

# Terms and Conditions.

Effective 11 October 2012.



**Frequent** *flyer*

## **Effective 11 October 2012**

### **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** 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](http://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](http://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 at [qantas.com](http://qantas.com) (the Benefits Guidebook also includes a version which was current at the print date of that Guidebook);

**"Airline Partner"** means an airline (other than a **oneworld**<sup>®</sup> 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, **oneworld**<sup>®</sup> 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 online at qantas.com by Qantas, as updated from time to time. The Benefits Guidebook is current as at the date of printing but may become out of date – the most up to date information is displayed 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;

**“Complimentary Gold Membership”** means the complimentary Gold Frequent Flyer status level awarded to a family member or friend of a Platinum Member in accordance with clause 20.3;

**“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              | • Parent/Step-parent                   |
| • Domestic Partner/De Facto | • Child, including foster & step-child |
| • Brother/Sister            | • Half Brother/Sister                  |
| • Grandparent               | • Grandchild                           |
| • Son/Daughter-in-law       | • Brother/Sister-in-law                |
| • Father/Mother-in-law      | • Uncle/Aunt                           |
| • Nephew/Niece              | • First cousin                         |

**“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 at qantas.com (the Benefits Guidebook also includes a version which was current at the print date of that Guidebook);

**“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 tendered, 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;

**“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 ticket and reservation for one or more Flights with a Qantas (QF) or a **oneworld**® Alliance Airline or an Airline Partner flight number and described by Qantas as a “Classic Award”, which a Member obtains through Qantas Frequent Flyer by redeeming Points, in accordance with these Terms and Conditions;

“**Qantas Frequent Flyer**” means the frequent flyer program operated by a Qantas Group Company;

“**Qantas Frequent Flyer Store**” means the service (referred to as the Qantas Frequent Flyer Store or QFF Store or The Store) through which Members may obtain retail goods or services or vouchers (excluding Award Flights and Flight Upgrades) by redeeming Points, or by redeeming Points and paying an amount of money, and paying all identified surcharges, charges, fees, GST and taxes, in accordance with these Terms and Conditions;

“**Qantas Group**” means all the Qantas Group Companies;

“**Qantas Group Company**” means Qantas or any related body corporate (as that term is defined in the Corporations 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.com**” means the internet site which may be found at qantas.com;

“**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, see qantas.com for the tables (the Benefits Guidebook also includes a version of these tables which was current at the print date of that Guidebook); or

(c) not broken by a change to or from any airline included in the Partner Classic Award table (see 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 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 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**<sup>®</sup> 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**<sup>®</sup> 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.

#### **Clauses 3.2 and 3.3 effective until [30 April 2013]**

Note: These clauses 3.2 and 3.3 will be effective until [30 April 2013]. Please see below for the new clauses 3.2 and 3.3 that will be effective from [1 May 2013].

**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

#### **Clauses 3.2 and 3.3 with effect from [1 May 2013]**

Note: The above clauses 3.2 and 3.3 will be effective until [30 April 2013]. Please see below for the new clauses 3.2 and 3.3 that will be effective from [1 May 2013].

**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 3 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) for Members living in Australia or New Zealand, providing notice at the email address provided to Qantas by the Member or, if no valid email address is held by Qantas, by posting details of the changes on qantas.com;
- (b) for Members living outside Australia or New Zealand, 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](http://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, PIN or Membership number until Qantas is notified of the loss, theft or unauthorised use.

**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 joining or changing status level.

#### **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**<sup>®</sup> 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**<sup>®</sup> 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**<sup>®</sup> Alliance Airline, Airline Partner, Qantas Interline Airline or Non-airline Partner.

**7.2** Each Member is responsible for ensuring that they have sufficient Points to redeem for any Award that they request.

**7.3** Each Member is responsible for regularly checking their

Membership account and must:

- (a) notify Qantas of any omissions, incorrect entries or other discrepancies within twelve months of the applicable flight;
- (b) notify Qantas or the applicable partner (as specified by Qantas) of any omissions, incorrect entries or other discrepancies within six months of any other transaction (or such other period specified by the partner). Note: Some partners may require the Member to present their Qantas Frequent Flyer card at the time of transaction and may not accept retrospective claims for Points. Members should check with the individual partner on their requirements.

