

Australian Domestic Fare Re-structure

Frequently Asked Questions

1. What is changing?

Qantas is updating its Australian domestic fare structure to better reflect changed market conditions as the airline delivers on its three year recovery plan. The changes will see M class move from the Flex fare family to the Red eDeal fare family and there will be revised price points in both the Red eDeal and Flex fare families as a result. Customers will now have access to more fares in the most popular fare family and trade-ups to more flexible fare classes will be smaller.

2. When will the changes be effective?

The updated Australian Domestic fare structure applies for tickets issued and tickets reissued on or after 4 November 2020 (0001 AEDT).

3. What cabin classes will the changes apply to?

The changes apply to Economy fares. There are no changes for Business fares.

4. Are there any changes to the Qantas International fare structure ?

No. These changes apply to the Qantas Australian Domestic fare structure only.

5. Will the fares be available in all selling channels?

Yes. Our fares will be available in all sales channels, including qantas.com, Qantas Contact Centres, Qantas Agency Connect and via Travel Agents and will be reflected in all GDS systems.

6. Are there any changes to the product offering within each fare type?

All fares will continue to be inclusive of complimentary food and beverages, in-flight entertainment and wi-fi (where available) and checked baggage allowance. Due to government restrictions, a reduction in travel demand and health advice associated with the Coronavirus (COVID-19), we've had to temporarily minimise our usual customer product and service offering. Full details are available on [qantas.com](https://www.qantas.com).

7. When was the last time Qantas updated its Australian Domestic fare structure?

Qantas last updated its Australian Domestic fare structure in 2015.

8. My passenger wants to do a name change on their domestic eTicket and is currently holding a Red eDeal fare. As per the conditions of a name change prior to 4 November 2020, the ticket must be rebooked in J, C, D, I, Y B, H K or M class.

After 4 November 2020, will passengers still be able to rebook to M class?

No. M class will now be part of the red eDeal fare family. Any bookings using the Domestic Name Change process need to be rebooked in a Flex fare which means bookings will need to be rebooked in K class or higher.

9. Are there any changes to existing fare families and class structure in the Economy cabin?

Yes, we are moving M class from the Flex fare family to the Red eDeal fare family.

- M class will be the highest available fare class in the Red eDeal fare family.
- K class will form the new lead-in Flex class.
- The remaining fare classes will be mapped to fare families as they are today.

Fare family	Current fare classes	New fare classes
Business	JCDI	JCDI
Flex	YBHK M	YBHK
Red e-Deal	LVS N QOE	M LVS N QOE

10. What are the new Fare Basis Codes for the Australian Domestic fare structure?

The fare basis code format will continue to follow the structure introduced in 2019:

Character 1	Character 2	Character 3	Character 4	Character 5
Fare Class	Fare Family	Seasonality	Peak Day of Week (DOW)	Advance Purchase

Details

Character 2	Indicator	Fare Family
	S	Red eDeal (sale)
	D	Red eDeal
	F	Flex
	B	Business

Character 3	Indicator	Seasonality
	H	High Season
	L	Low Season
	P	Peak Season
	Q	No seasonality exists
	F	Flight Specific

Character 4	Indicator	Peak Day of Week
	W	No DOW pricing exists on market
	X	Non Peak DOW (<i>has Day/Time restrictions applied</i>)
	Z	Peak DOW

Character 5	Indicator	Advance Purchase
	7	7 day Advance purchase
	14	14 day Advance purchase
	Blank	No Advance Purchase condition exists

11. Will fare levels change as a result of the updated fare structure?

Yes, some Domestic economy fares will change. Price points are being reduced at the top of the fare structure on some routes and an additional fare class will be introduced to the Red eDeal fare family which will result in smaller trade up levels between fare classes.

12. What does the updated domestic fare structure mean for bookings ticketed before 4 November 2020?

Bookings ticketed before 4 November 2020 are not impacted by the changes. The fare rules applied to the ticket are those that were applicable at the date of purchase.

