



Your Booking Reference

**6KR6IX****Important Information**

- This is your E-Ticket Itinerary & Receipt. You must bring it with you to the airport for check-in, and it is recommended you retain a copy for your records.
- Each passenger travelling needs a printed copy of this document for immigration, customs, airport security checks and duty free purchases.
- Please familiarise yourself with the key Conditions of Carriage, Dangerous Goods guide and other information attached.
- All passengers need a valid passport for international travel. Make sure you check your passport expiry date and ensure it meets the validity requirements for the destination you're planning to travel to.
- The New Zealand Government requires some visitors and transit passengers to have a New Zealand Electronic Travel Authority (NZeTA).
  - Apply for your NZeTA at least 72 hours prior to departure through the [official mobile app or website](#)
  - Visit [immigration.govt.nz/nzeta](https://immigration.govt.nz/nzeta) to find out if one is required for your travel.

| Passenger Ticket Information      |                                       |                |           |                       |
|-----------------------------------|---------------------------------------|----------------|-----------|-----------------------|
| Passenger Name                    | Frequent Flyer No.                    | Ticket No.     | Issued    | Ticket Total          |
| Ms Natchamon Sakundejpaiboon      | QF1988254122<br>Frequent Flyer Bronze | 081-2354404893 | 07 Jun 24 | 40,645.00             |
| Mr Thanatorn Pipatpallop          | QF1988254205<br>Frequent Flyer Bronze | 081-2354404894 | 07 Jun 24 | 40,645.00             |
| Ms Arunee Aranyichon              | QF1988254395<br>Frequent Flyer Bronze | 081-2354404895 | 07 Jun 24 | 40,645.00             |
| Ms Waree Jongkulmanee             | QF1988254445<br>Frequent Flyer Bronze | 081-2354404896 | 07 Jun 24 | 40,645.00             |
| Mr Somchai Yenvichitsopa          | QF1988254460<br>Frequent Flyer Bronze | 081-2354404891 | 07 Jun 24 | 40,645.00             |
| Mstr Thanawyn Pipatpallop (Child) | QF1988254247<br>Frequent Flyer Bronze | 081-2354404892 | 07 Jun 24 | 31,240.00             |
| Ticket Total for all passengers*  |                                       |                |           | <b>234,465.00 THB</b> |

| Your Itinerary |                                         |                                |                                             |                      |                                                                             |
|----------------|-----------------------------------------|--------------------------------|---------------------------------------------|----------------------|-----------------------------------------------------------------------------|
| Date           | Flight Number                           | Departing                      | Arriving                                    | Status               | Flight Information                                                          |
| 09 Apr 25      | QF296 Operated By<br>FINNAIR for QANTAS | Bangkok<br>6:10PM              | Sydney<br>6:25AM<br>10 Apr 25<br>Terminal 1 | Economy<br>Confirmed | Est journey Time: 09:15<br>Non-Stop<br>Aircraft Type: Airbus Industrie A330 |
| 10 Apr 25      | QF8766 Operated By<br>EK0412 Q          | Sydney<br>7:50AM<br>Terminal 1 | Christchurch<br>12:55PM<br>10 Apr 25        | Economy<br>Confirmed | Est journey Time: 03:05<br>Non-Stop<br>Aircraft Type: Airbus Industrie A380 |
| 20 Apr 25      | QF138                                   | Christchurch<br>6:00AM         | Sydney<br>7:35AM<br>20 Apr 25<br>Terminal 1 | Economy<br>Confirmed | Est journey Time: 03:35<br>Non-Stop<br>Aircraft Type: Boeing 737            |
| 20 Apr 25      | QF295 Operated By<br>FINNAIR for QANTAS | Sydney<br>9:50AM<br>Terminal 1 | Bangkok<br>4:40PM<br>20 Apr 25              | Economy<br>Confirmed | Est journey Time: 09:50<br>Non-Stop<br>Aircraft Type: Airbus Industrie A330 |

