PIN). You can change your PIN at any time at qantas.com/frequentflyer For security reasons, you need to quote your PIN whenever you visit the Qantas Frequent Flyer website to make a booking or check information, or when calling the Frequent Flyer Service Centre or Telephone Sales. Remember to keep your PIN secure. You are responsible for any transaction on your account or access to your account given, when the correct PIN is provided.

If you’ve forgotten your PIN

Go to qantas.com/frequentflyer, select ‘Your Details’ and click on ‘Forgotten your PIN?’ If you have an email address, we can send you a temporary PIN to use next time you log in. Or, if you have your personal security details ready, you can change your PIN straight away.

Keep your Frequent Flyer account active and your points won’t expire.
It’s all easy online.

The easiest way to manage your Qantas Frequent Flyer account, and get our latest news and special offers, is online at qantas.com/frequentflyer

Manage your account
- View and print your latest Activity Statement online, any time you like
- Check your Frequent Flyer activity for the past 12 months
- View your latest Status credits and points balance
- View your current flight bookings
- Update your personal details and preferences
- Get a new PIN if you have forgotten it, or change your PIN
- Claim missing points

Instant statements online
View your statements online. Simply go to qantas.com/frequentflyer and select ‘Your Account’ then ‘Your Activity Statement’. It’s the quick and easy way to get the information you need.

See what you can do online with your points
- Find out how many points and Status credits you can earn
- Check how many points you need for an Award flight
- Find out how far your points could take you, with our easy points calculator
- Transfer points to an eligible family member
- Join The Qantas Club

Book your Award Flights
- Book Award flights for domestic and international flights on Qantas
- Book Award flights on Jetstar Airlines and many other partner airlines
- Book accommodation and car rentals around Australia with our hotel and car partners

Access our partner services
- Enjoy easy access to Qantas Box Office, Qantas Frequent Flowers, Foreign Exchange, Travel Insurance, Real Estate, Financial Services and more

Go shopping
- Redeem points for a range of merchandise and vouchers from the Qantas Frequent Flyer Store using all points or, for most products, Points Plus Pay

Get special offers, the latest news and more
- ‘Member Specials’ brings you the latest flight opportunities, special offers and program news
- View the latest Frequent Flyer newsletter
- Register for competitions and bonus point promotions
- Register your email address so we can let you know about news and offers, and also about any changes to your membership level or the program
- Subscribe to and unsubscribe from electronic messages from Qantas Frequent Flyer
- Register for SMS flight updates

Don’t miss out on our special offers
From time to time, we let Frequent Flyers know about special offers exclusively via email. To be sure not to miss out and to get the very latest news delivered to your inbox, simply make sure we have your email address and register your email preferences. Just go to ‘Your Profile’ under ‘Your Account’ at qantas.com/frequentflyer
Service fees, taxes and other charges.

**Service fees** (valid at time of publishing (March 2010) but subject to change).

<table>
<thead>
<tr>
<th>Service Fee</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assisted Award Booking Fee</td>
<td>2,500 Points per passenger</td>
</tr>
<tr>
<td>Money payment option is available for Bookings</td>
<td></td>
</tr>
<tr>
<td>made in Australia or in New Zealand (amount</td>
<td>OR (where money payment option available)</td>
</tr>
<tr>
<td>must be paid at the time of making your</td>
<td>A$27.50 (Domestic Australia)</td>
</tr>
<tr>
<td>reservation)</td>
<td>A$27.50 (Trans Tasman)</td>
</tr>
<tr>
<td>Note: In addition, the number of points</td>
<td>A$50.00 (International)</td>
</tr>
<tr>
<td>required for Jetstar fares in Any Seat Awards</td>
<td></td>
</tr>
<tr>
<td>may be higher if booked by telephone</td>
<td></td>
</tr>
<tr>
<td>rather than via qantas.com</td>
<td></td>
</tr>
<tr>
<td>Cancellation Refund Fee</td>
<td>5,000 Points per passenger</td>
</tr>
<tr>
<td>Change Fee (changes are subject to fare</td>
<td></td>
</tr>
<tr>
<td>conditions)</td>
<td></td>
</tr>
<tr>
<td>For Any Seat Award bookings changed on jetstar.com – from $30 (as disclosed in the applicable fare conditions) payable only in money.</td>
<td></td>
</tr>
<tr>
<td>For Any Seat Award bookings changed via Jetstar telephone sales – from $40 (as disclosed in the applicable fare conditions) payable only in money.</td>
<td></td>
</tr>
<tr>
<td>For any other Any Seat Award changes – fee as disclosed in the applicable fare conditions (payable only in money).</td>
<td></td>
</tr>
<tr>
<td>Otherwise, 2,500 Points per passenger</td>
<td></td>
</tr>
<tr>
<td>Courier Fee – urgent membership kit delivery</td>
<td>From A$30.00</td>
</tr>
<tr>
<td>Lost Ticket Replacement Fee</td>
<td>5,000 Points per passenger</td>
</tr>
<tr>
<td>Through Frequent Flyer Service Centre</td>
<td></td>
</tr>
<tr>
<td>Through Qantas Travel Centre or Airport (money</td>
<td>A$75.00 for International or A$55.00 for Australian domestic per ticket</td>
</tr>
<tr>
<td>payment required)</td>
<td></td>
</tr>
<tr>
<td>Refund of Unused Flight Upgrade Fee</td>
<td>5,000 Points per Upgrade</td>
</tr>
<tr>
<td>Reinstatement Fee</td>
<td>5,000 Points per passenger</td>
</tr>
<tr>
<td>Replacement Card Fee</td>
<td>A$25.00 or 2,500 Points</td>
</tr>
<tr>
<td>Statement Request Fee</td>
<td>2,500 Points per statement</td>
</tr>
</tbody>
</table>

Fees include GST where applicable and will apply to the Member redeeming the Award or, for fees not relating to Awards, the Member to whom the service relates. Service fees do not apply to infants not occupying a seat.

**Assisted Award Booking Fee**

All Frequent Flyer Award bookings made or completed worldwide through a consultant will attract an Assisted Award booking fee per passenger, per booking. This service fee applies to all membership levels and to children and infants occupying a seat. If you begin your booking in Australia using the Qantas Voice system and exit to a consultant before you complete the booking, you will also attract the fee.

This fee applies only to making the initial booking; other service fees and charges apply to changes and cancellations. The fee is non-refundable.

To avoid the service fee, you can book Classic Awards with Qantas and some partner airlines, and Qantas & Jetstar Any Seat Awards, online at qantas.com/frequentflyer.

A fee will apply to all other Award flight bookings, as they can only be booked via a consultant.

Qantas may waive the fee where the member making the booking has a disability which makes it impossible for that member to use the internet or Qantas Voice to make the booking.

**Taxes and other charges**

Applicable surcharges, fees and taxes (including fuel and insurance surcharges) are payable on Classic Award flights when you book.

For Classic Awards, you can pay by Accepted Payment Card and these surcharges, fees and taxes may be subject to GST. Alternatively, for eligible Australian domestic flights booked online, you can pay using points – refer to qantas.com/frequentflyer for details. The form of payment may not be changed once the booking has been completed.

For Qantas & Jetstar Any Seat Awards, surcharges, fees and taxes are included in the points quoted for all points
redemption. By using our Points Plus Pay option you can choose to pay an amount by Accepted Payment Card and this payment amount may be subject to GST.

Australian GST is not charged on the Qantas Frequent Flyer points you earn or redeem on goods and services provided through the Qantas Frequent Flyer program.

GST does apply to the Frequent Flyer membership fees paid by Australian residents.

GST also applies to the money amount paid to obtain an Award as part of any Points Plus Pay redemption.

GST may apply to goods and services you purchase, that allow you to earn Qantas Frequent Flyer points.

This information applies to the Qantas Frequent Flyer program only and does not reflect the GST policy of other loyalty programs.
Points for Classic Awards

To help you work out how many points you need for a particular Classic Award, use the Qantas Classic Award table, the Partner Classic Award table and the one world® Classic Award table (as applicable) on the following pages. Please note that Classic Award seats are subject to capacity controls and availability is limited. For further details and tips on booking Classic Awards, see pages 53 and the Terms and Conditions from page 106.

Qantas Classic Award table

<table>
<thead>
<tr>
<th>Zone</th>
<th>One-Way Miles</th>
<th>Economy</th>
<th>Premium Economy</th>
<th>Business/StarClass</th>
<th>First</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0–600</td>
<td>8,000</td>
<td>12,000</td>
<td>16,000</td>
<td>24,000</td>
</tr>
<tr>
<td>2</td>
<td>601–1,200</td>
<td>12,000</td>
<td>18,000</td>
<td>24,000</td>
<td>36,000</td>
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<td>3</td>
<td>1,201–2,400</td>
<td>18,000</td>
<td>27,000</td>
<td>36,000</td>
<td>54,000</td>
</tr>
<tr>
<td>4</td>
<td>2,401–3,600</td>
<td>25,000</td>
<td>37,000</td>
<td>50,000</td>
<td>75,000</td>
</tr>
<tr>
<td>5</td>
<td>3,601–4,800</td>
<td>30,000</td>
<td>45,000</td>
<td>60,000</td>
<td>90,000</td>
</tr>
<tr>
<td>6</td>
<td>4,801–5,800</td>
<td>36,000</td>
<td>54,000</td>
<td>72,000</td>
<td>108,000</td>
</tr>
<tr>
<td>7</td>
<td>5,801–7,000</td>
<td>42,000</td>
<td>63,000</td>
<td>84,000</td>
<td>126,000</td>
</tr>
<tr>
<td>8</td>
<td>7,001–8,400</td>
<td>48,000</td>
<td>72,000</td>
<td>96,000</td>
<td>144,000</td>
</tr>
<tr>
<td>9</td>
<td>8,401–9,600</td>
<td>56,000</td>
<td>84,000</td>
<td>112,000</td>
<td>168,000</td>
</tr>
<tr>
<td>10</td>
<td>9,601–15,000</td>
<td>64,000</td>
<td>96,000</td>
<td>128,000</td>
<td>192,000</td>
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</table>

Partner Classic Award table

<table>
<thead>
<tr>
<th>Zone</th>
<th>One-Way Miles</th>
<th>Economy</th>
<th>Premium Economy</th>
<th>Business/StarClass</th>
<th>First</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0–600</td>
<td>10,000</td>
<td>15,000</td>
<td>18,000</td>
<td>26,000</td>
</tr>
<tr>
<td>2</td>
<td>601–1,200</td>
<td>14,000</td>
<td>21,000</td>
<td>26,000</td>
<td>38,000</td>
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<td>20,000</td>
<td>30,000</td>
<td>38,000</td>
<td>56,000</td>
</tr>
<tr>
<td>4</td>
<td>2,401–3,600</td>
<td>28,000</td>
<td>42,000</td>
<td>53,000</td>
<td>78,000</td>
</tr>
<tr>
<td>5</td>
<td>3,601–4,800</td>
<td>35,000</td>
<td>52,500</td>
<td>65,000</td>
<td>95,000</td>
</tr>
<tr>
<td>6</td>
<td>4,801–5,800</td>
<td>42,000</td>
<td>63,000</td>
<td>78,000</td>
<td>114,000</td>
</tr>
<tr>
<td>7</td>
<td>5,801–7,000</td>
<td>50,000</td>
<td>75,000</td>
<td>92,000</td>
<td>134,000</td>
</tr>
<tr>
<td>8</td>
<td>7,001–8,400</td>
<td>56,000</td>
<td>84,000</td>
<td>104,000</td>
<td>152,000</td>
</tr>
<tr>
<td>9</td>
<td>8,401–9,600</td>
<td>65,000</td>
<td>97,500</td>
<td>121,000</td>
<td>177,000</td>
</tr>
<tr>
<td>10</td>
<td>9,601–15,000</td>
<td>75,000</td>
<td>112,500</td>
<td>139,000</td>
<td>203,000</td>
</tr>
</tbody>
</table>

Plus additional surcharges, fees and taxes are payable on Classic Award flights at the time of booking and are subject to change. Visit qantas.com/frequentflyer or call Qantas Telephone Sales or contact your nearest Qantas office for details.

Plus Assisted Award booking fee (if applicable).

*If an Award Trip includes any flight with a British Airways (BA) flight number, this table only applies to that Award Trip if the one world® Classic Award table does not apply and the Award Trip includes one or more flights with a British Airways (BA) flight number between any city pairings listed below:
– Sydney and Bangkok or Sydney and Singapore
– London and London via Bangkok or Singapore
– London and Hong Kong or London and Tokyo
– London and Tokyo

This table does not apply to any Award Trip which includes one or more flights with a British Airways (BA) flight number between any city pairings not listed above (see Qantas Classic Award table for those Award Trips).

