



CHANGES TO BOOKINGS TO/FROM THAILAND

Due to civil unrest/political tensions in Thailand, an emergency decree has been issued and the following outlines the options available to Qantas passengers who are holding a ticket validated to Qantas (081 paper) for travel on or before 09 September 2008 and who wish to make changes to their bookings.

Passengers may, without penalty:

- Defer travel to/from Thailand
- Return to the origin port via the most direct routing using Qantas.
- Bypass Thailand as a stopover point and continue to the next ticketed destination via the most direct routing using Qantas.
- Change destinations. The value of the existing ticket can be used towards the purchase of a new ticket. If the new fare is lower than the existing ticket fare, a refund of the residual value will apply. If the new fare is more expensive than the existing ticket fare, the fare difference is payable by the passenger. Additional taxes may apply.

Conditions

- All changes to travel dates must be made prior to midnight 09 September 2008
- New travel dates must be prior to 09 October 2008.
- For travel to/from Thailand, the new flight must be for the same reservation class and is subject to availability
- Any 3rd party costs/penalties, such as hotel or other ground operator fees incurred will not be waived by Qantas.
- All other rules and conditions of the ticket remain unchanged

Frequent Flyer Redemption Tickets

Passengers travelling on redemption tickets are entitled to the same options and conditions as listed above.

Note: Passengers on partner airline services are able to re-book or re-route subject to redemption seat availability only

Refunds

- For passengers departing prior to 09 September 2008 who wishes to cancel travel, any refund penalties will be waived for tickets issued on or prior to 02 September 2008.
- This excludes penalties imposed by suppliers or third parties.
- To request a refund, return your ticket to the original point of purchase prior to 09 October 2008.
- Other than above normal refund policies apply.

Any passengers with concerns or questions about safety issues associated with travel to/from Thailand should contact their National Foreign Affairs department, or alternatively contact the Australian Department of Foreign Affairs and Trade at www.dfat.gov.au or on + 61 2 6261 3305 or 1300 555135 (local call cost within Australia)

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