| Payment Details                                                        |              |                     |                |
|------------------------------------------------------------------------|--------------|---------------------|----------------|
| Date                                                                   | Payment Type | Reference           | Amount*        |
| 07 Jun 24                                                              | Visa         | xxxx-xxxx-xxxx-3263 | 234,465.00 THB |
| This may appear as multiple transactions on your credit card statement |              |                     |                |

| Your Receipt Details         |                   |             |                       |
|------------------------------|-------------------|-------------|-----------------------|
| Ticket Charges               | Charges           | GST         | Total*                |
| Total*                       | 234,465.00        |             |                       |
| <b>Total Amount Payable*</b> | <b>234,465.00</b> | <b>0.00</b> | <b>234,465.00 THB</b> |

\*Includes Taxes/Fees/carrier Charges

| Tax Information                                                               |  | Issued by             |
|-------------------------------------------------------------------------------|--|-----------------------|
| GST does not apply to international travel.<br>No tax invoice will be issued. |  | <b>Qantas Airways</b> |





#### Before Check-in

- Ensure that each passenger carries a printed copy of this document when travelling.
- Have necessary visas and the minimum passport validity required for the countries you are visiting.
- Label your bags inside and out with your name, address and contact number at your destination.
- Check Carry-on baggage and checked baggage allowances as restrictions apply.



#### Getting Away On Time

- Ensure you are at the airport with enough time to complete necessary check-in, security screening and, for international flights, customs and immigration.
- Familiarise yourself with the check-in and boarding times. Information for Qantas and QantasLink flights is in the Travel Information section attached.
- Track real time [flight information](#) for Qantas, QantasLink and codeshare flights.



#### Check-in

- Check-in at Qantas counters at the airport, this includes Finnair operated flights for Qantas (QF291, QF292 QF295 and QF296). Find out more at [qantas.com/checkin](http://qantas.com/checkin)

**Fare Restrictions - Refer to the applicable fare rules as special conditions may apply**

**Additional Fees:** Fees may apply to some booking changes, ticket reissues and consultant-assisted services. Details are available in [Schedule of Fees](#).

| Qantas Group check-in times                                        | International Terminal                                                        | Domestic Terminal                                                             |
|--------------------------------------------------------------------|-------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| <b>Australian and New Zealand Terminals**</b>                      | <b>QF 001 - 399</b>                                                           | <b>QF400 - 2999</b>                                                           |
| International First / Business                                     | Closes 60 minutes before departure                                            | N/A                                                                           |
| International Economy / Premium Economy                            | Closes 90 minutes before departure                                            | N/A                                                                           |
| Domestic Business / Economy                                        | Closes 60 minutes before departure                                            | 45 minutes from departure* Closes 30 minutes before departure.                |
| Qantas codeshare services (QF Flight numbers operated by Jetstar)^ | Check in opens 3 hours before departure<br>Closes 60 minutes before departure | Check in opens 2 hours before departure<br>Closes 40 minutes before departure |
| <b>Jetstar Services^</b>                                           | <b>JQ 001 - 224 and 3K 200 and above</b>                                      | <b>JQ 225 - 299^ and JQ 400 and above</b>                                     |
| Jetstar Business / Economy (JQ)                                    | Check in opens 3 hours before departure<br>Closes 60 minutes before departure | Check in opens 2 hours before departure<br>Closes 40 minutes before departure |
| Jetstar flights operated by Jetstar Asia (3K)                      | Check in opens 2 hours before departure<br>Closes 45 minutes before departure | N/A                                                                           |

\* Check-in closes 30 minutes before departure. Boarding will commence 20 minutes prior to departure.

\*\* Please check with your local Qantas office for check-in time at all non-Australian / New Zealand ports. Ensure you adhere to check-in times or your fare may be forfeited.