To get help with planning your Qantas & Partner Qantas Classic Award flights on these partner airlines, visit qantas.com/frequentflyer or call Qantas Telephone Sales.
For eligible Australian domestic flights booked online, surcharges, fees and taxes can be paid using points, refer to qantas.com/frequentflyer for details and points required.

Use the Award tables to find your zone
The Qantas & Partner Classic Award tables tell you how many points you need for a Classic Award flight with Qantas and the partner airlines listed.

The number of points you need for Classic Awards depends on the distance flown in each trip. Distances are grouped into ten zones. For example, a direct Economy Classic Award flight on Qantas from Sydney to Tokyo is 4,863 miles and falls within Zone 6, so requires 36,000 points each way.

If there was no direct flight available on the day you wanted to travel, and you decided to travel on an indirect service, your ticket would show multiple flights with different flight numbers for each one.

Classic Award flights on British Airways (BA)
Effective 27 January 2010, certain British Airways routes moved from the Qantas Classic Award table to the Partner Classic Award table (which will mean a slight increase in the points required for Classic Awards on those BA flights). However the most popular routes on British Airways between Australia and London are not affected. From 27 January, for Classic Award flights on British Airways, use the Partner Classic Awards table except when the only British Airways segments in your Trip are between:

- Sydney and London via Bangkok or Singapore
- Sydney and Bangkok or Singapore
- London and Bangkok, Singapore, Hong Kong or Tokyo

For Trips that include only these British Airways segments, use the Qantas Classic Awards table.

Use the online Classic Awards Points Calculator
The easiest way to find out how many points you need for a Classic Award flight for Qantas and those partner airlines listed is to use the Classic Awards points calculator on qantas.com/frequentflyer Simply enter your preferred itinerary and the calculator will work out how many points you need, even for multiple flight itineraries. The online points calculator should be used as a guide only. The points you need will be confirmed when you make your booking.

Details are correct at time of printing (March 2010) but are subject to change. All Classic Award flight bookings are subject to availability. For full Classic Award booking conditions, refer to the Terms and Conditions from page 106 and information provided when booking.

For more help, call the Qantas Frequent Flyer Service Centre; please have your membership number and PIN handy when you call.

Use our easy online points calculators for Classic Awards
See how far your points can take you, using the ‘Where can I go?’ points calculator for Classic Awards. Just go to ‘Points Calculators’ at qantas.com/frequentflyer
You can book most Classic Award travel and find out which routes have Award seats available.
You can use your Frequent Flyer points to redeem Classic Awards for combined travel on oneworld® Alliance Airlines. The oneworld® Classic Award table below shows how many points you’ll need. Please note this table is based on return flights, unlike the other Classic Award tables.

<table>
<thead>
<tr>
<th>Zone</th>
<th>Return Miles</th>
<th>Economy</th>
<th>Premium Economy</th>
<th>Business</th>
<th>First</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0–1,200</td>
<td>30,000</td>
<td>45,000</td>
<td>60,000</td>
<td>90,000</td>
</tr>
<tr>
<td>2</td>
<td>1,201–2,400</td>
<td>40,000</td>
<td>60,000</td>
<td>80,000</td>
<td>120,000</td>
</tr>
<tr>
<td>3</td>
<td>2,401–4,800</td>
<td>55,000</td>
<td>82,500</td>
<td>110,000</td>
<td>165,000</td>
</tr>
<tr>
<td>4</td>
<td>4,801–7,200</td>
<td>75,000</td>
<td>112,500</td>
<td>150,000</td>
<td>225,000</td>
</tr>
<tr>
<td>5</td>
<td>7,201–9,600</td>
<td>85,000</td>
<td>127,500</td>
<td>170,000</td>
<td>255,000</td>
</tr>
<tr>
<td>6</td>
<td>9,601–11,600</td>
<td>100,000</td>
<td>150,000</td>
<td>200,000</td>
<td>300,000</td>
</tr>
<tr>
<td>7</td>
<td>11,601–14,000</td>
<td>110,000</td>
<td>165,000</td>
<td>220,000</td>
<td>330,000</td>
</tr>
<tr>
<td>8</td>
<td>14,001–16,800</td>
<td>120,000</td>
<td>185,000</td>
<td>240,000</td>
<td>360,000</td>
</tr>
<tr>
<td>9</td>
<td>16,801–19,200</td>
<td>130,000</td>
<td>195,000</td>
<td>260,000</td>
<td>390,000</td>
</tr>
<tr>
<td>10</td>
<td>19,201–35,000</td>
<td>140,000</td>
<td>210,000</td>
<td>280,000</td>
<td>420,000</td>
</tr>
</tbody>
</table>

Plus additional surcharges, fees and taxes are payable on Classic Award flights at the time of booking and are subject to change. Visit qantas.com/frequentflyer or call Qantas Telephone Sales or contact your nearest Qantas office for details.

This oneworld® Classic Award table only applies when your Classic Award itinerary includes travel on at least two oneworld® Alliance Airlines other than Qantas – eg American® oneworld® and British Airways – and doesn’t include travel on any non-oneworld® Alliance Airline. Otherwise, the travel planner of each individual airline will apply. Qantas flights operated by Jetstar Airways cannot be included in oneworld® Classic Awards.

For help to plan your flights call Qantas Telephone Sales.

<table>
<thead>
<tr>
<th>oneworld® alliance partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qantas</td>
</tr>
<tr>
<td>American Airlines®</td>
</tr>
<tr>
<td>British Airways</td>
</tr>
<tr>
<td>Cathay Pacific</td>
</tr>
<tr>
<td>Finnair</td>
</tr>
<tr>
<td>Iberia</td>
</tr>
<tr>
<td>JAL (Japan Airlines)</td>
</tr>
<tr>
<td>LAN</td>
</tr>
<tr>
<td>Malév Hungarian Airlines</td>
</tr>
<tr>
<td>Mexicana</td>
</tr>
<tr>
<td>Royal Jordanian Airlines</td>
</tr>
</tbody>
</table>

* Cathay Pacific includes affiliate Dragonair (KA).
^ JAL (Japan Airlines) includes affiliates JALways (JO), JAL Express (JC) and Japan Transocean Air (NU).
† LAN includes affiliates LAN Express (LU), LAN Peru (LP), LAN Ecuador (XL) and LAN Argentina (4M).
Airline Earning Table

This chart is current at the date of publication (March 2010) and is subject to change. It is the responsibility of the Member to check whether a proposed booking is eligible to earn Points and if so how many Points will be earned. Visit qantas.com/frequentflyer for the latest information or contact the Frequent Flyer Service Centre before booking a flight. Where airlines are eligible to earn Status Credits, refer to the Status Credit earn table on page 14. It is the responsibility of the Member to check whether a proposed booking is eligible to earn Status Credits and if so how many Status Credits will be earned. Points and Status Credits cannot be earned on Award flights.

### Airline Earning Table continued

<table>
<thead>
<tr>
<th>Airline</th>
<th>Eligible Booking Class</th>
<th>Cabin Class</th>
<th>Base Rate</th>
<th>Cabin Class Bonus</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Brindabella Airlines (FQ)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>YKLM</td>
<td>Economy</td>
<td>1</td>
<td>–</td>
<td></td>
</tr>
<tr>
<td><strong>British Airways (BA)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| GKLMMN0QSV  
(Selected routes only*) | Discount Economy*      | 0.25        | –         |                   |
| GKLMMN0QSV  
(Selected routes only*) | Discount Economy*      | 1           | –         |                   |
| BHY                        | Economy                | 1           | –         |                   |
| TFW                        | World Traveller Plus   | 1           | 10%       |                   |
| CDIJ                       | Business               | 1           | 25%       |                   |
| AF                         | First                  | 1           | 50%       |                   |
| Status Credits are earned on all eligible booking classes. *Travel in Discount Economy in the Eligible Booking Classes that is not between: – Adelaide, Brisbane, Darwin, Melbourne, Perth or Sydney and London or Frankfurt via Bangkok or Singapore, – Adelaide, Brisbane, Darwin, Melbourne, Perth or Sydney and Bangkok or Singapore, and – London or Frankfurt and Bangkok or Singapore, will earn a Base Rate of 0.25. +Travel in Discount Economy in the Eligible Booking Classes between: – Adelaide, Brisbane, Darwin, Melbourne, Perth or Sydney and London or Frankfurt via Bangkok or Singapore, and – London or Frankfurt and Bangkok or Singapore, will earn a Base Rate of 1. |
| **Cathay Pacific Airways (CX)** |                        |             |           |                   |
| BHKLMMV                     | Discount Economy       | 0.5         | –         |                   |
| Y                          | Economy                | 1           | –         |                   |
| CDIJ                       | Business               | 1           | 25%       |                   |
| **Cathay Pacific Airways affiliate Dragonair (KA)** |                      |             |           |                   |
| AF                         | First                  | 1           | 50%       |                   |
| Status Credits are earned on all eligible booking classes. Excluded: Points and Status Credits are not earned on joint venture flights or Codeshare Flights operated by airlines other than oneworld® Alliance Airlines. |
| **El Al (LY)**              |                        |             |           |                   |
| BEGHKLMMN0QSTUVY            | Economy                | 1           | –         |                   |
| D                          | Business               | 1           | –         |                   |
| CIZ                        | Business               | 1           | 25%       |                   |
| A                          | First                  | 1           | 25%       |                   |
| F                          | First                  | 1           | 50%       |                   |
| Excluded: Points can only be earned on flights operated by El Al with an LY flight number between Israel and Asia, India, South Africa, Europe and the Middle East. |
| **Finnair (AY)**            |                        |             |           |                   |
| ABGHKLMMN0POQSTVWXYZ        | Economy                | 1           | –         |                   |
| CDIJ                       | Business               | 1           | 25%       |                   |
| ACDIRJ                     | Business               | 1           | 25%       |                   |
| Status Credits are earned on all eligible booking classes. Excluded: Points and Status Credits are not earned on Codeshare Flights operated by airlines other than oneworld® Alliance Airlines. |
| **Iberia (IB)**             |                        |             |           |                   |
| BGGHKLMNOPOSQV              | Economy                | 1           | –         |                   |
| ACDIRJ                     | Business               | 1           | 25%       |                   |
| Status Credits are earned on all eligible booking classes. Excluded: Points and Status Credits are not earned on Codeshare Flights operated by airlines other than oneworld® Alliance Airlines. |
| **JAL (Japan Airlines) (JL)** |                        |             |           |                   |
| KLMQVX (International)      | Discount Economy       | 0.50        | –         |                   |
| BH (International)          | Discount Economy       | 0.70        | –         |                   |
| Y (International)           | Economy                | 1           | –         |                   |
| E (International)           | Premium Economy        | 0.70        | –         |                   |
| W (International)           | Premium Economy        | 1           | –         |                   |
| JAL (International)         | Premium Economy        | 1           | –         |                   |
| JAL EXPRESS (JL) and Japan Transocean Air (NU) | Discount Economy | 0.50 | – |   |
| Y (Domestic)                | Discount Economy       | 1           | –         |                   |
| J (Domestic)                | Discount Economy       | 1           | –         |                   |
| J (Domestic)                | Discount Economy       | 0.60        | –         |                   |
| J (Domestic)                | Premium Surcharge      | 1           | 10%       |                   |
| F (Domestic)                | Discount Economy       | 1           | –         |                   |
| F (Domestic)                | Plus First Surcharge   | 1           | 50%       |                   |
| F (Domestic)                | Plus First Surcharge   | 1           | 50%       |                   |
| Status Credits are earned on all eligible booking classes. Excluded: Points and Status Credits are not earned on Codeshare Flights operated by airlines other than oneworld® Alliance Airlines. |
| **American Airlines® (AA)** |                        |             |           |                   |
| GLMNVS                     | Discount Economy       | 0.5         | –         |                   |
| BMY                        | Economy                | 1           | –         |                   |
| DJ                         | Business               | 1           | 25%       |                   |
| AF                         | First                  | 1           | 50%       |                   |
| Status Credits are earned on all eligible booking classes. |
### Airline Earning Table continued

