

COMMERCIAL POLICY FOR QANTAS CUSTOMERS AFFECTED BY CHANGES TO THE EMIRATES FLIGHTS BETWEEN SYDNEY AND AUCKLAND

31 May 2017

From 13 July 2017, Emirates will no longer operate services between Sydney and Auckland, hence the following Emirates and Qantas marketed services will be cancelled:

Emirates Operated Flight number	Qantas Marketed Flight Number	Origin and Destination	Departure and Arrival
EK418	QF8764	SYD-AKL	0925-1435
EK419	QF8763	AKL-SYD	1515-1645

The following options are available to Qantas customers holding a valid ticket issued on/before 31 May 2017 for travel on/after 13 July 2017 who are affected by the changes:

For customers holding a Qantas (081) issued ticket

All passengers booked to travel between Sydney and Auckland, between Dubai and Auckland, and between Bangkok and Auckland may, without fee:

- Rebook/Reroute using an alternate Qantas service with a 'QF' flight number operated by Qantas within 24 hours of the original ticketed flight.

For ticketed First Class bookings, passengers may, without fee:

- Reroute via BNEAKL or MELAKL (travel on QF sectors will be in Business if there is no First Cabin offered), or
- Refund if there are no suitable options

Conditions

- All changes must be made prior to the original ticketed departure.
- New travel dates must be within ticket validity.
- For Qantas services with 'QF' flight number operated by Emirates:
 - Rebook in the same booking class as originally ticketed.
- Qantas will not be responsible for paying any other costs or expenses such as hotel or other ground operator fees arising due to events beyond our control, unless required by applicable laws.
- All other rules and conditions of the ticket remain unchanged.
- Customers are permitted to make changes as outlined in this policy. Any subsequent changes made after the ticket is reissued will be subject to the rules and conditions of the original ticketed fare purchased.



For customers with unticketed bookings

For unticketed bookings, alternate flights/routings can be rebooked subject to availability and tickets issued in accordance with fare conditions.

For customers on Frequent Flyer Reward Tickets

Passengers who are travelling on Qantas Points Plus Pay tickets are entitled to the same options and conditions as listed above.

Passengers who are travelling on Qantas & Partner Classic Flight Reward tickets are entitled to the same options and conditions as listed above provided any travel rebooked or rerouted is made on an eligible Qantas Frequent Flyer Partner Airline and any travel booked on a partner airline is subject to reward seat availability. Classic Reward tickets cannot be retained in credit.

Please note: any changes to bookings in redemption classes must be made in the same class as the original booking.

Trade Information Ticket Reissue

All Qantas flight changes need to be actioned (re-issued or revalidated) prior to travel, regardless of which airline the ticket is validated to.

Re-route/Re-book travel between Dubai and Auckland (Emirates flights EK418/419 only) and Sydney and Auckland (Emirates flights EK418/419).

- The agent can reissue the ticket in-house if validated to Qantas (081).
- Ticket to be reissued with no additional collection or refund.
- Additional fare, ticket taxes and change fees associated to the ticket do not apply.
- All details of the original ticket to be shown on the new ticket including fare basis and fare calculation.
- Authority number '468158' must be entered into the endorsement box to avoid ADM.
- For tickets validated to another carrier, please contact Qantas Trade Support for ticketing.