^ Jetstar flights JQ 225 - 299 are Domestic New Zealand flights.

| Carry On Baggage Allowances (except infants~) - Qantas, QantasLink (QF) and Jetstar (JQ,3K) only^ |                                                                                                                                |                                                                       |
|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| Route                                                                                             | Piece Allowance and Dimensions*                                                                                                | Weight Allowance                                                      |
| Qantas and QantasLink Australian Domestic flights (excludes Dash 8 services)                      | All classes: 2 x 105cm (41in) bags or 1 x 105cm (41in) bag plus 1 x 185cm (73in) non rigid garment bag or 1 x 115cm (45in) bag | Up to 10kg (22lb) for one piece, max 14kg (30lb) total                |
| Dash 8 services                                                                                   | 1 x 105cm (41in) bag                                                                                                           | 7kg (15lb) per piece                                                  |
| Qantas International<br>( <a href="#">country specific exceptions</a> may apply)                  | First/Business/Premium Economy: 2 x 115cm (45in) bags or 1 x 115cm (45in) bag plus 1 x 185cm (73in) non rigid garment bag      | Up to 10kg (22lb) for one piece, max 14kg (30lb) total                |
|                                                                                                   | Economy: 1 x 115cm (45in) bag or 1 x 185cm (73in) non rigid garment bag                                                        | 7kg (15lb) per piece                                                  |
| <b>Qantas codeshare flight operated by Jetstar</b>                                                | 56cm (width), 36cm (height), 23cm (depth) cabin baggage<br>11cm (height), 60cm (width) and 114cm (length) garment bag          | 7kg (15lb) total across 2 items                                       |
| <b>Jetstar fares where the flight number starts with "QF"</b>                                     | 56cm (width), 36cm (height), 23cm (depth) cabin baggage<br>11cm (height), 60cm (width) and 114cm (length) garment bag          | 7kg (15lb) total across 2 items                                       |
| <b>Jetstar fares where the flight number starts with "JQ"</b>                                     | 56cm (width), 36cm (height), 23cm (depth) cabin baggage<br>11cm (height), 60cm (width) and 114cm (length) garment bag          | 7kg (15lb) total across 2 items                                       |
| Jetstar Business                                                                                  | 56cm (width), 36cm (height), 23cm (depth) cabin baggage<br>11cm (height), 60cm (width) and 114cm (length) garment bag          | 14kg (30lb) total across 2 items (max of 10kg (22lb) per single item) |

~ Visit [qantas.com](http://qantas.com) or [jetstar.com](http://jetstar.com) for information about baggage for infants

^ For other airlines, check with the applicable airline

\* Total dimensions are measured by adding together the width, height and depth of the bag

| Qantas Domestic Checked Baggage Allowance                                                                     |                                                                                    |                                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cabin                                                                                                         | Customers                                                                          | Allowance                                                                                                                                                                                                                                            |
| <b>ECONOMY</b> excludes QantasLink Services to/from Lord Howe Island                                          | Non Frequent Flyer, Bronze<br>Qantas Club, Silver<br>Gold<br>Platinum/Platinum One | 1 piece up to 23kg (50lb)<br>1 piece up to 32kg (70lb)<br>2 pieces up to 32kg (70lb) each<br>2 pieces up to 32kg (70lb) each                                                                                                                         |
| <b>BUSINESS</b>                                                                                               | All customers                                                                      | 2 pieces up to 32kg (70lb) each                                                                                                                                                                                                                      |
| <b>INFANTS</b>                                                                                                | N/A                                                                                | No allowance but see note+ below.                                                                                                                                                                                                                    |
| <b>QANTASLINK SERVICES To/from Lord Howe Island</b>                                                           | All customers                                                                      | 2 pieces, with a combined total weight of up to 23kg (50lb), with each piece not exceeding:<br>1st piece at 14kg (30lb) and<br>2nd piece at 9kg (20lb). Due to weight restrictions the 2nd piece may need to travel separately, so pack accordingly. |
| <b>QANTASLINK SERVICES</b>                                                                                    | All customers                                                                      | 1 piece at 23kg (50lb)                                                                                                                                                                                                                               |
| <b>Qantas codeshare flight operated by Jetstar</b>                                                            | All customers                                                                      | 23kg (50lb) total (no piece limit)                                                                                                                                                                                                                   |
| <b>Jetstar ECONOMY fares where the flight number starts with "QF"</b>                                         | All customers                                                                      | 1 piece up to 23kg (50lb)                                                                                                                                                                                                                            |
| <b>Jetstar ECONOMY Starter, Max fares and Classic Flight Rewards where the flight number starts with "JQ"</b> | All customers                                                                      | 23kg (50lb) total (no piece limit)                                                                                                                                                                                                                   |