<table>
<thead>
<tr>
<th>Airline</th>
<th>Eligible Booking Class</th>
<th>Cabin Class</th>
<th>Base Rate</th>
<th>Cabin Class Bonus</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Jet Airways</strong> (9W)</td>
<td>KQS</td>
<td>Discount Economy</td>
<td>0.5</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>LMNTUY</td>
<td>Economy</td>
<td>1</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>CUPZ</td>
<td>Business</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>AF</td>
<td>First</td>
<td>1</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>Excluded: Points are not earned on Codeshare Flights operated by an airline other than Qantas.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Jetstar (JQ), (3K) and (VF)</strong></td>
<td>VY (JetFlex)</td>
<td>Economy</td>
<td>1</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>DJ (StarClass)</td>
<td>Premium</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>Excluded: Points and Status Credits are not earned on Codeshare Flights operated by Jetstar Asia (3K) and Valuair (VF) do not offer StarClass.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>LAN (LA), including LAN affiliates LAN Express (LU), LAN Peru (LP), LAN Ecuador (XL) and LAN Argentina (AM)</strong></td>
<td>BGMKLMNOQSVY</td>
<td>Economy</td>
<td>1</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>WP</td>
<td>Premium Economy</td>
<td>1</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>DJ</td>
<td>Business</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>AF</td>
<td>First</td>
<td>1</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>Excluded: Points and Status Credits are not earned on Codeshare Flights operated by airlines other than one world® Alliance Airlines.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Malév Hungarian Airlines (MA)</strong></td>
<td>BHKLMNOQSVY</td>
<td>Discount Economy</td>
<td>0.30</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>CDJ</td>
<td>Business</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>Excluded: Points and Status Credits are not earned on Codeshare Flights operated by airlines other than one world® Alliance Airlines.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Mexicana (MX)</strong></td>
<td>BHKLMNOQSVY</td>
<td>Economy</td>
<td>1</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>CDJ</td>
<td>Business</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>Excluded: Points and Status Credits are not earned on Codeshare Flights operated by airlines other than one world® Alliance Airlines.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Royal Jordanian (RJ)</strong></td>
<td>HKLMSV</td>
<td>Discount Economy</td>
<td>0.50</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>BY</td>
<td>Economy</td>
<td>1</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>CDJ</td>
<td>Business</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>Excluded: Points and Status Credits are not earned on Codeshare Flights operated by airlines other than one world® Alliance Airlines.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SAS (Scandinavian Airlines) (SK)</strong></td>
<td>GKITUW</td>
<td>Discount Economy</td>
<td>0.25</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>BHMNOQSVY</td>
<td>Economy</td>
<td>1</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>ACDZ</td>
<td>Business</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>Limits: Points are not earned on Swedish domestic flights between Stockholm and the following cities: Angelholm, Gothenburg, Kalmar, Kiruna, Lulea, Malmo, Örnsköldsvik, Östersund, Ronneby, Skelleftea, Sundsvall, Umeå and Växjö. Points are not earned on Norwegian domestic routes. Otherwise, Points can only be earned on flights operated by SAS with an SK flight number within Scandinavia and between Scandinavia and Asia.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>South African Airways (SA)</strong></td>
<td>GLTMW</td>
<td>Discount Economy</td>
<td>0.50</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>BHKMOSY</td>
<td>Economy</td>
<td>1</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>CDJZ</td>
<td>Business</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td></td>
<td>AF</td>
<td>First</td>
<td>1</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>Limits: Points can only be earned on:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>– domestic flights within South Africa operated by South African Airways with a SA flight number.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>– international flights between Australia and South Africa operated by South African Airways or Qantas with a SA flight number.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Effective March 2010

1. Introduction
1.1 These Terms and Conditions form the basis of Qantas Frequent Flyer. They are intended to protect both Members and the Qantas Group. It is the Member’s responsibility to read and understand them.
1.2 Subject to clause 25, these Terms and Conditions are effective as at the date specified above and may be amended by Qantas from time to time. The current Terms and Conditions are those available at qantas.com. Members will be provided with a copy of the Terms and Conditions at the time of joining Qantas Frequent Flyer and material changes will be notified to Members in accordance with clause 3.2.
1.3 Every Member is bound by these Terms and Conditions.

2. Definitions
2.1 In these Terms and Conditions unless the context otherwise requires:
“Accepted Payment Card” means one of the credit cards, charge cards or debit cards set out at qantas.com (excluding any Qantas voucher or credit voucher) which a Member must use to make a payment, or such other form of payment as approved by Qantas from time to time;
“Active Member” at a point in time, means a Member who has earned or redeemed Points or Status Credits (excluding any transfer of Points to or from an Eligible Family Member) on their Membership account within the previous consecutive 18 whole month period from that point in time;
“Airline Earning Table” means the table headed as such, which is located in the Benefits Guidebook or at qantas.com;
“Airline Partner” means an airline (other than a one world® Alliance Airline) with which a Qantas Group Company has entered into an agreement to provide for Members to earn Points when flying on certain of that airline’s flights or to redeem Points for travel on certain of that airline’s flights, or both;
“Anniversary Month” is the month during which a Member joined Qantas Frequent Flyer, irrespective of the year;
“Any Seat Award” means a Qantas & Jetstar Any Seat Award, as defined below;
“Award” means any Qantas, one world® Alliance Airline, Airline Partner or Non-airline Partner product or service which has been nominated by Qantas as eligible to be obtained by a Member redeeming Points through Qantas Frequent Flyer, including a Retail Award, an Award Flight or a Flight Upgrade;
“Award Flight” means an Any Seat Award and/or a Classic Award, as applicable;
“Base Rate” means the number of Points earned for each 1.609 kilometres (equivalent 1 mile) travelled by a Member on an Eligible Flight, as specified in the Airline Earning Table, not including any bonus;
“Benefits” means any of the facilities, discounts, services or arrangements offered or available to a Member as a result of membership in Qantas Frequent Flyer including earning and redeeming Points and Awards;
“Benefits Guidebook” means the Qantas Frequent Flyer Membership Benefits Guidebook published by Qantas, as updated, including as published at qantas.com;
“Cabin Class Bonus” means additional Points awarded for travel in a particular class of travel on an Eligible Flight;
“Card” means the Qantas Frequent Flyer Membership card that Qantas may issue to the Member;
“Classic Award” means a Qantas & Partner Classic Award as defined below;
“Codeshare Flight” means a flight that has an airline code or number of one airline on the ticket, but which is on an aircraft operated by another airline;
“Eligible Family Member” of a Member means any person the Member can demonstrate, to the reasonable satisfaction of Qantas, as being related to that Member in any of the ways described below:
• Husband/Wife
• Domestic Partner/De Facto
• Brother/Sister
• Grandparent
• Son/Daughter-in-law
• Father/Mother-in-law
• Nephew/Niece
“Eligible Flight” has the meaning given in clause 9.3.1;
“E-Ticket” means an itinerary and/or receipt in respect of a booking issued electronically, but for which no paper ticket is issued;
“Fare Conditions” means all terms and conditions of a fare, ticket or carriage, however described, which apply in relation to one or more Flights;
“Fee Schedule” means the schedule of fees for Qantas Frequent Flyer services, which is located in the Benefits Guidebook or at qantas.com;
“Flight” means one way travel (without a Stopover) on a scheduled air service with a single flight number (even if the travel includes a change of aircraft). If travel includes a change of flight number, each change is a new Flight even if there is no change of aircraft;
“Flight Segment” means a Segment that has been or is intended to be flown;
“Flight Upgrade” means the redemption of Points for travel in a higher cabin than the class for the fare paid, as further described in clauses 16 and 17, and includes an On Departure Upgrade;
“Frequent Flyer Service Centre” means a centre operated by
or on behalf of a Qantas Group Company where membership
information is processed and/or Qantas Frequent Flyer is
administered;
“Itinerary” means the detailed record held by Qantas, a
oneworld® Alliance Airline or an Airline Partner of a journey or
intended journey;
“Jetstar Airlines” means each of Jetstar (JQ), Jetstar Asia (3K)
and Valuair (VF);
“jetstar.com” means the internet site which may be found at
jetstar.com;
“Marketing Carrier” means the airline whose airline code or
number (e.g. “QF” for Qantas) is recorded on the ticket;
“Member” means a person who is a member of Qantas
Frequent Flyer;
“Membership” means membership of Qantas Frequent Flyer;
“Membership Year” commences on the first day of the month
following a Member’s Anniversary Month and concludes on the
last day of the Member’s Anniversary Month the following year;
“Minimum Points Guarantee” has the meaning given in
clause 9.3.5;
“Non-airline Partner” means an entity, other than an airline,
with whom a Qantas Group Company has entered into an
agreement to provide for Members to earn Points when
acquiring certain goods or services (or as otherwise agreed
with that Qantas Group Company) or to redeem Points for
certain goods or services, or both;
“On Departure Upgrade” is a Flight Upgrade for a Qantas
domestic flight redeemed on the day of departure in
accordance with clause 17;
“oneworld® Alliance Airline” means any airline that is a
member of the oneworld® alliance from time to time (see
qantas.com for the list of oneworld® members);
“oneworld Award” is defined in clause 14.5.1;
“Operating Carrier” means the carrier operating the aircraft
for a Codeshare Flight;
“Partner” means a Member’s spouse or domestic partner who
resides at the same address as the Member;
“Partner Gold” means the complimentary Gold Frequent Flyer
status level awarded to the Partner of a Platinum Member;
“PIN” means the personal identification number which is
issued to the Member by Qantas or nominated by the Member
and accepted by Qantas (as applicable);
“Points” means frequent flyer points awarded to Members
in Qantas Frequent Flyer pursuant to these Terms and
Conditions;
“Points Plus Pay” means the redemption of Points and
payment of money by Accepted Payment Card in order to
receive an Award subject to these Terms and Conditions;
“Priority Economy Class Seat Purchase” is a benefit for
Platinum Members and is governed by the conditions in
clause 20.4;
“Qantas” means Qantas Airways Limited
ABN 16 009 661 901;
“Qantas & Jetstar Any Seat Award” or “Any Seat Award”
means:
(a) a ticket and reservation for one or more Flights with a
Qantas (QF) flight number; or
(b) a ticket and reservation for one or more Flights with a
Qantas (QF) flight number together with a ticket and
reservation (or booking) for onward travel on one or more
Flights with a Qantas Interline Airline that Qantas makes
available for booking with those Qantas (QF) flights as part of
a Qantas & Jetstar Any Seat Award; or
(c) a booking for one or more Flights with a Jetstar (JQ) flight
number; or
(d) a booking for one or more Flights with a Jetstar (JQ) flight
number together with a booking (or ticket and reservation)
for onward travel on one or more Flights with Qantas and/
or a Qantas Interline Airline that Qantas makes available
for booking with those Jetstar (JQ) flights as part of a
Qantas & Jetstar Any Seat Award,
and described by Qantas as an “Any Seat Award”, which a
Member obtains through Qantas Frequent Flyer by redeeming
Points only or by redeeming Points and paying money, in
accordance with these Terms and Conditions, but does not
include a Classic Award;
“Qantas & Partner Classic Award” or “Classic Award”
means:
(a) a ticket and reservation for one or more Flights with a
Qantas (QF) or a oneworld® Alliance Airline or an Airline
Partner flight number (excluding Jetstar Asia (3K) and
Valuair (VF)); or
(b) a booking for one or more Flights with a Jetstar Asia (3K)
or Valuair (VF) flight number,
and described by Qantas as a “Classic Award”, which a
Member obtains through Qantas Frequent Flyer by redeeming
Points only or by redeeming Points and paying money, in
accordance with these Terms and Conditions;
Act 2001 (Cth)) of Qantas from time to time;
“Qantas Interline Airline” means any airline (other than Qantas) on which Qantas makes available (from time to time) Flights for booking as part of a Qantas & Jetstar Any Seat Award;
“Qantas Voice” is Qantas’ telephone speech recognition system that is available to callers within Australia;
“qantas.com” means the internet site which may be found at qantas.com;
“Restricted Fare” means any Qantas fare ticketed in E, N, O, P, Q, U, X or Z booking classes, which includes some Qantas Red e-Deals;
“Retail Award” means a good or service or voucher which may be obtained by a Member through the Qantas Frequent Flyer Store in accordance with these Terms and Conditions;
“Segment” means the portion of a journey between two consecutive points listed on an Itinerary. Segments may either be Flight Segments or Surface Segments;
“Status Bonus” means additional Points awarded to Members with a particular Membership status level for travel on certain Eligible Flights, as further described in clause 9.5;
“Status Credits” are credits which are awarded to Members in accordance with clause 20 and which entitle Members to attain a higher program status level or retain a current status level;
“Stopover” in relation to:
(a) an Australian domestic Itinerary, means a break of journey at an intermediate point when onward travel does not take place on the same calendar day; and
(b) for all other Itineraries, including those containing a domestic to international connecting flight, means when a passenger arrives at an intermediate point and is not scheduled to depart within 24 hours of arrival;
“Surface Segment” means a Segment where transport details are not recorded in the Award Flight Itinerary;
“Terms and Conditions” means these Terms and Conditions between Qantas and each Member, including all schedules and attachments;
“The Qantas Club” means the Airport lounge program of that name;
“Transfer” in relation to:
(a) an Australian domestic Itinerary, means a break of journey at an intermediate point when onward travel takes place on the same calendar day; and
(b) for all other Itineraries, including those containing a domestic to international connecting flight, means when a passenger arrives at an intermediate point and is scheduled to depart within 24 hours of arrival;
“Trip” means a series of one or more consecutive Flight Segments within an Itinerary:
(a) that does not include:
(i) a Stopover; or
(ii) a Flight Segment whose arrival city is the same as the departure city of any other Flight Segment in that series (in this instance the Trip will be broken at the farthest point from the departure city for that series);
(b) not exceeding the maximum permitted miles in the Qantas or Partner Classic Award tables (also see the Benefits Guidebook for the tables); or
(c) not broken by a change to or from any airline included in the Partner Classic Award table (see the Benefits Guidebook or qantas.com for the table), excluding:
(i) any change from a British Airways Flight Segment included in the Qantas Classic Award table to a British Airways Flight Segment included in the Partner Classic Award table; and
(ii) any change to or from any airline included in the Qantas Classic Award table to or from any British Airways Flight Segment included in the Qantas Classic Award table.
Note: in paragraphs (c)(i) and (ii):
- “a British Airways Flight Segment included in the Qantas Classic Award table” means a Flight Segment with a BA flight number which if it were the only Flight Segment in an Itinerary it would be covered by the Qantas Classic Award table (see the Benefits Guidebook or qantas.com for the table); and
- “a British Airways Flight Segment included in the Partner Classic Award table” means a Flight Segment with a BA flight number which if it were the only Flight Segment in an Itinerary it would be covered by the Partner Classic Award table (see the Benefits Guidebook or qantas.com for the table).
3. Changes to Qantas Frequent Flyer
3.1 Subject to clause 3.2, Qantas reserves the right to make any changes (whether material or otherwise) to Qantas Frequent Flyer, the Terms and Conditions, the Awards or Benefits offered and the Fee Schedule, including:
(a) changes to:
- the ways in which Points are earned and redeemed;
- Point earning and redeeming rates and Eligible Flights;
- Classic Award Flight blackouts or non-bookable periods;
- limitations on the number of Classic Awards and Flight Upgrades redeemable on particular flights;
- Awards or Benefits, including the continued availability of Awards or Benefits;
- Award restrictions or conditions;
- Status Credit restrictions and conditions;
- membership level requirements and benefits;
- ticketing procedures;
- ticketing and service charges and other fees; and
- the expiry of accrued Points;
(b) changes to the parties included as oneworld® Alliance Airlines, Airline Partners or Non-airline Partners, or the products and services offered by any of those parties on which points may be earned;
(c) changes to any oneworld® Alliance Airline, Airline Partner or Non-airline Partner participation including restrictions on earning and/or redeeming Points, cancellations, Point earning and redemption levels, Awards or Benefits; and
(d) changes to any Qantas Group Company products, services or flights.
3.2 Qantas will use best efforts to advise Members of material changes to these Terms and Conditions and, where such changes will limit Benefits:
(a) where the Benefit is provided by Qantas, to give Members at least 6 months notice;
(b) where the Benefit is provided by a third party, where possible give Members at least 30 days notice.
3.3 Without limiting this clause 3 in any way, Members will be taken to have received the notice referred to in clause 3.2 if Qantas notifies Members of the change by:
(a) providing notice at the address or email address provided to Qantas by the Member;
(b) for Members living outside Australia or New Zealand, by posting details of the changes on qantas.com
3.4 Except as otherwise stated in applicable Fare Conditions, if an Award ceases to be available after it has been booked by a Member, Qantas will (at the Member’s option) either refund the Points redeemed by the Member to obtain the Award or provide an alternative Award of similar value.
4. Termination or suspension of Qantas Frequent Flyer
4.1 Qantas gives no warranty as to the continuing availability of Qantas Frequent Flyer. Qantas may terminate or suspend Qantas Frequent Flyer at any time. Qantas will give at least six months notice to Members of such termination or suspension, except if Qantas ceases to operate an airline business in which case Qantas Frequent Flyer will cease immediately.
4.2 If Qantas terminates or suspends Qantas Frequent Flyer, Members will be able to redeem Points during the notice period in accordance with these Terms and Conditions, except where Qantas is ceasing to operate an airline business and/or has gone into liquidation or other form of administration, in which case Qantas may terminate or cancel any Awards or Benefits immediately without notice.
5. Membership
5.1 Membership of Qantas Frequent Flyer is open only to individuals. Membership is not open to families, groups, companies, trusts, partnerships, other entities, government departments, agencies, animals or inanimate objects.
5.2 Persons wishing to become Members must apply for Membership and pay any applicable joining or other fees. Membership is offered at the discretion of Qantas. Qantas has the right to accept or reject any application for Membership.
5.3 Each Member may have only one Qantas Frequent Flyer account.
5.4 Successful applicants will be assigned a Membership number and PIN and may be sent a Membership kit. The PIN, along with the Membership number, Member’s surname, Member’s mother’s maiden name, birth date, and/or recent travel details, will be used for security of the Member’s Membership information. It is the Member’s responsibility to ensure that their PIN and other security information are kept secure.
Note: to ensure your PIN is kept secure, never write it down and, if you change your PIN, avoid choosing obvious numbers like your date of birth or the last four digits of your phone number.
5.5 New Members may, before they use their Membership and within two weeks of receiving their Membership number, notify Qantas that they no longer wish to be a Member. Qantas will then cancel their Membership and refund any joining or other fees paid for that Membership. Otherwise, Membership is non-refundable and is not transferable.
5.6 A Member’s mailing address may be used to determine their eligibility for Benefits, promotions and other offerings.
5.7 Each Member must advise Qantas of any change of name, address, or other details as soon as practicable after the change. Changes to the mailing address, PIN or other details may be made directly on qantas.com or by calling or emailing the Frequent Flyer Service Centre. You must supply your Membership number and PIN when making any such changes. Written proof must be supplied for any change of name, and may be required for other changes. Qantas is not responsible for any failure by a Member to notify Qantas of any changes in accordance with this clause, or for any incorrect changes notified to Qantas.
5.8 Members may, at any time, cancel their Membership by providing written notice to Qantas.
Note: due to administrative constraints, upon receipt of a written notice under clause 5.8, Qantas will cancel the relevant Membership and all accumulated Points in that Member’s account will immediately expire. Accordingly, Qantas recommends that Members carefully plan all cancellations to avoid unintentional loss of accumulated Points.
6. Use of the Card, Membership number and Benefits
6.1 By using the Card or Membership number, or claiming any Benefit, the Member agrees to be bound by the Terms and Conditions and provides the consents specified in clause
22 relating to personal information. Points may only be earned and/or redeemed in accordance with these Terms and Conditions as amended from time to time.