Qantas (and each of its Non-airline Partners and airline partners) reserves the right to require proof of earning from the Member, including copies of ticket coupons and/or original boarding passes from flights claimed to have been flown or copies of receipts or similar documentation, for example, car rental agreement, hotel voucher or hotel bill.

## **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**<sup>®</sup> 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.

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.

**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 or Qantas & Jetstar Any Seat Awards (excluding for the avoidance of doubt any Qantas & Partner Classic Award) on regular scheduled flights where a Qantas flight number (or the flight number of any **oneworld**<sup>®</sup> 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 or on a Jetstar Starter Plus or Starter Max fares and 1,250 Points for each Eligible Flight Segment travelled in Qantas Business or First class or Jetstar on a Business Max fare, as applicable;
- (b) for American Airlines<sup>®</sup> (AA) – 500 Points for each Eligible Flight Segment travelled;
- (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 Qantas & Partner Classic Awards;

- (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;

- (j) tickets which are subject to any specific provisions excluding the accumulation of Points; or

- (k) tickets which are, by agreement with Qantas, restricted from earning Points on flight activity.

### **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 Business Max fares, 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 Qantas & Partner Classic Awards.

**9.5.2** A Status bonus will be applied for Eligible Flights with a Qantas (QF), Jetstar Airlines (JQ, 3K and VF), American Airlines<sup>®</sup> (AA) or British Airways (BA) flight number. For travel on eligible Qantas (QF) and Jetstar (JQ) flights, the Status bonus for Silver Members will be 50% of the Base Rate, 75% for Gold Members and 100% for Platinum Members. For travel on eligible British Airways and American Airlines flights 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 Qantas & Partner Classic Awards.

**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](http://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](http://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;
- (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; and
- (f) family transfers do not count as activity on your membership or the membership that you transfer the points to, for the purpose of preventing points from expiring.

**11.2** All transfers of Points to an Eligible Family Member which are completed by telephone will incur an Award Assistance Fee (see Fee Schedule).

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

**11.4** 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.

**11.5** 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 Award Assistance Fee, per passenger occupying a seat (see 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**<sup>®</sup> 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**<sup>®</sup> 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**<sup>®</sup> 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](http://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](http://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 Award Assistance Fees, surcharges (including fuel and insurance surcharges), GST, taxes, fees and carrier charges (including all ticket taxes). This applies to all Classic Awards, whether these are provided by Qantas, a **oneworld**<sup>®</sup> Alliance Airline or an Airline Partner. Further information about taxes, fees and carrier charges applicable to Classic Award bookings may be found on [qantas.com](http://qantas.com)

**14.3.2** The number of Points required to redeem a Classic Award is published at [qantas.com](http://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](http://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, GST, taxes, fees and carrier charges (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 (JQ): Classic Award bookings on flights operated by Jetstar (JQ) must be booked using the QF airline code.

Note: Classic Award bookings are not available on Jetstar Asia (3K) or Valair (VF).

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. Classic Awards between Australia and Johannesburg must be booked using the QF airline code.

Royal Jordanian (RJ): Classic Award bookings are not available on Royal Jordanian flights to and from Iraq.

**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 Jetstar, 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) payable in cash will apply if the tickets are replaced through a Qantas Travel Centre or at the Airport.

**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.

**14.7 Qantas & Partner Classic Awards – changes to tickets**

**14.7.1** Except as otherwise stated in this clause 14.7, changes are not permitted to any Classic Award at any time. Any permitted changes are subject to Classic Award availability.

**14.7.2** Prior to ticketing, Classic Awards may be changed without incurring a Change 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.

**14.7.3** Subject to this clause 14.7, the following changes are permitted to a Classic Award after ticketing and prior to commencement of any travel and will incur a Change Fee

(see the Fee Schedule) per passenger:

- (a) change to flight number;
- (b) change to date of travel;
- (c) change to class of travel;
- (d) change to any Segment routing or airline;
- (e) change to name (only for Flights with a Qantas (QF) flight number on the ticket that are operated by Qantas); and
- (f) request to cancel ticket and re-credit Points. Please note that only Points that would not have expired will be re-credited.