If a customer wishes to make a change to an existing booking on/after 4 November 2020, the ticket will need to be repriced at the time of rebooking.

Changes can be made in accordance with the fare rules that applied at the date of purchase. The Base Fare (excluding Ticket Taxes) must be of equal or higher value on the new ticket.

Depending on the fare purchased some additional fees may apply such as fare difference and change fee.

Terms and conditions of the new fare class will apply to such reissued tickets.

For any bookings impacted by Covid-19 please refer to qantas.com or Qantas Agency Connect for the latest information on booking changes and customer options.

For example:

Example 1

On 1 October 2020, a customer purchases an QDQW fare (Red eDeal) for travel between Sydney and Melbourne departing on 31 December 2020 for \$199 (plus Ticket Taxes). On 10 November 2020, the customer wishes to change this booking to now travel on 25 December 2020.

Q class is available on the new travel date.

The Reissue process is as follows:

OLD TICKET

QDQW	AUD 199
TOTAL	AUD 199

NEW TICKET

QDQW	AUD 199	QDQW Base Fare is equal to the original Base Fare, therefore the "equal or higher" Base Fare requirement is met
CHANGE FEE	AUD 99	change fee applies to the original QDQW fare

TOTAL AUD 298

ADCOL AUD 99* *Service fees may apply. Refer to issuing office for details.

Following Ticket Reissue, the conditions of the new QDQW fare will apply to the new ticket

Example 2

On 30 January 2020, a customer purchases a MFQW fare (Flex) for travel between Sydney and Melbourne departing on 1 December 2020 for \$520 (plus Ticket Taxes). On 24 November 2020, the customer wishes to change this booking to now travel on 27 December 2020 instead.

M and K class inventory is available on the new travel date.

The Reissue process is as follows:

OLD TICKET

MFQW AUD 520

TOTAL AUD 520

NEW TICKET

Original MFQW fare has an "equal or higher" Base fare

Requirement so must rebook in K class

KFQW AUD 520 New KFQW Base Fare is equal to the original Base Fare, therefore the "equal or higher" Base Fare requirement is met

CHANGE FEE AUD N/A No Change Fee applies to the original MFQW fare

TOTAL AUD 520

ADCOL AUD 0* *Service fees may apply. Refer to issuing office for details.

Following Ticket Reissue, the conditions of the new KFQW fare apply to the new ticket.

After Ticket Reissue, a ticket may have a combination of fares from the old Domestic Fare Structure and the new Domestic Fare Structure.

Example 3

On 1 October 2020, passenger purchases a MFQW fare (flex) for return travel between Sydney and Melbourne departing on 27 November 2020 and returning on 30 November 2020. On 10 November 2020 the customer wishes to change their Sydney to Melbourne flight only to travel on 29 November 2020.

M and K class inventory is available on the new travel date

OLD TICKET

SYDMEL/27NOV MFQW AUD 520

MELSYD/30NOV MFQW AUD 520

NEW TICKET

Original MFQW fare has an 'equal or higher' base fare requirement so must rebook in K class on the SYDMEL

SYDMEL/29NOV KFQW AUD 520

MELSYD/30NOV MFQW AUD 520

As the flight is unchanged, the fare basis and fare value remain unchanged from the original ticket

Fares and fees above are illustrative only – examples above show Base Fares and do not show the calculation of Ticket Taxes, which must be added. Refer to the applicable fare rule in the GDS for current fare levels, Ticket Taxes, change fees and fare rules.

To assist with the reissue of Qantas published Domestic fares, please refer to the Domestic Ticket Reissue Policy at qantas.com/agencyconnect. This should be read in conjunction with the applicable Domestic fare rules.

TICKET REVALIDATION / REISSUE

Existing Tickets issued on/before 3 November 2020 which are being changed on/after 4 November 2020

13. Are Travel Agents permitted to revalidate Qantas Domestic tickets?

Travel agents are permitted to revalidate Qantas Domestic tickets when there is a change in flight number, date and/or time only. Where revalidation is permitted, all other features of the journey must remain unchanged including booking class, routing and fare basis. Revalidation cannot occur if a Change Fee is applicable to the ticketed fare.