6.2 The Card is and will remain the property of Qantas and must be returned on demand. It is not a payment card.

6.3 The Card, Membership number and PIN are valid for use only by the Member and are not transferable in any circumstances. If there is a validity period on a Card, the Card may be used only during that validity period.

6.4 Qantas reserves the right at any time to require the Member to produce their Card and to quote their Membership number and PIN in order to earn Points with Qantas or in connection with a transaction with any Non-airline Partner or airline partner, or while booking, ticketing or while the Member is travelling on or claiming or utilising any Points, Awards or Benefits.

6.5 In the event of loss, theft or unauthorised use of your Card or unauthorised use of your Membership number or PIN, it is your responsibility to advise Qantas as soon as possible. The Member is liable for all use of the Card or Membership number until Qantas is notified of the loss, theft or unauthorised use of the Card.

6.6 A Replacement Card Fee (see the Fee Schedule) will be charged when a replacement Card is issued. A request for waiving the Replacement Card Fee can be made only under the following circumstances:
   (a) a change of name due to marriage, divorce or deed poll – relevant documentation required;
   (b) the Card has an inoperable magnetic strip – the Card must be returned to Qantas;
   (c) the Card was stolen – police report or reference number required; or
   (d) the Card was sent by Qantas but was not received (lost in the mail) – notification must be made within two months of the Member being notified that the Card had been sent.

6.7 The Card, Membership number and PIN are valid for Awards or Benefits, facilities, services or arrangements accorded to the Member as a result of Membership including by:
   (i) engaging in illegal or fraudulent activities;
   (ii) supplying or attempting to supply false or misleading information, or making a misrepresentation to a Qantas Group Company or any oneworld® Alliance Airline, Airline Partner, Qantas Interline Airline or Non-airline Partner;
   (iii) selling, assigning, transferring or acquiring, or offering to sell, assign, transfer or acquire any Award, Benefit or Points other than in accordance with these Terms and Conditions;
   (iv) acting in a hostile, abusive or aggressive way towards any Qantas Group Company staff or the staff of any oneworld® Alliance Airline, Airline Partner, Qantas Interline Airline or Non-airline Partner;
   (v) acting in an unruly manner on board a flight or in any airport lounges; or
   (vi) refusing to follow reasonable instructions from any Qantas Group Company staff or the staff of any oneworld® Alliance Airline, Airline Partner, Qantas Interline Airline or Non-airline Partner.

7. Member obligations and responsibilities

7.1 Members must not:
   (a) act in any way which breaches these Terms and Conditions; or
   (b) abuse or misuse Qantas Frequent Flyer, any Awards, Benefits, facilities, services or arrangements accorded to the Member as a result of Membership including by:
      (i) engaging in illegal or fraudulent activities;
      (ii) supplying or attempting to supply false or misleading information, or making a misrepresentation to a Qantas Group Company or any oneworld® Alliance Airline, Airline Partner, Qantas Interline Airline or Non-airline Partner;
      (iii) selling, assigning, transferring or acquiring, or offering to sell, assign, transfer or acquire any Award, Benefit or Points other than in accordance with these Terms and Conditions;

8. Suspension or termination of Membership

8.1 If a Member has committed a material breach of any of the Terms and Conditions or has failed to pay any money due under Qantas Frequent Flyer or The Qantas Club by the due date, whether intentionally or otherwise, then Qantas may do any one or more of the following:
   (a) suspend or terminate the Member’s Membership and/or the right of the Member to use the Card;
   (b) reverse or cancel the Member’s Points or any part thereof; or
   (c) cancel or refuse to honour any Awards (including ticketed Award Flights), Benefits or both, that have been redeemed by or provided to the Member.

8.2 If Qantas intends to take action under clause 8.1, it will notify the Member of its intention and the reason for that action. The Member will then have 21 days to respond to this notice by rectifying the breach (where possible) and providing any reason why Qantas should not take action (provided that
Qantas may suspend the Member’s account until any review is completed. Qantas will review the response and advise the Member of its position.

8.3 Membership will terminate automatically on the death of a Member. Points earned but not yet redeemed or transferred prior to the death of the Member will be cancelled. Qantas will close the Member’s account on notification of the Member’s death. Qantas will not be liable for any loss or damage whatsoever suffered by any person as a result of such cancellation.

9. Earning Points

9.1 General

9.1.1 To earn Points, Members must quote their name and Membership number, and may be required to produce their Card when acquiring, taking or utilising (as the case may be) eligible Qantas, oneworld® Alliance Airline, Airline Partner or Non-airline Partner products or services.

9.1.2 A Member may earn Points only in relation to:

(a) Eligible Flights taken after the Member’s enrolment date and up to 30 days prior to that date; and

(b) eligible transactions (acquisition of goods or other activities or transactions) entered into after the Member’s enrolment date.

Except as provided elsewhere in these Terms and Conditions, or as otherwise specified by Qantas, Points may be credited only to the account of the Member who has acquired the eligible goods or services, entered into an eligible transaction or taken an Eligible Flight.

9.1.3 Points will not be awarded in relation to any products or services that are cancelled, refunded or returned. Qantas may cancel or deduct any Points that have been awarded in relation to cancelled, refunded or returned products or services.

9.1.4 Members who are also members of other airline, hotel or car rental loyalty programs can receive points only in one loyalty program for the same flight, hotel stay, car rental or other transaction unless otherwise specified by Qantas. Such Members must nominate prior to travel, stay or rental the loyalty program in which they wish to earn points. Points cannot be transferred between programs conducted by Qantas and those conducted by other parties, unless otherwise specified by Qantas.

9.2 Points validity

9.2.1 Except as otherwise provided in these Terms and Conditions, Points will not expire as long as the Member remains an Active Member.

9.2.2 All Points held in a Qantas Frequent Flyer account of a non-Active Member will expire at the end of the 18th consecutive month for which the Member has not earned Points or Status Credits or redeemed Points (excluding any transfer of Points to or from an Eligible Family Member). For this purpose, Points earned in relation to Eligible Flights are deemed to be earned on the date the Eligible Flight was taken. Within 60 days of the Points expiration date, Qantas will notify Members of the number of Points that are about to expire and the expiration date as follows:

(a) online activity statements display a warning to the Member;

(b) Members who continue to receive paper activity statements, will receive an activity statement which includes a notification that points are about to expire; and

(c) Members who have opted to receive communications online and via email, will receive a notification within their monthly electronic newsletter.