**14.7.4** Subject to this clause 14.7, the following changes are permitted to a Classic Award flight before departure of that flight, provided your entire booking contains only Flight Segments that are within Australia, and will incur a Change Fee (see the Fee Schedule) per passenger:

- (a) change to flight number;
- (b) change to date of travel;
- (c) change to class of travel; and
- (d) change to a direct or indirect Segment routing without a Stopover (provided the origin and destination cities remain unchanged) or airline.

**14.7.5** Subject to this clause 14.7, the following changes are permitted to a Classic Award flight before departure of that flight, provided your booking contains one or more Flight Segments that are not within Australia, and will incur a Change Fee (see the Fee Schedule) per passenger:

- (a) change to flight number; and
- (b) change to date of travel.

**14.7.6** Changes are not permitted (after any travel has commenced) to any Classic Award for which a paper ticket has been issued.

**14.7.7** Any change made to a Classic Award after ticketing will incur a Change Fee (see the Fee Schedule) per passenger.

**14.7.8** The following changes are not permitted to any Classic Award within 24 hours before departure from the point of origin of the first Flight Segment on the Itinerary:

- (a) change to class of travel;
- (b) change to any Segment routing or airline; and
- (c) change to name (only for Flights with a Qantas (QF) flight number on the ticket that are operated by Qantas).

**14.7.9** No changes will be permitted on qantas.com to any Classic Award within 24 hours before departure of each Flight Segment on the Itinerary.

**14.7.10** Changes to Classic Awards that incur Point fees (see the Fee Schedule) can be made only by the Member who originally redeemed Points for the Classic Award and only if that Member has sufficient Points to cover the applicable fees.

**14.7.11** Any change made by telephone or in person to a Classic Award booking will incur a Service Fee per passenger occupying a seat (see Fee Schedule) in addition to any applicable Change Fee.

#### **14.8 Qantas & Partner Classic Awards - tickets cancellation & refunds**

**14.8.1** Classic Award tickets issued for travel on Qantas,

oneworld® Alliance Airlines or Airline Partners may be submitted for refund and re-credit prior to commencement of travel. Where applicable, only Points that would not have expired will be re-credited. A Cancellation Refund Fee (see the Fee Schedule) will apply.

**14.8.2** Once any travel has commenced on a Classic Award, the Award is considered used, even if the remaining travel is not completed. Points will not be re-credited to the Member's account for unused ticket coupons.

**14.8.3** If a Classic Award is cancelled by the airline and reasonable alternative travel cannot be arranged, Qantas will waive the Cancellation Refund Fee on any Classic Award submitted for refund and will re-credit the applicable number of Points.

#### **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).

**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), GST and taxes, fees and carrier charges (including all ticket taxes) other than any Award Assistance Fee, 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 Award Assistance Fee, 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, fees and carrier 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** A refund of an Any Seat Award will only be made in accordance with the applicable Fare Conditions and these Terms and Conditions, and the following provisions:

(a) If a refund is requested prior to travel commencing, and the money paid to obtain the Any Seat Award is equal to or greater than the cancellation fee (or refund fee) specified in the Fare Conditions, and the original Any Seat Award booking was not made on jetstar.com, then the refund of the 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, less any applicable cancellation fee (or refund fee) set out in the Fare Conditions.