| Qantas International Checked Baggage Allowance            |                                                                                  |                                                                                                       |
|-----------------------------------------------------------|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Cabin                                                     | Customers                                                                        | Allowance                                                                                             |
| <b>North and South America</b>                            |                                                                                  |                                                                                                       |
| <b>ECONOMY</b>                                            | Non Frequent Flyer, Bronze<br>Qantas Club, Silver, Gold<br>Platinum/Platinum One | 1 piece up to 32kg (70lb) each<br>3 pieces up to 32kg (70lb) each<br>3 pieces up to 32kg (70lb) each  |
| <b>PREMIUM ECONOMY</b>                                    | Non Frequent Flyer, Bronze<br>Qantas Club, Silver, Gold<br>Platinum/Platinum One | 2 pieces up to 32kg (70lb) each<br>3 pieces up to 32kg (70lb) each<br>3 pieces up to 32kg (70lb) each |
| <b>BUSINESS</b>                                           | Non Frequent Flyer, Bronze<br>Qantas Club, Silver, Gold<br>Platinum/Platinum One | 2 pieces up to 32kg (70lb) each<br>3 pieces up to 32kg (70lb) each<br>4 pieces up to 32kg (70lb) each |
| <b>FIRST</b>                                              | Non Frequent Flyer, Bronze<br>Qantas Club, Silver, Gold                          | 3 pieces up to 32kg (70lb) each                                                                       |
|                                                           | Platinum/Platinum One                                                            | 4 pieces up to 32kg (70lb) each                                                                       |
| <b>INFANTS</b>                                            | N/A                                                                              | 1 piece up to 10kg (22lb) and see note+ below                                                         |
| <b>All other International Destinations</b>               |                                                                                  |                                                                                                       |
| <b>ECONOMY</b>                                            | Non Frequent Flyer, Bronze                                                       | 30kg (66lb)                                                                                           |
|                                                           | Qantas Club, Silver                                                              | 42kg (92lb)                                                                                           |
|                                                           | Gold                                                                             | 46kg (101lb)                                                                                          |
|                                                           | Platinum/Platinum One                                                            | 50kg (110lb)                                                                                          |
| <b>PREMIUM ECONOMY</b>                                    | Non Frequent Flyer, Bronze                                                       | 40kg (88lb)                                                                                           |
|                                                           | Qantas Club, Silver                                                              | 52kg (114lb)                                                                                          |
|                                                           | Gold                                                                             | 56kg (123lb)                                                                                          |
|                                                           | Platinum/Platinum One                                                            | 60kg (132lb)                                                                                          |
| <b>BUSINESS</b>                                           | Non Frequent Flyer, Bronze                                                       | 40kg (88lb)                                                                                           |
|                                                           | Qantas Club, Silver                                                              | 52kg (114lb)                                                                                          |
|                                                           | Gold                                                                             | 56kg (123lb)                                                                                          |
|                                                           | Platinum/Platinum One                                                            | 60kg (132lb)                                                                                          |
| <b>FIRST</b>                                              | Non Frequent Flyer, Bronze                                                       | 50kg (110lb)                                                                                          |
|                                                           | Qantas Club, Silver                                                              | 62kg (136lb)                                                                                          |
|                                                           | Gold                                                                             | 66kg (145lb)                                                                                          |
|                                                           | Platinum/Platinum One                                                            | 70kg (154lb)                                                                                          |
| <b>INFANTS</b>                                            | N/A                                                                              | 10kg (22lb) see note+ below                                                                           |
| <b>Qantas codeshare flight operated by Jetstar</b>        | All customers                                                                    | 30kg (66lb) total (no piece limit)                                                                    |
| <b>Jetstar ECONOMY Classic Flight Reward, Starter and</b> | All customers                                                                    | 30kg (66lb) total (no piece limit)                                                                    |