9.2.3 Points cannot be re-credited once they have expired.

9.2.4 Qantas reserves the right to reverse or cancel any Points credited to a Member incorrectly, or not in accordance with, or in breach of, the Terms and Conditions at any time.

9.3 Earning Points for air travel

9.3.1 Subject to clauses 9.3.2 and 9.4, Points for air travel may be earned only for paid travel (excluding for the avoidance of doubt any Award Flight) on regular scheduled flights where a Qantas flight number (or the flight number of any oneworld® Alliance Airline or Airline Partner not excluded under clause 9.4) is entered on the Itinerary (“Eligible Flight”).

9.3.2 For the purposes of earning Points, Status Credits and the Minimum Points Guarantee, Eligible Flights exclude a flight on a Qantas aircraft, where another airline’s flight number is entered on the ticket, unless that flight has been specified by Qantas as an Eligible Flight. It is the responsibility of the Member to check whether a proposed booking is eligible to earn Points, Status Credits or the Minimum Points Guarantee and if so how many Points or Status Credits will be earned.

9.3.3 Points may be earned for each Flight Segment travelled on Eligible Flights by a Member. The number of Points earned is calculated using the shortest distance on the surface of the globe between the origin and destination of the Flight Segment, regardless of any intermediate stops.

9.3.4 Points for air travel will be accrued at the applicable Base Rate, as specified in the Airline Earning Table.

9.3.5 The Minimum Points Guarantee will be applied to all Eligible Flights that have a QF, JQ, 3K, VF, AA or BA flight number. The Minimum Points Guarantee is as follows:

(a) for Qantas (QF) and each Jetstar Airline (JQ, 3K and VF) — 1,000 Points for each Eligible Flight Segment travelled in Economy or Premium Economy class and 1,250 Points for each Eligible Flight Segment travelled in Business or First class or Jetstar StarClass, as applicable;

(b) for American Airlines® (AA) — 500 Points for each Eligible
Flight Segment travelled; and
(c) for British Airways (BA) – 500 Points for each Eligible Flight Segment travelled in full Economy, World Traveller Plus, Business or First class and 125 Points for each Eligible Flight Segment travelled in discount Economy class.

9.3.6 The Minimum Points Guarantee applies only if the number of Points earned after the application of any applicable Cabin Class Bonus, any promotional bonus and any Status Bonus, is less than the applicable Minimum Points Guarantee specified in clause 9.3.5.

9.4 Points are not earned on all flights
9.4.1 Points are not earned for travel on:
(a) flights or booking classes that are not listed in or are excluded in the Airline Earning Table;
(b) infant fares (infant fares do not include infants travelling in their own paid seat);
(c) charter flights;
(d) freighter flights;
(e) free tickets or Award Flights;
(f) travel industry rebated tickets;
(g) competition prize tickets;
(h) transport other than air transport unless specified by Qantas;
(i) tickets acquired at an auction; or
(j) tickets which are subject to any specific provisions excluding the accumulation of Points.

9.5 Cabin Class Bonus and Status Bonus
9.5.1 A Cabin Class Bonus may apply for travel on an Eligible Flight in Premium Economy, Business or First class, Jetstar StarClass, and, in the case of British Airways, in World Traveller Plus, as specified in the Airline Earning Table. Any applicable Cabin Class Bonus will be credited according to the class booked for travel, not the cabin flown or any waitlisted class. Cabin Class Bonuses will not be credited for unpaid travel in, or unpaid upgrades to, a higher class. Members should check the Airline Earning Table for details. Cabin Class Bonuses do not apply to Award Flights.

9.5.2 A Status Bonus will be applied for Eligible Flights with a Qantas (QF), Jetstar Airlines (JQ, 3K and VF), American Airlines® (AA) or British Airways (BA) flight number. The Status Bonus for Silver Members will be 25% of the Base Rate, 50% for Gold Members and 100% for Platinum Members. Status Bonuses do not apply to Award Flights.

9.5.3 All Cabin Class Bonuses and Status Bonuses will be added, when applicable, to the Base Rate for the flight undertaken. See the “Earning Points” section in the Benefits Guidebook or at qantas.com for worked examples.

9.6 Earning Points for hotel stays (for Points offered by hotel partners)

9.6.1 Points in relation to goods and services of hotel Non-airline Partners are earned in accordance with the rates and terms and conditions determined by the hotel and are subject to change. Members should check the applicable rates, terms and conditions with the relevant hotel before purchasing any such products or services. A list of hotel Non-airline Partners is available at qantas.com.

9.6.2 Points may be earned only by the Member whose name appears on the invoice for the hotel stay and by only one Member per hotel stay. Points cannot be split between two or more Members occupying the same room.

9.6.3 Points are awarded for hotel stays purchased at rates deemed eligible by the hotel. Unless otherwise specified by the hotel, Points will not be earned for stays of the following types:
(a) stays purchased as part of package holidays;
(b) free hotel stays;
(c) stays at industry discount rates;
(d) stays at group rates or other special promotional rates; or
(e) stays using Award vouchers or discount certificates.

9.6.4 For hotel Non-airline Partners where Points are earned on the basis of the amount spent, unless otherwise specified by the hotel, Points are earned on the total amount for accommodation, meals, beverages, phone and laundry charged to the room account.

9.6.5 For hotel Non-airline Partners where the Points are earned on a per stay basis, unless otherwise specified by the hotel, consecutive nights at the same hotel will be considered as one stay, regardless of the number of check-ins.

9.6.6 This clause 9.6 does not apply to Points offered to Members by Qantas (as opposed to offers made by the hotel partner) for hotel bookings made on qantas.com. Additional terms and conditions for earning Points offered by Qantas for booking selected hotels on qantas.com apply and are available on qantas.com.

9.7 Earning Points for car rentals

9.7.1 Points in relation to goods and services of car rental Non-airline Partners are earned in accordance with the rates and terms and conditions determined by the car rental company and are subject to change. Members should check the applicable rates, terms and conditions with the relevant car rental company before purchasing any such products or services.

9.7.2 Points may be earned only by the Member whose name appears on the invoice for the car rental and by only one Member per car rental. Points cannot be split between two or more Members participating in the same car rental.

9.7.3 Points are awarded for car rentals purchased at rates deemed eligible by the car rental company. Unless otherwise specified by the car rental company, Points will not be earned for car rentals of the type described below:
(a) car rentals purchased as part of package holidays;
(b) free car rentals;
(c) car rentals at industry discount rates;
(d) car rentals at group rates or other special promotional rates; or
(e) car rentals using Award vouchers or discount certificates.

9.7.4 Where Points are earned on the basis of the amount spent, only charges relating to time and distance usage will accrue Points. Points will not be earned in relation to taxes (including GST) or for charges for insurance, petrol, use of car phones and other miscellaneous charges.

9.7.5 Where Points are earned on a per rental basis, consecutive daily rentals within the same city are considered as one rental.

9.8 Other ways to earn Points or receive Benefits
9.8.1 The Qantas Group has other arrangements with Non-airline Partners in relation to the awarding of Points to Members. Such arrangements may change from time to time and may include the awarding of Points for participation in loyalty schemes or promotions, as purchasing incentives and as performance incentives. The Qantas Group may, from time to time, participate in other such arrangements or approve other ways in which Members may earn Points or be eligible for Awards or Benefits (and additional terms and conditions applicable to earning those Points, Awards or Benefits will be made available by the applicable partner and/or at or through qantas.com).

10. Activity statements
10.1 Members may access account information without charge at Your Activity Statement on qantas.com. Members may also request statements in hard copy form from the Frequent Flyer Service Centre, subject to clause 10.2.

10.2 A Statement Request Fee (see the Fee Schedule) will be charged when a Member requests an activity statement to be sent in paper form.

11. Family transfers
11.1 Once in each 12 consecutive month period a Member may transfer some of their Points to an Eligible Family Member, on the following basis:
(a) the Eligible Family Member receiving the Points must be a Member before the transfer is made;
(b) the Member transferring the Points must specify the name and Membership number of, and nature of their relationship with, the Eligible Family Member receiving the Points;
(c) a transfer must be for at least 5,000 Points but no more than 100,000 Points, and must be in whole numbers of Points;
(d) once Points have been transferred, the transfer cannot be reversed or cancelled by either the Member transferring the Points or the recipient; and
(e) Qantas Group is not responsible for any incorrect transfers made at qantas.com where the incorrect transfer is not due to an error by Qantas Group, its employees or agents, and in such circumstances will not refund any Points incorrectly or mistakenly transferred.

11.2 Members must not require or receive any consideration (in the form of a payment or otherwise) for any transfer to an Eligible Family Member.

11.3 Members should note that such a transfer may have tax implications. Members are advised to check with their accountant or tax adviser for further information.

11.4 Family transfers may be made at qantas.com, or by such other method advised by Qantas from time to time.

12. Redeeming Points for Awards
12.1 Award availability is limited.

12.2 For Awards other than Award Flights, in addition to the Points required for an Award, Members must pay any and all identified surcharges, charges, fees, GST and taxes. Further information about taxes and charges applicable to those Awards may be found on qantas.com.

12.3 Members may assign Awards that they obtain through Qantas Frequent Flyer to their Eligible Family Member subject to any terms and conditions applicable to the Award. However, there may be tax implications on such a transfer.

12.4 Awards may be subject to personal income or other tax assessment. Members are advised to check with their accountant or tax adviser for further information.

12.5 The Terms and Conditions applicable to an Award redemption will be those in force at the time the Points are redeemed for that Award.

12.6 The number of Points that must be redeemed in relation to a particular Award, and the amount that must be paid as part of a Points Plus Pay redemption, are determined by Qantas. Qantas may require a minimum number of Points be redeemed as part of any Points Plus Pay redemption. Qantas does not give any warranty or make any representation in relation to the underlying value of any Awards.

12.7 Members must have in their account the number of Points required to redeem the chosen Award at the time the booking or redemption is processed. Any payment of a money amount required to obtain an Award must be paid using an Accepted Payment Card at the time of booking or redemption.

12.8 Qantas reserves the right to charge a fee for use of certain Accepted Payment Cards.

12.9 Any credit or refund made to a Member under these Terms and Conditions will be made:
(a) in Points to the extent that the Member redeemed Points to obtain the Award; and
(b) in money refunded to the Member’s Accepted Payment
Card to the extent that the Member paid money to obtain the Award, less any applicable fee.

12.10 Points cannot be converted to or exchanged for money.
12.11 Qantas may make (or may arrange for third parties to make) other Awards available for redemption through Qantas Frequent Flyer for a specified period. Details and any additional terms and conditions applicable to those other Awards will be provided by the applicable Award supplier and/or at or through qantas.com