- (b) If a refund is requested prior to travel commencing, and the money paid to obtain the Any Seat Award is less than the cancellation fee (or refund fee) specified in the Fare Conditions, and the original Any Seat Award booking was not made on jetstar.com, then the refund of the Any Seat Award will be made by re-crediting only the Refundable Proportion of Points redeemed to the Member's account and refunding only the Refundable Proportion of the money paid to the Member's Accepted Payment Card.
- (c) If a refund is requested after travel has commenced, and the original Any Seat Award booking was not made on jetstar.com, then the refund of the Any Seat Award will be made by re-crediting only the Refundable Proportion of Points redeemed to the Member's account and refunding only the Refundable Proportion of the money paid to the Member's Accepted Payment Card.
- (d) If the original Any Seat Award booking was made on jetstar.com and a refund is requested prior to any travel commencing, and the Fare Conditions state that the Any Seat Award is fully refundable, and the money paid to obtain the Any Seat Award is equal to or greater than the cancellation fee (or refund fee) specified in the Fare Conditions, then the refund of the 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, less any applicable cancellation fee (or refund fee) set out in the Fare Conditions.
- (e) If the original Any Seat Award booking was made on jetstar.com and the Fare Conditions state that any part of the Any Seat Award is refundable, and paragraph (d) does not apply, then any applicable cancellation fee (or refund fee) must be paid with money as specified in the Fare Conditions and once paid the refund of the Any Seat Award will be made by re-crediting only the Unused Proportion of Points redeemed to the Member's account and refunding only the Unused Proportion of money paid to the Member's Accepted Payment Card.
- (f) The 'Refundable Proportion' is the dollar value of the unused refundable portion of the Any Seat Award ticket or booking (allocated by Qantas based on the original fare or commercial ticket value as referred to in the Fare Conditions), less any applicable cancellation fee (or refund fee) set out in the Fare Conditions, expressed as a proportion of the original fare or commercial ticket value (as referred to in the Fare Conditions) of the Any Seat Award.
- (g) The 'Unused Proportion' is the dollar value of the unused refundable portion of the Any Seat Award ticket or booking (allocated by Qantas based on the original fare or commercial ticket value as referred to in the Fare

Conditions), expressed as a proportion of the original fare or commercial ticket value (as referred to in the Fare Conditions) of the Any Seat Award.

- (h) Where applicable, only Points that would not have expired will be re-credited.
- (i) Requests for refunds may only be made via telephone to Qantas Telephone Sales or the Jetstar Contact Centre, as applicable – details are available on qantas.com and jetstar.com respectively.

**15.6.2** 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 of 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 (the most current Point redemption levels are 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 and when the Flight Upgrade is confirmed. Points will be deducted from a Member's account at the time the Flight Upgrade is confirmed.

**16.1.3** Flight Upgrades may be requested only on eligible paid and confirmed tickets on a service operated by Qantas, with a Qantas (QF) flight number on the ticket, in accordance with these Terms and Conditions.

**16.1.4** Flight Upgrades are not available when travelling on:

- (a) Classic Awards (both Domestic and International);
- (b) Qantas International airfares booked in E,N,O,P,Q and X class which includes some Any Seat Awards and some international Red e-Deal fares;
- (c) Qantas codeshare flights (ie: Flights operated by another carrier with a QF flight number on the ticket).

**16.1.5** 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.

**16.1.6** 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) Discount Economy or Economy to Premium Economy class

(ii) Discount Economy or 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 Discount Economy, Economy or Premium Economy to First Class;

(d) Points and Status Credits will be earned only for the class of travel originally purchased, rather than the upgraded class of travel;

(e) the Fare Conditions applicable to the fare originally purchased will apply, irrespective of upgraded class of travel; and

(f) special meals may not be available in the upgraded class of travel.

**16.1.7** Members who have registered a request for a Flight Upgrade will be advised if they are awarded a Flight Upgrade (a confirmed Flight Upgrade) either via an SMS message, via 'Manage Your Booking' on qantas.com or when they check in for their flight.

**16.1.8** If the Member cancels or changes a Flight Segment before a Flight Upgrade is confirmed for that segment, the Flight Upgrade request will be cancelled and a new Flight Upgrade request must be made.

**16.1.9** If the Member cancels a confirmed Flight Upgrade within 24 hours of scheduled departure, or fails to board a flight for which a Flight Upgrade has been confirmed (no-show), the Member will forfeit the Flight Upgrade and any Points used to redeem the Flight Upgrade, and a seat may no longer be available in the class of travel originally purchased. If the Member cancels a confirmed Flight Upgrade more than 24 hours before scheduled departure, the Flight Upgrade may be refunded and will incur a Refund of Unused Flight Upgrade Fee (see the Fee Schedule).

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

**16.1.11** If there are multiple people travelling in a booking and all passengers are Eligible Family Members, any online request for a Flight Upgrade will apply to each passenger. If a booking includes passengers other than Eligible Family Members, a passenger will need to contact Qantas Telephone Sales to split the booking and then the Member will be able to request a Flight Upgrade.

**16.1.12** Once an upgrade has been requested, all PIN changes between the time a Flight Upgrade is requested and the time

the flight departs, must be advised to Qantas reservations, otherwise the Flight Upgrade request will not be processed.