| Max fares where the flight number starts with "JQ"             |               |                   |
|----------------------------------------------------------------|---------------|-------------------|
| Jetstar ECONOMY fares where the flight number starts with "QF" | All customers | 30kg (66lb) total |
| Jetstar BUSINESS                                               | All customers | 30kg (66lb) total |

**Note:**

**Partner Airlines Checked Baggage Allowance:** Check your ticketed allowance at [Manage Booking](#). Different baggage allowances may apply each time you check-in baggage. If you check-in baggage for a multiple sector journey, usually the baggage allowance of the [most significant carrier](#) in your itinerary will apply. However, different rules may apply to tickets [to and from North and South America](#).

**Disclaimers:**

On Dash-8 services, no single piece can weigh more than 32kg and bags weighing more than 23kg per passenger are subject to space availability.

**Child Checked Baggage Allowance:**

For each child travelling with an adult, 1 car seat and 1 collapsible stroller or push chair, each weighing up to 32 kg, can be carried free of charge. Charges will apply for any baggage carried in addition to the checked baggage allowance and additional items. The additional allowances apply only on Qantas operated flights with a QF flight number on the ticket.

**Infant Checked Baggage Allowance:**

For each infant travelling with an adult, up to 3 infant items on QF or 4 infant items on JQ, each weighing up to 32kg, can be carried free of charge including:

- Collapsible stroller or push-chair;
- Collapsible cot or bassinet; and
- Car seat or baby capsule.

The additional allowances apply only on Qantas operated flights with a QF flight number on the ticket or Jetstar operated flights with a JQ flight number on the ticket.



**Important Information****Dimensions:****International Flights (excluding North and South America):**

Total dimensions for each piece must not exceed 158cm (62in). Dimensions for checked baggage are calculated by adding together the width, height and depth of the piece of baggage.

**International Flights to and from North & South America:**

Total dimensions of the 3 pieces must not exceed 405cm (159in) and total dimensions of the 2 pieces must not exceed 270cm (106in) with no single piece exceeding 158cm (62in). Dimensions for checked baggage are calculated by adding together the width, height and depth of the piece of baggage.

**Domestic Flights:**

Total dimensions of each piece must not exceed 140cm (55in). Dimensions for checked baggage are calculated by adding together the width, height and depth of the piece of baggage.

+Adults travelling with an infant (under 2 years) on Qantas operated services may check-in up to three infant items free of charge. See [here](#) for more details.

**Interline travel:** Qantas baggage allowance may not apply. If your travel on this ticket involves more than one airline, the baggage allowance of the most significant carrier in your itinerary will apply to each journey, except in relation to travel to, from or within the USA. Under US DOT regulations, if your travel to, from or within the USA involves more than one airline, the baggage rules of one airline will apply to all of the flights in your itinerary. This is determined by the first carrier in your itinerary. For travel between Australia and the USA, usually (but not always) Qantas' baggage allowance will apply to the whole itinerary.

**Member Allowances:** Qantas Frequent Flyer and Qantas Club member baggage allowances apply to travel on Qantas and QantasLink operated flights with a QF flight number on your ticket, excluding flights to or from Lord Howe Island and Mount Hotham. These allowances also apply to Emirates operated flights with an EK flight number between and within Europe, the Middle East, North Africa, Asia and Australia. These benefits are not cumulative.