13. Redeeming Points for Award Flights
13.1 General
13.1.1 This clause 13 applies to all Award Flights, including Qantas & Partner Classic Awards and Qantas & Jetstar Any Seat Awards. Further provisions specific to Classic Awards and Any Seat Awards are set out in clauses 14 and 15 respectively.
13.1.2 All Award Flights are governed by and subject to the Fare Conditions applicable to that Award Flight and these Terms and Conditions at the time of booking (and can be viewed at qantas.com or jetstar.com as applicable). To the extent of any inconsistency, these Terms and Conditions prevail over the Fare Conditions (except as to the liability for airline travel which shall be governed by the applicable Fare Conditions).
13.1.3 Award Flights must not be bought, sold, assigned, transferred or acquired other than in accordance with these Terms and Conditions and the applicable Fare Conditions. Qantas may cancel, confiscate or refuse to honour any Award Flight dealt with contrary to these Terms and Conditions or the Fare Conditions and, if travel has commenced, any continued travel will be at the passenger’s expense.
13.1.4 Award Flights are available only to Members and their Eligible Family Members. Members will be required to provide Membership details prior to obtaining an Award Flight. Eligible Family Members may use the Award Flight whether the Member travels with them or not. An Award Flight issued for an Eligible Family Member must be redeemed in the name of the Eligible Family Member as shown on their passport or any other identification acceptable to Qantas.
13.2 Award Flights – booking
13.2.1 The number of Points required to redeem an Award Flight, and the Fare Conditions applicable to that Award Flight, may be different depending on the type of Award Flight chosen (i.e. Qantas & Partner Classic Award or Qantas & Jetstar Any Seat Award). It is recommended that Members consider each Award Flight type before making a booking.
13.2.2 Bookings for Award Flights will not be completed until the required Points have been redeemed and any required payment made by Accepted Payment Card (including authorisation by the merchant bank or other form of payment administrator).
13.2.3 All Award Flight bookings made or completed by telephone or in person will incur an Assisted Award Booking Fee, per passenger occupying a seat (see the Fee Schedule).
13.2.4 An Award Flight Itinerary must contain no more than 16 Segments (including any Surface Segments).
13.2.5 Open-dated Flight Segments are not permitted in Award Flight Itineraries. An Award Flight booking must be a confirmed booking and may not be waitlisted.
13.2.6 If the Member is 15 years of age or younger, reservations must be made on their behalf by their parent or legal guardian. Please note that restrictions and conditions apply to unaccompanied minors for all Award Flights and that different airlines apply different restrictions, conditions and definitions of what constitutes an ‘unaccompanied minor’. Further, unaccompanied minors cannot book or travel on a Qantas & Jetstar Any Seat Award which includes a Flight on Jetstar or a Qantas Interline Airline. Refer to Qantas Telephone Sales for details.
13.3 Award Flights – ticketing
13.3.1 All Award Flight bookings must be ticketed by E-Ticket where this is available.
13.3.2 Where an E-Ticket is to be issued, if an Award Flight is booked more than seven days in advance, Qantas will arrange for the E-Ticket receipt to be sent to the mailing address, email address or fax number in the redeeming Member’s profile. If the Award Flight is booked less than seven days in advance, the E-Ticket receipt can be sent to the email address or fax number in the redeeming Member’s profile, or collected at the departure airport ticket counter and the passenger will need to present a photo ID to collect it.
13.3.3 Where a paper ticket is to be issued, if an Award Flight is booked more than seven days in advance, Qantas will arrange for the ticket to be sent to the mailing address in the redeeming Member’s profile. If the Award Flight is booked less than seven days in advance, the ticket may need to be collected at the departure airport ticket counter and the passenger will need to present a photo ID to collect it.
13.3.4 Award Flight ticket coupons cannot be endorsed for use on any carrier other than Qantas, including other oneworld® Alliance Airlines.
13.3.5 A Classic Award cannot be rebooked as, or changed into, an Any Seat Award. An Any Seat Award cannot be rebooked as, or changed into, a Classic Award.
14. Redeeming Points for Qantas & Partner Classic Awards
14.1 Qantas & Partner Classic Awards – general
14.1.1 Classic Awards are subject to airline inventory management and availability is limited. Qantas, oneworld®
Alliance Airlines and Airline Partners limit the number of Classic Award seats available to Members at their absolute discretion. The number of Classic Award seats available will depend on the flight, date, season, destination and commercial demand. Some flights may not have any Classic Award seats available. Once Classic Award seats on a flight have been filled there may be no more Classic Award seats available on that flight. Classic Award seats are booked in special classes of travel. If Classic Award seats are not available on a flight, Members may choose another flight, date or destination that has Classic Award seats available, or another Award.

14.1.2 From time to time Classic Award blackouts may apply on particular flights operated by Qantas, oneworld® Alliance Airlines and Airline Partners. Contact Qantas for information on specific Classic Award blackouts.

14.2 Qantas & Partner Classic Awards – booking

14.2.1 Classic Awards on Flights operated by Qantas or by selected partner airlines may be booked without incurring a booking fee online at qantas.com

14.2.2 Classic Awards must be booked between 353 days and 24 hours before the scheduled departure. Classic Award bookings will not be accepted within 24 hours of scheduled departure. However, some regional and overseas locations may require booking up to 14 days or more in advance to facilitate the issuing and mailing of Classic Award tickets. Minimum booking times for some departure ports are available at qantas.com. Information on other ports is available by calling Qantas reservations. Classic Award bookings on a JAL domestic itinerary can only be made two months prior to departure from 9:30am Japan time.

14.3 Qantas & Partner Classic Awards – booking conditions

14.3.1 In addition to the Points required for a Classic Award, Members must pay (or, where offered, redeem Points for) all identified surcharges (including fuel and insurance surcharges), charges, fees, GST and taxes (including all ticket taxes). This applies to all Classic Awards, whether these are provided by Qantas, a oneworld® Alliance Airline or an Airline Partner. Further information about taxes and charges applicable to Classic Award bookings may be found on qantas.com

14.3.2 The number of Points required to redeem a Classic Award is published at qantas.com and in the Benefits Guidebook, and is subject to change in accordance with clause 3. The most current Point redemption levels are displayed at qantas.com.

14.3.3 Children aged two years or older will need to redeem the full number of Points required to redeem a Classic Award.

14.3.4 Infants under two years and not occupying a seat, travel without the need to redeem Points as long as the accompanying adult is travelling on a Classic Award. There is a limit of one infant per adult travelling on a Classic Award. Surcharges, charges, fees, GST and taxes (including all ticket taxes) may be payable in relation to infants as specified by Qantas at the time a Member books a Classic Award.

14.3.5 A Classic Award Itinerary must contain no more than one departure from the city or country of first departure on that Itinerary.

14.3.6 Members cannot waitlist when using Classic Award tickets.

14.3.7 Classic Awards are not available on Codeshare Flights unless otherwise specified by Qantas. Classic Awards must be booked using the airline code (e.g. QF for Qantas) of the Operating Carrier unless otherwise specified by Qantas.

14.3.8 The following route and airline restrictions apply to Classic Award bookings:

- Air Niugini (PX): Classic Award bookings can only be made on PX international flights.
- Air Pacific (FJ): Classic Award bookings can only be made on FJ international flights and FJ domestic flights between Nadi and Suva or Labasa and Suva and Labasa.
- Air Vanuatu (NF): Classic Award bookings can only be made on NF international flights.
- British Airways (BA): Domestic flights within the UK operate with only an Economy cabin. Business class is still available for redemption and Members booked in this class will be seated in Economy but have access to the Business class lounge facilities and are entitled to Business class baggage allowances.
- Cathay Pacific (CX): Classic Award bookings are not available on Cathay Pacific flights between Hong Kong and Hanoi.
- El Al (LY): Classic Award bookings may be made only for flights between Israel and Asia, India, South Africa, Europe and the Middle East.
- JAL (JL): Classic Award bookings are not available on Japan domestic flights in First class.
- Jetstar Airlines (JQ, 3K and VF): Classic Award bookings on flights operated by Jetstar (JQ) must be booked using the QF airline code. Classic Awards on flights operated by Jetstar Asia (3K) or Valuair (VF) must be booked using the 3K or VF airline code, respectively, and are not combinable with Qantas, oneworld® Alliance Airlines or other Airline Partner Itineraries.
- LAN (LA): Classic Award bookings are not available on the LA airline code from Australia or New Zealand to Santiago.
- Classic Awards must be booked using the QF airline code.
- South African Airways (SA): Classic Award bookings can only be made on SA domestic flights within South Africa and SA international flights between Australia and South Africa.

14.3.9 If a Member fails to board a Flight Segment of a Classic Award Itinerary, the remaining Segments will be
cancelled. The cancelled Segments will only be reinstated if Classic Award seats are available. If any Segments are reinstated, the Reinstatement Fee will apply (see the Fee Schedule). In addition the Points required for the entire Itinerary including both travelled and reinstated Segments will be recalculated and any additional Points required will be deducted from the Member’s account.

Note: If a Member fails to board a Flight Segment of a Classic Award on a flight operated by a Jetstar Airline, the Flight Segment will be considered used and cannot be reinstated. Any recalculation of the Points for the Itinerary will include that Segment as travelled.

**14.4 Qantas & Partner Classic Awards – Qantas and Airline Partners only booking conditions**

14.4.1 The Points required for a Classic Award Itinerary will be calculated as a one way Trip or series of one way Trips and will be the sum of the Points required for each Trip in that Itinerary.

14.4.2 Any Trip using the Qantas or Partner Classic Award tables (see qantas.com for the tables) must be no more than a distance of 24,135 kilometres (15,000 miles). Longer journeys must be broken into separate Trips.

14.4.3 Where mixed-class travel is booked on a Trip, the Points required for that Trip will be calculated using the Points level for the highest class of travel flown on that Trip.

**14.5 Qantas & Partner Classic Awards – oneworld® Award booking conditions**

14.5.1 A oneworld® Award is a Classic Award Itinerary that includes travel on at least two oneworld® Alliance Airlines other than Qantas and does not include any travel on any airline that is not a oneworld® Alliance Airline.

14.5.2 Classic Awards using the oneworld® Classic Award table (see qantas.com for the table) must be no more than a distance of 56,315 kilometres (35,000 miles). Longer journeys must be broken into separate Itineraries.

14.5.3 A one way oneworld® Award Itinerary will be charged as a return Itinerary. oneworld® Award Itineraries finishing in a port other than the port of origin must include the distance to return directly to the port of origin when calculating the number of Points required to redeem the Flight Award and the maximum distance for the Itinerary.

14.5.4 The following Stopover conditions apply:

(a) up to five free Stopovers are permitted;
(b) additional Stopovers are not permitted;
(c) only one Stopover is permitted in any one city in the Itinerary; and
(d) only two Transfers may be taken at any one city in the Itinerary.

14.5.5 Surface Segments are permitted as part of oneworld® Award Itineraries, but the distance between the disembarkation point and the next embarkation point will be included in the Award Point zone calculation for that Itinerary.

14.5.6 Where mixed-class travel is booked, the whole Itinerary will be calculated using the Points level for the highest class booked.

**14.6 Qantas & Partner Classic Awards – ticketing**

14.6.1 Classic Awards will be valid for one year from the original ticketed departure date, unless otherwise specified. Some promotional Classic Awards (such as Classic Awards offered for a reduced number of Points) may be valid for a lesser period. Classic Award tickets on a JAL domestic Itinerary will be valid for three months from the date of issue.

14.6.2 Qantas will replace a lost paper Classic Award ticket in the circumstances set out in Qantas’ Terms and Conditions of Carriage which are set out on the paper Classic Award ticket and can be accessed at qantas.com. A Lost Ticket Replacement Fee (see the Fee Schedule) will apply.

14.6.3 Paper Classic Award tickets which cannot be presented at airport check-in on the day of departure, and which have not been reissued under clause 14.6.2, will not be reissued and the Points redeemed for that ticket will be forfeited. A replacement ticket must be purchased if travel is still required.

14.6.4 Tickets are not issued for flights operated by Jetstar Asia (3K) or Valuair (VF). An Itinerary confirmation will be sent to the mailing address, email address or fax number in the redeeming Member’s profile for Classic Awards issued for Jetstar Asia (3K) or Valuair (VF) operated flights.

14.6.5 Prior to ticketing (other than for Flights operated by Jetstar Asia (3K) or Valuair (VF)), Classic Awards may be changed without incurring a fee; however, any changes will be subject to this clause 14.7 and to the advance purchase and validity provisions set out in clauses 14.2.2 and 14.6.1.

14.6.6 Subject to 14.7.7, the following changes are permitted to a Classic Award after ticketing (or booking in the case of Jetstar Asia (3K) or Valuair (VF)) and prior to commencement of travel, but will require ticket reissue (or new Itinerary confirmation in the case of Jetstar Asia (3K) or Valuair (VF)) and will incur a Change Fee (see the Fee Schedule) per passenger:

(a) change to name (on Qantas operated and marketed tickets only, this means only tickets with a ‘QF’ airline code for flights operated by Qantas);
(b) change to class of travel;
(c) change to any Segment routing or airline;
(d) request to cancel ticket and re-credit Points. Please note
15. Redeeming Points for Qantas & Jetstar Any Seat Awards
15.1 Qantas & Jetstar Any Seat Awards – general
15.1.1 The number of Points required to redeem an Any Seat Award (and the Fare Conditions applicable to them) vary.

The number of Points required for and the Fare Conditions applicable to an Any Seat Award are those described at the time that the Member makes a booking.

15.1.2 There is no fixed relationship between the cash price charged by the applicable airline for a seat and the points required to redeem Any Seat Awards through Qantas Frequent Flyer and not all Qantas and Jetstar special promotional fares are available as Any Seat Awards. Fare Conditions for Any Seat Awards are different to the fare conditions applicable to cash fares.

15.1.3 To be booked as an Any Seat Award, a seat must be available on the applicable flight at the time of booking.

15.2 Qantas & Jetstar Any Seat Awards – booking

15.2.1 An Any Seat Award may be booked without incurring a booking fee online via qantas.com (for certain Any Seat Award bookings members may also be redirected to jetstar.com to complete a booking without incurring a fee). Telephone bookings will incur an Assisted Award Booking Fee (see Fee Schedule).

15.2.2 Any Seat Awards may only be booked between the time the applicable airline releases the relevant seats and the earlier of: (a) the time specified in the Fare Conditions; and (b) 24 hours before the scheduled departure. Some regional and overseas locations may require booking up to 14 days or more in advance to facilitate the issuing and mailing of Any Seat Award tickets (or, in the case of Qantas & Jetstar Any Seat Awards booked on jetstar.com an Itinerary confirmation). Minimum booking times for departure ports are available at qantas.com. Information on other ports is available by calling Qantas.