However, as the current class mapping for M will no longer be available for sale on/after 4 November 2020, all M class tickets must be re-priced and reissued where a change is made to an existing ticket purchased on/before 3 November 2020.

Agents can continue to revalidate tickets when there has been an involuntary Qantas schedule change with no change to routing and booking class.

14. The customer is rebooking in the same class, but the price and Fare Basis has changed. Can I revalidate the ticket?

No, the ticket must be re-priced and reissued to a new Base Fare of equal/higher value from the updated Domestic Fare Structure.

15. My passenger has purchased a Y class ticket which is now held in credit. Are they entitled to a refund of the difference in fare if the Y class fare has now reduced?

As per Flex fare conditions, the Y class fare is refundable with applicable change fee.

Some tickets held in credit may be eligible for use across multiple bookings, for more details refer to Qantas Agency Connect.

Private Fares

16. Will there be any changes to corporate and private fares?

Corporate customers will continue to have access to discounted rates under the updated Domestic Fare Structure fare structure from 4 November 2020. Discounts may be adjusted to reflect the changes. Qantas will contact corporate customers to discuss what the new domestic fare structure means for their commercial agreement.

Wholesale fares

17. Will there be any changes to Wholesale fares?

Yes, M class will move into the Red eDeal fare family in line with the updated Domestic fare structure.

Qantas Discounted Fares for Residents Scheme

18. Will there be changes to the Qantas Discounted Fares for Residents Scheme?

Eligible residents in selected regional communities will continue to have access to Qantas' discounted fares program. For more details visit qantas.com/residentfares.

Frequent Flyer

19. Are there any changes to Qantas Frequent Flyer earn rates as a result of these changes?

Qantas Point and Status Credit earn rates will remain the same within each Qantas Frequent Flyer Earn Category, however the structure of booking classes within Qantas Domestic Economy fare families will change. For more details refer to www.qantas.com/frequentflyer

20. Are there any changes to the number of Qantas Points required for a Classic Upgrade Reward on Qantas Domestic flights?

The points required to upgrade from Qantas Domestic Frequent Flyer Categories are not changing.

From 4 November 2020, M class will be mapped to the Frequent Flyer Discount Economy Category. For more details refer to www.qantas.com/frequentflyer

21. Are there any changes to Qantas Frequent Flyer earn or redemption rates?

Qantas Frequent Flyer Earn Categories are not changing. However, as there are changes to M class the mapping for this class will change to earn at the Discount Economy rate.

- Qantas Domestic Fares booked in M, L, V, S, N, Q, O and E classes will earn Qantas Points and Status Credits at the Discount Economy rate;
- Fares booked in the Y, B, H and K classes will continue to earn Qantas Points and Status Credits at the Flexible Economy rate and
- Business fares in classes J, C, D and I will continue to earn Qantas Points and Status Credits at the Business rate

For more details refer to www.qantas.com/frequentflyer

The points required for a Qantas Domestic Classic Upgrade Reward will follow the new Qantas Domestic fare structure.

Qantas Frequent Flyer members who have ticketed Qantas Domestic bookings in M class prior to 4 November 2020 for travel on/after 4 November 2020 will continue to earn and upgrade at the current Flexible Economy rate and will not be affected by the changes to the Qantas Domestic fare structure.

Qantas Business Rewards (QBR)

22. Are there any changes to the Qantas Business Rewards (QBR) program as a result of these changes?

Earn rates under the QBR program will continue to map to the Qantas Frequent Flyer categories (refer to question 25). Discounts applicable to each fare family will remain.

23. Are there any changes to the QBR earn rate as a result of these changes?

QBR earn rates for each Qantas Frequent Flyer Category remain unchanged. However, as a result of M class moving in the Red eDeal fare family, bookings made on/after 4 November 2020 and travel from 4 November 2020 will be in the Red eDeal family and will map to the Qantas Frequent Flyer Discount Economy Category.