**Definitions:** Domestic travel is travel that is not combined with any international flights on the same ticket. International travel is travel between two or more countries including any flight within those countries if it is combined with the international travel.

**General:** No single item of checked baggage may exceed 32kg (70lb). Carriage of baggage is subject to space availability and any applicable aircraft weight restrictions, which vary. Baggage exceeding the specified allowance may need to be accommodated on a later flight.

Visit [qantas.com/baggage](https://qantas.com/baggage) or the "Planning & Booking - Baggage" page of [jetstar.com](https://jetstar.com) for important information regarding baggage restrictions. For additional and excess baggage rates visit [qantas.com/additionalbaggage](https://qantas.com/additionalbaggage) or [jetstar.com](https://jetstar.com).

**Enhanced Security Screening - Powders, Liquids, aerosols and gels**

Enhanced security measures apply to and from Australia and on domestic sectors of international flights within Australia. Similar or more restrictive measures may apply for other countries. If you want to take powders, liquids, aerosols or gels through the screening point, make sure:

- each item is 100ml or less;
- all items fit comfortably in a transparent resealable 1 litre plastic bag (only 1 bag per person is allowed)

**Exceptions:** Prescription and non-prescription medicines and baby products that you need for the flight, but please note:

- proof of need may be required, and
- additional security checks may be performed
- All powders must be screened separately with restrictions on the carriage of inorganic powders over 350 millilitres (350 grams)

**Note - Duty Free items:** Duty free liquids, aerosols and gels not exceeding 100ml per item may be taken onboard in your transparent resealable 1 litre plastic bag. Government screening requirements vary between countries around the world, and duty free liquids, aerosols and gels which exceed 100ml may not always be permitted through a screening point at all airports on your journey. If your journey includes a flight with a transit stop or a transfer to an onward connecting flight, you may be required to take these items through the transit or transfer screening points where you may be required to surrender the item, and it will not be returned to you.

Qantas recommends that you visit [TravelSecure](#) for more information.

**Use of insecticides**

Some countries require the cabin of inbound flights to be treated with insecticide.

For additional information refer to [Department of Transportation Aircraft Disinsection Requirements](#)

**Photo ID at Check-in**

If you are travelling on an international flight, your passport and relevant documents will be required. For domestic flights in Australia (flights QF400 - 2999), you must be able to produce identification, such as your driver's license, Qantas booking reference, Qantas Frequent Flyer card, Qantas Club card or credit card used for the ticket purchased. For domestic flights departing from an international terminal (flights QF001-399), you may be required to produce photo identification.

**Jetstar (JQ) & Jetstar Asia (3K) Flights - Onboard Inclusions/Exclusions**

Food, beverages and entertainment are not included in most Jetstar fares.

**Feedback and Complaints**

To provide your feedback or make a complaint about our scheduled services, contact us by [e-mail](#) or in writing to Customer Care, Qantas Airways Limited, 10 Bourke Road, Mascot, NSW 2020, Australia.

In the US, you can also contact Qantas on toll-free telephone number 1-855-477-9316 or the Aviation Consumer Protection Division of the US Department of Transport on telephone 202-366-2220 (TTY 202-366-0511). You can find more information at <https://www.transportation.gov/airconsumer>.

If you need assistance, please visit our [online help](#).

**Sharp objects or cutting implements**

The following items if carried must be placed in your checked baggage:

- all knives, sharp objects or cutting implements of any kind and any length, whether of metal or other material (including, but not limited to paper knives, carpet knives, box cutters, letter openers, scissors of any kind, tradesman's tools, screwdrivers, and darts).
- sporting goods (including, without limitation, sporting bats, billiards/snooker/pool cues, catapults)

If these items are carried in your cabin baggage or on your person you will be required to surrender the item/s at the security screening point and it will not be returned to you.