15.3 Qantas & Jetstar Any Seat Awards – booking conditions

15.3.1 The Points required for an Any Seat Award (or the Points required plus the amount of any money payment required for Points Plus Pay options) shown at qantas.com or jetstar.com (as the case may be) will include all identified surcharges (including fuel and insurance surcharges), charges, fees, GST and taxes (including all ticket taxes) other than any local airport fees and charges collected at the time of check-in and any fees (and GST on those fees) payable where an Accepted Payment Card is used to pay any money required to obtain that Award. The Member will be required to pay any local airport fees and charges collected at the time of check-in and any fees (and GST on those fees) payable where an Accepted Payment Card is used to pay any money required to obtain that Award. Further information about taxes and charges applicable to Any Seat Award bookings may be found on qantas.com

15.3.2 The number of Points and the amount of any money payment required to obtain an Any Seat Award are as
described in the “Bookings” section at qantas.com or jetstar.com (as the case may be).

15.3.3 Notwithstanding anything else in the Terms and Conditions, the number of Points to be redeemed and the amount of any money payment required to obtain an Any Seat Award are subject to change. Accordingly, the number of Points and amount of money quoted on qantas.com or jetstar.com (as the case may be) when booking an Any Seat Award are only valid at the time quoted. If a booking is delayed or not completed when quoted, the number of Points and amount of money quoted for the requested Itinerary may change.

15.4 Qantas & Jetstar Any Seat Awards – ticketing
15.4.1 Itinerary confirmations (rather than tickets) are issued for Qantas & Jetstar Any Seat Awards booked on jetstar.com. An Itinerary confirmation will be sent to the email address provided as part of the booking on jetstar.com.

15.5 Qantas & Jetstar Any Seat Awards – changes to tickets
15.5.1 Changes will only be made to an Any Seat Award in accordance with the applicable Fare Conditions and these Terms and Conditions. Any payments associated with changes to an Any Seat Award (other than for refunds) must be paid with money as specified in the Fare Conditions. For the purposes of calculating any such payments, the original fare or commercial ticket value (as referred to in the Fare Conditions) of the Any Seat Award will be calculated as the remaining dollar value of the unused ticket (or booking in the case of Qantas & Jetstar Any Seat Awards booked on jetstar.com) determined in accordance with the Fare Conditions.

15.5.2 An Any Seat Award cannot be changed resulting in the re-credit of Points or refund of money.

15.6 Qantas & Jetstar Any Seat Award – tickets cancellation & refunds
15.6.1 Any Seat Awards are non-refundable unless otherwise specifically stated in the applicable Fare Conditions.

15.6.2 An Any Seat Award:
(a) will not be refunded after commencement of travel; and
(b) can only be refunded in full (and will not be partially refunded).

15.6.3 A refund of an Any Seat Award will only be made in accordance with the applicable Fare Conditions and these Terms and Conditions. Any refund of an Any Seat Award will be made by re-crediting Points redeemed to the Member’s account and refunding any money paid to the Member’s Accepted Payment Card. A minimum refund fee of 5,000 Points will apply to Any Seat Awards.

15.6.4 Unless stated otherwise in these Terms and Conditions, where an Any Seat Award is cancelled, and the applicable Fare Conditions provide that the original fare may be used as a credit towards the payment of a new fare, and the original fare or commercial ticket value (as referred to in the Fare Conditions) is required for this purpose, then the original fare or commercial ticket value of the Any Seat Award will be calculated as the remaining dollar value of the unused ticket (or booking in the case Qantas & Jetstar Any Seat Awards booked on jetstar.com) determined in accordance with the Fare Conditions.

16. Flight Upgrades
16.1 General
16.1.1 Flight Upgrades may be available by redeeming Points at the rates set out in the Benefits Guidebook and displayed at qantas.com. Flight Upgrades are subject to capacity controls and availability is limited.

16.1.2 Members must have sufficient Points for the requested Flight Upgrade at the time they request the Flight Upgrade.

16.1.3 Flight Upgrades are not available when travelling on Restricted Fares, Codeshare Flights or Award Flights. Otherwise, Flight Upgrades may be requested only on a paid, confirmed and ticketed Qantas domestic or international flight booking on a service operated by Qantas, with a Qantas (QF) flight number, in accordance with these Terms and Conditions.

16.1.4 If a Flight Upgrade is requested on two or more individual Segments shown on a ticket, the Points required will be quoted separately for each Segment.

16.1.5 The following additional conditions apply to the use of Flight Upgrades:
(a) Flight Upgrades cannot be used in conjunction with an open dated ticket, fares ineligible to earn Points, a travel industry reduced fare ticket, a prize ticket or any other promotional offer;

(b) Flight Upgrades can only be requested on the Segments listed on the Itinerary for which the member has been issued a ticket;

(c) Flight Upgrades may only be used to obtain an upgrade as follows;
   (i) Economy to Premium Economy class
   (ii) Economy to Business class
       Note: at the time of registration, Members may also register a request for a Flight Upgrade to Premium Economy. This request will be considered if the Flight Upgrade from Economy to Business class is unsuccessful;
   (iii) Premium Economy to Business class
(iv) Business to First class;
Note: it is not possible to upgrade from Economy or Premium Economy to First Class;
(d) Points and Status Credits will be earned only for the class of service that has been purchased, rather than the upgraded class of travel;
(e) the Fare Conditions applicable to the fare originally purchased will apply, irrespective of upgraded class or travel; and
(f) special meals may not be available in the upgraded class of travel.

16.2 Flight Upgrades - for travel within Australia (on flights QF400 and above and travel on domestic legs of flights QF1-399)

16.2.1 Flight Upgrades can be requested for a specific flight and date by phoning Qantas or, if you hold an E-Ticket at qantas.com, between 353 days and 24 hours prior to scheduled departure of the flight. The awarding of Flight Upgrades is subject to availability at the time of request.

16.2.2 Flight Upgrades cancelled within 24 hours of flight departure, or failure to board a booked flight (no-show), will result in the loss of the Flight Upgrade and any Points used to redeem the Flight Upgrade. Flight Upgrades cancelled more than 24 hours prior to departure may be refunded and will incur a Refund of Unused Flight Upgrade Fee (see the Fee Schedule).

16.3 Flight Upgrades – for international travel (on flights QF1–399)

16.3.1 Flight Upgrades can be requested for a specific flight and date by phoning Qantas or, if you hold an E-Ticket at qantas.com, between 90 days and 24 hours before scheduled departure from the first port of the flight. Requests for Flight Upgrades will not be accepted within 24 hours of scheduled departure from the port of origin.

16.3.2 Once an upgrade has been requested, all PIN changes between the time a Flight Upgrade is requested and the time the flights departs, must be advised to Qantas reservations, otherwise the Flight Upgrade request will not be processed.

16.3.3 If a Flight Segment is cancelled or changed, the Flight Upgrade request will be cancelled, and a new Flight Upgrade request must be made.

16.3.4 Qantas will determine which requests for Flight Upgrades will be awarded, if any, during the 24 hours before the scheduled departure of the flight from its port of origin. Members who do not have sufficient Points at that time will not be eligible to be awarded a Flight Upgrade.

16.3.5 Flight Upgrades will be awarded to Members according to their Qantas Frequent Flyer status levels in the following order: Platinum Members first, then Gold Members, then Silver Members and then Bronze Members.

16.3.6 When passengers are travelling together but have separate bookings, the awarding of the Flight Upgrade is processed for each booking separately. Qantas cannot guarantee that both requests will be awarded.

16.3.7 Once a Flight Upgrade has been awarded, the passenger will lose their previous seat allocation, and a seat may no longer be available in the original class if they wish to cancel their Flight Upgrade.

16.3.8 Members who have lodged requests for Flight Upgrades will be advised whether or not they have been awarded a Flight Upgrade when they check in for their flight.

16.3.9 If a Member:
(a) cancels a Flight Upgrade after it has been awarded; or
(b) fails to board a booked flight for which the Member has redeemed Points for a Flight Upgrade, then the Flight Upgrade will be forfeited, along with any Points used to redeem that Flight Upgrade.

16.3.10 A Member may cancel a request for a Flight Upgrade at any time prior to the time at which Qantas awards the Flight Upgrade without forfeiture of Points.

17. On Departure Upgrades

17.1 On Departure Upgrade Awards are available by redeeming Points at the rates published at qantas.com. Points will be deducted from a Member’s account at the time that a request is successfully processed.

17.2 On Departure Upgrades are available only to Members who have access to The Qantas Club lounges. They are not available from airport lounges operated by third parties or from QantasLink lounges.

17.3 On Departure Upgrades may be requested only for a one-class upgrade from discounted or full Economy to Business class on Qantas Australian domestic services (QF400 and above). On domestic legs of international services, On Departure Upgrades may be requested from Economy to Premium Economy class, Economy to Business class or Premium Economy to Business Class where Premium Economy and Business class service is available. On Departure Upgrades are not available on international services (QF1-399).

17.4 On Departure Upgrades may be redeemed only from 3 hours before departure until boarding commences.

17.5 The provision of On Departure Upgrades is subject to availability in the applicable booking class, airport operational requirements and catering availability. Special meals may not be available in the upgraded class. Qantas may occasionally have to restrict this facility without prior notice on some routes or under special circumstances (for example where there is an unexpected disruption to services resulting in heavy demands on Qantas Club personnel).

17.6 Once confirmed and processed, any Points redeemed for an On Departure Upgrade will not be re-credited or refunded.
18. Vouchers
18.1 Vouchers are available as Awards in Australia or New Zealand by redeeming Points at the levels set out at the Qantas Frequent Flyer Store website for Australian or New Zealand hotel stays, car rental and car rental upgrades, discounts and for other products and services as determined by Qantas. A voucher is valid from the date of issue and for the period specified on the voucher.
18.2 Requests for vouchers may be made via the Qantas Frequent Flyer Store website or by phone. It may take up to ten business days to issue a voucher which will then be emailed or mailed by ordinary post. It is the Member’s responsibility to allow sufficient time for the voucher to arrive.
18.3 A voucher cannot be exchanged for money or replaced if lost, stolen, damaged or destroyed, and is issued subject to the conditions on the voucher.
18.4 A voucher covers only the services described on it. Other items, such as meals, laundry or telephone charges for hotels and petrol or insurance for car rentals that are not specified on the voucher, must be paid for by the user.

19. Top-up Points
19.1 If Members do not have sufficient Points to redeem a particular Award Flight, they may purchase additional Points towards that Award Flight at the rates specified by Qantas, subject to the following:
   (a) the purchased Points may only be credited to that Member’s account;
   (b) the Points may be purchased only to redeem a specific Award Flight;
   (c) each purchase must be for a minimum of 500 Points and a maximum of 20,000 Points, and in such blocks of Points as Qantas may specify;
   (d) the number of Points purchased must not exceed 15% of the number of Points required for that Award Flight, rounded up to the closest multiple of 500 points;
   (e) each Member may purchase additional Points only once in each twelve consecutive month period; and
   (f) once Points have been purchased, they cannot be refunded (although Points used for an Award Flight that is subsequently cancelled will be credited to the Members account, less any applicable Cancellation Refund Fee (see Fee Schedule), in accordance with these Terms and Conditions. The prices for additional Points do not represent a monetary value for Points.

20. Membership levels, Status Credits and Benefits
20.1 Membership levels
20.1.1 There are four Membership levels in Qantas Frequent Flyer. The entry level is Bronze. Members may progress to the higher levels — Silver, Gold and Platinum — by earning Status Credits.
20.1.2 Status Credits are earned for paid travel (excluding for the avoidance of doubt Award Flights) on certain regular scheduled flights of Qantas, oneworld® Alliance Airlines, Air Pacific, Jetstar Airlines and QantasLink, or other airlines as determined by Qantas. The number of Status Credits earned varies depending on the class booked for travel.
20.1.3 Status Credits are not earned for travel on:
   (a) certain oneworld® Alliance Airline and Airline Partner fare types and routes not listed in or that are excluded in the Airline Earning Table (see the Airline Earning Table for details);
   (b) infant fares (infant fares do not include infants travelling in their own paid seat);
   (c) charter flights;
   (d) freighter flights;
   (e) free tickets or Award Flights;
   (f) travel industry rebated tickets;
   (g) competition prize tickets;
   (h) tickets acquired at an auction; or
   (i) tickets which are subject to any specific provisions excluding the accumulation of Points.
20.1.4 The numbers of Status Credits required to attain and retain Silver, Gold and Platinum status levels are published at qantas.com.
20.1.5 The travel required in each Membership Year to attain or retain Silver, Gold or Platinum status level must include a minimum of four Eligible Flight Segments where Qantas, QantasLink or a Jetstar Airline is the Marketing Carrier.
20.1.6 Membership status levels are valid for a minimum of one year.
20.1.7 Complimentary Qantas Club membership for the period a Member maintains Gold and Platinum status level is provided subject to The Qantas Club terms and conditions.
20.1.8 It is the responsibility of the Member to check whether a proposed booking is eligible to earn Status Credits and if so how many Status Credits will be earned.
20.2 Lifetime recognition
20.2.1 Lifetime recognition may be awarded to Members who achieve certain specified cumulative Status Credit levels. For Members who joined Qantas Frequent Flyer prior to 01 September 1998, their cumulative Status Credit total will include all tier credits or Status Credits earned from
01 September 1998. For Members who joined Qantas Frequent Flyer after 01 September 1998, their cumulative Status Credit total will date from their date of joining.