**16.1.13** Additional terms and conditions applicable to Flight Upgrades are set out at qantas.com at the time of making a Flight Upgrade request and must be accepted prior to making any such request.

**16.2 Flight Upgrades - for travel only within Australia (on flights QF400 and above and travel on domestic legs of flights QF1-199)**

**16.2.1** Flight Upgrades can be requested for a specific flight and date 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. If a Flight Upgrade is available at the time of request, it will be confirmed immediately and Points will be deducted from the Member's account.

**16.2.2** If a Flight Upgrade is not available at the time of request, then the Member will be given the option to register for a Flight Upgrade should one become available in the future on the Member's booked flight. Qantas will determine which registered requests for Flight Upgrades will be awarded, if any, at any time between 90 days and 24 hours before the scheduled flight departure, depending on the Member's Qantas Frequent Flyer Membership level. Flight Upgrades will be awarded to Members according to their Qantas Frequent Flyer status level in the following order: Platinum Members first, then Gold Members, then Silver Members and then Bronze Members.

**16.2.3** If a Flight Upgrade is requested for an Itinerary that includes an international leg and a domestic leg with the same Qantas (QF) flight number, this will be treated as an international Flight Upgrade. Provisions specific to international Flight Upgrades are set out in clause 16.3.

**16.3 Flight Upgrades - for international travel (on flights QF1-199)**

**16.3.1** Flight Upgrades can be requested for a specific flight and date between 353 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** Qantas will determine which requests for Flight Upgrades will be awarded, if any, at any time between 7 days and 24 hours before the scheduled departure of the flight from its port of origin, depending on the Qantas Frequent Flyer status level of the Member.

**16.3.3** 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.

**16.3.4** At the time of the international Flight Upgrade request, if the Member is travelling by themselves, the Member will be given the option to be considered for an upgrade at the airport (if the Flight Upgrade is not confirmed beforehand). Additional terms and conditions applicable to international

Flight Upgrades at the airport will be displayed at qantas.com at the time of making the Flight Upgrade request and must be accepted prior to making any such request.

**16.3.5** 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.

**16.3.6** 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.

**16.3.7** If a Flight Upgrade is requested for an Itinerary that includes an international leg and a domestic leg with the same Qantas (QF) flight number, this will be treated as an international Flight Upgrade.

**17. Domestic On Departure Upgrades**

**17.1** On Departure Upgrade Awards may be available by redeeming Points at the rates and on the terms and conditions published at qantas.com and in these clauses 16 and 17. Points will be deducted from a Member's account at the time that a request is successfully processed.

**17.2** On Departure Upgrades may be requested by Members who have access to The Qantas Club lounges and only at domestic Australian Qantas Club lounges. They are not available from airport lounges operated by third parties or from QantasLink lounges. Members of The Qantas Club can also request an On Departure Upgrade at domestic Check-in-Kiosks, where available, when travelling by themselves.

**17.3** On Departure Upgrades may be requested only for a one-class upgrade from Discounted Economy or Economy to Business class on Qantas Australian domestic services (QF400 and above). On Departure Upgrades are not available on the domestic legs of Qantas operated international services (QF1-199).

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

**17.5** The provision of On Departure Upgrades is subject to availability in the applicable booking class and airport operational requirements. 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 for any reason, except where the Points are incorrectly redeemed as a result of an error by Qantas.

**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. An Award Assistance Fee (see Fee Schedule) will apply to each order placed by telephone at the Qantas Frequent Flyer Store.

**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.

**19.2** The purchase of additional Points does not guarantee the availability of an Award Flight.

**19.3** Points do not have a monetary value and cannot be converted to money. They cannot be sold, transferred or exchanged other than 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 or Qantas & Jetstar Any Seat Awards (excluding for the avoidance of doubt Qantas & Partner Classic Awards) on certain regular scheduled flights of Qantas, **oneworld**<sup>®</sup> 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**<sup>®</sup> 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 Qantas & Partner Classic Awards;
- (f) travel industry rebated tickets;
- (g) competition prize tickets;
- (h) tickets acquired at an auction;
- (i) tickets which are subject to any specific provisions excluding the accumulation of Points; or
- (j) tickets which are, by agreement with Qantas, restricted from earning Points on flight activity.