**Exception - Hypodermic Needles:** Refer to [Taking medications overseas](#) or call your local Qantas office for information.

**Travelling with Money**

Are you planning to carry funds in or out of Australia? By law, you must now:

- If asked by a Customs or police officer, report travellers cheques, cheques, money orders or any other bearer negotiable instruments of any amount.
- Always report A\$10,000 cash or more (or foreign currency equivalent) using a form available from Customs.

Visit [www.austrac.gov.au](http://www.austrac.gov.au) for more information.

**Qantas Privacy Collection Notice**

Qantas collects information about you (including health information where necessary) to provide products and services to you, facilitate your participation in our and other organisations' loyalty programs, ensure the safety and security of all passengers when travelling with us, conduct marketing activities for our and third parties' products and services and conduct market research.

We may collect your personal information from people who make or update your travel booking or otherwise interact with us on your behalf, from our related bodies corporate and Jetstar branded entities, from our service providers and from immigration, customs, border security and other regulatory authorities. Some of the information we collect is required under the Customs Act 1901 (Cth). If the information is not provided, we may not be able to provide the service requested.

For the reasons described above, we may disclose your personal information to:

- our related companies, other carriers and organisations which provide services to us (such as ground handling and other travel related services, call centre operation, market research and marketing services, and services associated with complaints or security incident investigation);
- your employer if you are travelling for work purposes on a ticket purchased by your employer\*; and
- others to comply with our legal obligations, including to various law enforcement agencies, regulatory authorities and governments for security, customs and immigration purposes.

These parties may be located overseas including in the United Kingdom, the United States, Germany and any country which you travel to or through with us or our partner airlines.

Our privacy policy is available at [qantas.com](http://qantas.com) and it contains more information about the above and also how you can seek access to, and correction of, your personal information. It also explains how you can complain about a breach of your privacy and how we will deal with your complaint. You can contact us by writing to Qantas Customer Care at 10 Bourke Road, Mascot, NSW, 2020.

\*The information disclosed to your employer may include your travel details and any information associated with your travel (including full details of: travel booked or undertaken, upgrades provided, incident reports, any refusal of carriage, denial of boarding and travel bans imposed).

Carriage on Qantas or QantasLink is subject to our full Conditions of Carriage at [qantas.com/carriage](https://www.qantas.com/carriage).

Some key conditions:

**Travel or Health Documents:** You are responsible for complying with any immigration policies, travel and health documentation requirements, government quarantine restrictions or conditions (including length of stay) that apply to your travel.

**Your contact details (for example, destination accommodation arrangements), and your fingerprints and/or photograph may be required before entry into a foreign country.**

**Check-in:** Deadlines apply and you may be refused carriage if you are late. View Qantas' check-in times at [qantas.com/checkintimes](https://www.qantas.com/checkintimes).

**Oversale - Denied Boarding:** If you are denied boarding because your carrier has oversold an international flight on which you are booked, you may be entitled to compensation in accordance with applicable regulations (for example, in the EU or USA), or carrier's policy. When required by applicable law or regulation, the carrier must solicit volunteers before anyone is denied boarding involuntarily. For Qantas' policy - ask at our international check-in counters.

**Insurance:** Travel insurance is recommended.

**Liability Limits:** If your journey involves a stop in a country different from that of departure, then the Montreal Convention or the Warsaw Convention may govern and limit the liability of all airlines for death or bodily injury and in respect of loss of or damage to baggage.

Approximate conversions of Special Drawing Rights (SDRs) are provided as a guide only and will be subject to change with currency conversion rates.

| International                    | Warsaw (limits are per person)             | Montreal (limits are per person)                                         |
|----------------------------------|--------------------------------------------|--------------------------------------------------------------------------|
| Death and bodily injury          | Qantas has waived its liability limits     | No financial limit                                                       |
| Checked baggage                  | 250 francs/kg (approx. A\$30/US\$25)       | Special Drawing Rights (SDRs)<br>1,131 SDRs (approx AU\$1,950/US\$1,800) |
| Carry-on baggage (carrier fault) | 5,000 francs max. (approx. A\$500/US\$400) |                                                                          |

**Delay:** For damage occasioned by delay to your journey, where the Montreal Convention applies, the limit of liability is 4,694 SDRs (approx AU\$8,160/US\$7,500) per passenger in most cases. Where the Warsaw Convention applies, the carrier may be liable for damage occasioned by delay, subject to the Convention limit.