20.3 Partner Gold
20.3.1 Partner Gold may be awarded to an eligible Partner when a Platinum Member first reaches 2,100 Status Credits within a single Membership Year. Each Member may have only one nominated Partner at any one time. Retention of Partner Gold will require the Platinum Member to accrue another 2,100 Status Credits in each subsequent Membership Year. The Partner Gold Membership Year will be aligned with that of the primary Platinum Member.

20.3.2 Partner Gold Membership will not be offered to any Partner who already holds Gold or Platinum status level in Qantas Frequent Flyer. An alternative person cannot be nominated.

20.3.3 If the primary Platinum Member fails to accrue sufficient Status Credits in subsequent Membership Years, the Partner Gold Member will be subject to normal Gold status level qualifying criteria.

20.3.4 If the Partner Gold Member ceases to be the Partner of the primary Platinum Member, the Platinum Member must ensure that the Partner Gold card is surrendered before a replacement card will be issued for any new Partner.

20.4 Priority Economy Class Seat Purchase
20.4.1 Priority Economy Class Seat Purchase is available to Platinum Members under the following conditions:
(a) the Member must hold or purchase a ticket in the nominated fare type for domestic (Fully Flexible fares in Y or H class) or international travel (full Economy in Y class or the highest excursion fares in Y, B or H class) on a Qantas operated service with a Qantas flight number (excluding non-jet QantasLink services);
(b) a maximum of two seats per request is permitted – one of which must be for the use of the Member, and the other for a person travelling with the Member on a paid ticket;
(c) the booking or request must be made no later than midday (local time in the city of departure) on the day prior to the scheduled departure;
(d) E-Tickets, rather than paper tickets, must be issued for domestic flights and wherever offered internationally;
(e) Qantas may occasionally have to restrict this facility without prior notice on some routes or under special circumstances;
(f) normal check-in times and conditions apply; and
(g) this service does not apply to Qantas & Jetstar Any Seat Awards.

20.5 Loyalty bonus
20.5.1 Members will be awarded a loyalty bonus of 5,000 Points for every 450 Status Credits earned.

20.6 Classic Award seat allocation
20.6.1 Qantas may at its discretion make available to Platinum and Gold Members additional allocations of Classic Award seats.

21. Qantas Frequent Flyer Store and Retail Awards
21.1 The terms and conditions applicable to Retail Awards and the redemption of Points to obtain Retail Awards (the “Store Terms and Conditions”) are set out at the Qantas Frequent Flyer Store website and may vary (and may be accessed via qantas.com). It is the Member’s responsibility to make himself or herself aware of those additional terms. The Store Terms and Conditions must be accepted by a Member in order to redeem their Points for Retail Awards. Retail Awards can only be obtained in accordance with those Store Terms and Conditions and these Terms and Conditions.

21.2 The terms contained in this clause 21 apply (in addition to the Store Terms and Conditions) to Retail Awards and the redemption of Points to obtain Retail Awards.

21.3 If a provision in these Terms and Conditions is inconsistent with any provision in the Store Terms and Conditions, the provision in these Terms and Conditions will prevail to the extent of the inconsistency.

21.4 Members acknowledge that:
(a) the Points that must be redeemed to obtain a Retail Award and any money that must be paid under a Points Plus Pay option may be viewed at the Qantas Frequent Flyer Store website (accessed via qantas.com) and may be varied prior to redemption of the Retail Award without advance notice to Members;
(b) all reasonable efforts will be made to ensure that information in relation to Retail Awards is correct, but Qantas accepts no liability for the completeness or correctness of such information;
(c) Retail Awards may be of limited stock;
(d) Retail Awards may be offered for a limited time;
(e) Retail Awards are subject to terms and conditions of their suppliers; and
(f) availability of some Retail Awards may be subject to capacity controls by their suppliers.

Other limitations applicable to Retail Awards may be viewed at the Qantas Frequent Flyer Store website (accessed via qantas.com).

21.5 Members redeem Points in order to obtain Retail Awards at their own discretion. Qantas does not give any warranty or make any representation in relation to the underlying value of any Retail Awards (other than the face value of vouchers denominated in dollars).

21.6 Except as required by law, Qantas accepts no liability
of any nature in relation to the Retail Awards. To the extent that Qantas cannot exclude liability for a Retail Award, such liability is limited to:
(a) re-crediting Points redeemed by the Member in order to obtain the Retail Award and refunding any money paid by a Member under a Points Plus Pay option; or
(b) replacing or re-supplying a Retail Award, at the discretion of Qantas.
21.7 Retail Awards are manufactured and/or supplied by independent suppliers. Except as required by law, Qantas makes no guarantee, warranties or representations of any kind, express or implied, with respect to the Retail Awards including warranties of merchantability, fitness for a particular purpose or otherwise.
21.8 Qantas may at any time and without prior notice to Members withdraw, limit, modify, cancel, increase or decrease:
(a) any particular Retail Award;
(b) the advertised terms of offer for a Retail Award; or
(c) the quantity of a Retail Award available for redemption.
22. Personal information
22.1 It is a condition of Membership that a Member consents and authorises Qantas to collect, use and disclose the information on their application form and other information that Qantas collects in relation to the Member for the purposes described in this clause, and disclose such information to oneworld® Alliance Airlines, Airline Partners, Non-airline Partners and any other person (including related bodies corporate, agents and contractors) for the purposes of:
(a) Qantas or any of its related bodies corporate, providing products or services, including the awarding of Points to Members;
(b) Qantas or any of its related bodies corporate improving customer service, including by means of research, marketing, product development and planning;
(c) Qantas marketing its products or services or the products or services of third parties; and
(d) any third party providing services to Qantas, any of its related bodies corporate or Members in connection with the administration of Qantas Frequent Flyer.
This information may be transferred to or from Australia for these purposes. If all or any part of the requested information is not provided by the Member, the services provided to that Member by Qantas may be affected.
22.2 On request by a Member and to the extent permitted or required by law, Qantas will provide that Member with access to and the ability to correct their personal information held by Qantas. Only the Member named on the account will be entitled to access their Membership information. However, Qantas does comply with validly served and executed court orders and subpoenas and cooperates with investigations by State, Federal and international agencies. Under those circumstances or where otherwise required by law, a Member’s account information may be shared with others with or without that Member’s knowledge or consent.
22.3 This clause 22 survives the termination of these Terms and Conditions and the termination or suspension of Qantas Frequent Flyer.
22.4 Further, it is a condition of Membership that a Member who wishes to link or has linked his/her Membership to his/her Everyday Rewards program membership consents to Qantas and Woolworths Limited collecting, using, disclosing and exchanging the Member’s personal information (including the Member’s Qantas Frequent Flyer membership number) to link his/her Membership to his/her Everyday Rewards membership (including to contact the Member if there is a problem) and to operate and to provide the Member with the membership benefits of Qantas Frequent Flyer and the Everyday Rewards program. Woolworths’ uses and disclosures of your personal information may be different to Qantas’. For details about Woolworths’ privacy practices in respect of your Everyday Rewards membership, see the Everyday Rewards terms and conditions and other information at everydayrewards.com.au
23. Liability
23.1 Qantas acknowledges that certain laws imply terms, conditions or warranties into contracts for the supply of goods or services that cannot be excluded. For example, for consumers, services come with non-excludable warranties under consumer protection legislation that they will be provided with due care and skill and be reasonably fit for their purpose. Clause 23.2 is not intended to exclude or restrict the application of such laws.
23.2 Subject to clause 23.1, the Qantas Group and any of their officers, employees or agents are not liable for any loss or claim of any kind (including, without limitation, consequential or economic loss or loss of profits), arising under or in connection with these Terms and Conditions or Qantas Frequent Flyer, including, without limitation, any changes to the Terms and Conditions or Qantas Frequent Flyer, save to the extent that such loss or claim arises from the negligence or wilful misconduct of a Qantas Group Company, or any of their officers, employees or agents.
24. General
24.1 Interpretation: In these Terms and Conditions, unless the contrary intention appears:
(a) the singular includes the plural and vice versa;
(b) dollars or ‘$’ means Australian dollars;
(c) unless otherwise stated, all dollar amounts include any applicable GST;
(d) dates or times are Universal Time Code (or GMT) dates or times;
(e) a reference to ‘include’ or ‘including’ means ‘including but not limited to’.

24.2 Governing Law: The Terms and Conditions and membership in Qantas Frequent Flyer are governed by and will be construed in accordance with the laws of the State of New South Wales, Australia irrespective of where the application for Membership has been completed by the Member or submitted to Qantas. In any action or other legal process with respect to any matter or thing in connection with these Terms and Conditions or Membership the Member submits to the non-exclusive jurisdiction of the State of New South Wales.

24.3 For New Zealand-based services or products: The New Zealand Consumer Guarantees Act 1993 may apply however it will not apply where Membership has been obtained, or a Member has represented it has been obtained, for business purposes, in which case provisions of that Act are excluded from these Terms and Conditions.

24.4 Nothing in these Terms and Conditions affects any rights a Member may have and which by law cannot be excluded, including under the Trade Practices Act (1974) and under State and Territory consumer protection legislation.

24.5 If part or all of any clause of these Terms and Conditions is illegal, invalid or unenforceable then it will be read down to the extent necessary to ensure that it is not illegal, invalid or unenforceable, but if that is not possible, it will be severed from these Terms and Conditions and the remaining provisions of these Terms and Conditions will continue to have full force and effect.

24.6 Qantas recommends that Members consult their accountant or tax adviser to ensure that they understand possible tax (including fringe benefits tax) implications, if any, related to Membership and Benefits.

24.7 Business customers may be able to reclaim the Australian GST relating to their Membership. Members who require a tax invoice should contact the Frequent Flyer Service Centre by calling 13 11 31. Members should consult their tax adviser to determine their eligibility to reclaim Australian GST. For more GST information please refer to the Australian Tax Office. For Australian GST purposes, where a foreign currency value of a Qantas Frequent Flyer transaction needs to be converted, it will be done so at a rate determined by Qantas.

25. Changes effective 1 July 2010

25.1 Despite clause 1.2, the definition of “Active Member” in clause 2.1 and clause 9.2.2 in these Terms and Conditions are effective on and from 1 July 2010 only. Until that date those clauses shall read as follows:
(a) In clause 2.1 the definition of an “Active Member” will read — “Active Member” at a point in time, means a Member who has earned or redeemed Points on their Membership account within the previous consecutive 36 whole month period from that point in time;
(b) Clause 9.2.2 will read — All Points held in a Qantas Frequent Flyer account of a non-Active Member will expire at the end of the 36th consecutive month for which the Member has not earned Points or Status Credits or redeemed Points. For this purpose, Points earned in relation to Eligible Flights are deemed to be earned on the date the Eligible Flight was taken. Within 60 days of the Points expiration date, Qantas will notify Members of the number of Points that are about to expire and the expiration date as follows:
(a) online activity statements display a warning to the Member;
(b) Members who continue to receive paper activity statements, will receive an activity statement which includes a notification that points are about to expire; and
(c) Members who have opted to receive communications online and via email, will receive a notification within their monthly electronic newsletter.

Note: With effect from 1 July 2010:
• if a Member does not earn or redeem any Points after 30 June 2010, the Points earned before 1 July 2010 will not expire until three years after the date of the last activity on that Member’s account.
• if a Member does earn or redeem any Points after 30 June 2010, the Member’s Points will expire three years from the date of the Member’s last activity before 1 July 2010 or 18 months from the last date the Member earned or redeemed Points after 30 June 2010, whichever is the later.
Contact details

To update your personal details
Simply go to ‘Your Profile’ under ‘Your Account’ at qantas.com/frequentflyer

You can also claim missing points, change or request a new PIN and manage your bookings online.

Membership enquiries and Award Flight Reservations (domestic, international and partner airlines).

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<tr>
<th>Australia</th>
<th>United Kingdom</th>
<th>New Zealand</th>
<th>Ireland/Continental</th>
<th>Other Countries</th>
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<td></td>
<td>T +61† (3) 9658 5302</td>
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<tr>
<td>USA/Canada</td>
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<td>T +1 (800) 227 4220</td>
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</tbody>
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*An additional booking fee of 2,500 points per person applies.
^44 is the access code for UK.
†61 is the access code for Australia.
Qantas domestic/international and partner airline bookings: Minimum 24 hours.
British Airways: minimum 14 days.

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