**20.1.4** The numbers of Status Credits required to attain and retain Silver, Gold and Platinum status levels are published at [qantas.com](http://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 Platinum Member additional benefit**

**20.3.1** A Platinum Member may be offered the opportunity to choose one of a selection of benefits (as determined and offered by Qantas), and that selection may include Complimentary Gold Membership, when a Platinum Member first reaches 2400 Status Credits within a single Membership Year (unless the Platinum member has already obtained Complimentary Gold Membership under clause 20.3.1 for that Membership Year). Details of any such benefit or selection and any additional terms and conditions applicable to

this benefit are provided at qantas.com Any offers made under this clause 20.3.2 will expire at the end of the relevant Membership Year that the Member achieves 2400 Status Credits or, if the Member achieves 2400 Status Credits in their Membership Anniversary Month in that Membership Year, the end of the following month. Retrospective claims cannot be made if the offer has expired.

**20.3.2** In respect of any Complimentary Gold Membership offered under clause 20.3.1:

- (a) each Member may have only one nominated family member or friend at any one time. The Complimentary Gold Membership Year will be aligned with that of the primary Platinum Member;
- (b) Complimentary Gold Membership will not be offered to any nominated family member or friend who already holds Gold or Platinum status level in Qantas Frequent Flyer;
- (c) if Complimentary Gold Membership is not retained in the subsequent Membership Year for any reason, the Complimentary Gold Member will be subject to normal Gold status level qualifying criteria; and
- (d) if the Platinum Member wishes to change the nominated Complimentary Gold Member, the Platinum Member must ensure that the previously issued Complimentary Gold Membership card is surrendered before a replacement card will be issued for any new Complimentary Gold nominee.

**20.3.3** In respect of any Complimentary Gold Membership offered under clause 20.3.2:

- (a) each Member may have only one nominated family member or friend per Membership Year. Retention of Complimentary Gold Membership in subsequent Membership Years will require the Platinum Member to accrue 2400 Status Credits and select the Complimentary Gold Membership option under clause 20.3.2 in each subsequent Membership Year. The Complimentary Gold Membership Year will be aligned with that of the primary Platinum Member;
- (b) if the family member or friend is not nominated for Complimentary Gold Membership (or the Platinum Member does not qualify for the benefit under clause 20.3.2) in the subsequent Membership Year, then the Complimentary Gold Member will be subject to normal Gold Status level qualifying criteria; and
- (c) once a Platinum Member has nominated a Complimentary Gold Membership to a family member or friend, an alternative cannot be chosen within that Membership Year.

#### **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 B 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** Until 30 November 2011, members will be awarded a Loyalty Bonus of 5,000 Points for every 450 Status Credits earned.

**20.5.2** From 1 December 2011, Members will earn a Loyalty bonus of 8,000 points for every 500 Status credits earned within a single membership year – up to a maximum of four Loyalty bonuses per membership year.

**20.5.3** At 1 December 2011, Status credit balances relating to the calculation of the Loyalty bonus will be adjusted to recognise only those earned within the member's current membership year. Status credits earned in previous membership years will not be recognised in the calculation of Loyalty bonus after 1 December 2011.

The change to the loyalty bonus does not impact the Status credits you earn which go towards tier retention.

#### **20.6 Classic Award seat allocation**

**20.6.1** Qantas may at its discretion provide Members who have a Membership level above Bronze with additional allocations of or preferential access to selected Classic Award seats on Qantas operated flights when available.

#### **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** An Award Assistance Fee (see Fee Schedule) will apply to each order placed by telephone at the Qantas Frequent Flyer Store.

**21.3** 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.

**21.4** 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.

**21.5** 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 except as required by certain statutory warranties under consumer protection laws, Qantas accepts no liability for the lack of 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).

**21.6** 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).

**21.7** 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.

**21.8** Retail Awards are manufactured and/or supplied by independent suppliers. Certain statutory warranties under consumer protection laws may apply to Retail Awards for the benefit of consumers. Nothing in these Terms and Conditions is intended to exclude or restrict the application of such consumer laws but 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 outside of the application of those laws.

**21.9** 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**<sup>®</sup> 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 [www.everydayrewards.com.au](http://www.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.



[qantas.com/frequentflyer](http://qantas.com/frequentflyer)

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