**Defences:** The Conventions provide certain defences to liability on which we may rely in some circumstances. For further information read the Liability section at [qantas.com/carriage](https://www.qantas.com/carriage).

| Domestic (no international sectors on itinerary) | Australia (limits are per person)                                                                                               | New Zealand (limits are per person)      |
|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| Death and bodily injury                          | A\$725,000                                                                                                                      | Refer to ^                               |
| Checked baggage                                  | A\$1,600                                                                                                                        | NZ\$1,500 per unit of baggage            |
| Carry-on baggage                                 | A\$160                                                                                                                          | No liability except to extent our fault. |
| Delay                                            | Your rights are limited by Qantas' Conditions of Carriage subject, in New Zealand, to rights under the Civil Aviation Act 1990. |                                          |

^Claims in New Zealand courts for damages arising directly or indirectly out of bodily injury or death of a passenger may be barred in accordance with the Injury Prevention, Rehabilitation, and Compensation Act (NZ) 2001 and we are not liable for loss or damage to carry-on baggage subject to your rights under the Consumer Guarantees Act 1993.

**Baggage General:** Comply with your carrier's baggage allowances and do not include fragile or perishable articles, precious metals, jewellery, money, rare items, business papers or other important documents or valuables (including cameras and electronic equipment) in your checked baggage. For Qantas' baggage allowances visit [qantas.com/baggage](https://www.qantas.com/baggage).

**Delays and Cancellation:** If travelling on Qantas, we will use all reasonable efforts to depart on time, but we do not guarantee flight times. If your flight is delayed or cancelled, you may in some circumstances be entitled to assistance and/or compensation depending on your journey and applicable law.

**Seating:** Qantas does not guarantee you any particular seat even if your reservation is confirmed.

**Specific Assistance:** Qantas requires advance notice for some accommodations that passengers with disabilities may need, and passengers with disabilities may need to check in earlier than other passengers. For details, visit [qantas.com/fitness](https://www.qantas.com/fitness).

**Taxes, Fees and Carrier Charges:** The charges, surcharges and taxes included in your fare or shown separately on your ticket may not be levied by a government authority but may be airport operator or carrier imposed. Details can be provided by your travel consultant.

**Other Carriers/Non-Airline Transport:** Except where you are travelling on a "QF" code, if Qantas issues a ticket or itinerary/receipt or checks baggage for carriage on another carrier, it does so only as agent for the other carrier and their conditions of carriage will apply to those services. The air carrier's conditions of carriage do not apply to any non-airline travel included in your booking. The operator's conditions of carriage may significantly limit or exclude liability. Ask your travel consultant for details.

**Time Limit for Action:** Any action in court to claim damages relating to your carriage must be brought within two years from the date of arrival of the aircraft or from the date on which the aircraft ought to have arrived.

**Baggage Claims:** There are time limits within which a claim must be made in writing to your carrier in circumstances of loss, damage or delay of your baggage. Some limits are as short as three days. Check with your carrier's Baggage Claims.

**Privacy:** Our privacy statement is available at [qantas.com/privacy](https://www.qantas.com/privacy).

**Dangerous Goods:** For safety reasons, dangerous articles must not be packed in checked or carry-on baggage. Prohibited articles include but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidising materials, poisons, infectious substances, and briefcases with installed alarm devices. For the latest details on dangerous goods, visit [qantas.com/dangerousgoods](https://www.qantas.com/dangerousgoods)