

## Terms and Conditions Group Fare: International Saver Fare

By requesting a quote or a booking with Qantas Group Travel, you accept and acknowledge these Terms and Conditions.

Qantas reserves the right to cancel without notice any bookings held, release seats and apply applicable cancellation or no show fees for breaching these Terms and Conditions. Qantas will issue an *Agency Debit Memo* ('ADM') or may take other steps to recover these fees.

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### Involuntary Changes

Passengers may be entitled to a refund or alternative flight under the Australian Consumer Law (see [qantas.com/RightsUnderTheACL](http://qantas.com/RightsUnderTheACL)) or Conditions of Carriage, in which case no fees are payable.

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### Definitions

'**Booking Confirmation**' is the date when all flight sectors within the *Passenger Name Record* ('PNR') are in a confirmed status.

'**Commitment to Pay**' is a binding non revocable commitment given by the travel agent to pay the Deposit Amount or the total cost of the Group Fare (as the case may be), to Qantas. Qantas will collect outstanding amounts by *Agent Debit Memo* from IATA travel agents authorised with Commitment to Pay.

'**Date of Deposit**' is the date on which the agent agrees to pay, or makes a Commitment to Pay a Deposit Amount per seat. The Date of Deposit can be no later than the Deposit Payment Deadline. If the agent chooses to pay the Deposit Amount earlier than the Deposit Payment Deadline, then that date becomes the Date of Deposit.

'**Date of Final Payment**' is the date on which the agent agrees to pay, or makes a Commitment to Pay a Final Payment per seat. The Date of Final Payment can be no later than the Final Payment Deadline. If the agent chooses to pay the Final Payment earlier than the Final Payment Deadline, then that date becomes the Date of Final Payment.

'**Deposit Amount**' is the amount determined by Qantas to hold each seat for the group.

'**Deposit Payment Deadline**' is the date specified by Qantas to pay a Deposit Amount per seat. Payment may be made earlier than the specified date.

'**Fees**' means the fees set out in the table in **section 11**.

'**Final Payment**' is the total of the Group Fare plus all applicable Taxes, Fees and Carrier Charges due on a ticket for each passenger in the group, less any transferable Deposit Amount.

'**Final Payment Deadline**' is the date specified by Qantas to pay the Final Payment. Payment may be made earlier than the specified date.

'**Group Fare**' means the base fare and is exclusive of Taxes, Fees and Carrier Charges.

'**Interline Carrier**' is an airline other than Qantas that may be included in a Qantas group itinerary. For this definition, Qantas is any flight with a Qantas designator (QF) operated by Qantas, Alliance Airlines, QantasLink operated by Eastern Australia, Jetconnect, National Jet Systems or Sunstate Airlines.

'**Loss of Deposit**' is the Deposit Amount per person forfeited due to cancellation of seats after the Date of Deposit and prior to Final Payment.

'**Minimum Group Size**' for a Qantas Group is either:

- a) Ten (10) or more passengers travelling on the same flight; for at least one Qantas international flight of the itinerary, or
- b) Twenty (20) or more passengers travelling to a common destination for a single event or common purpose on a nominated event date. These passengers may travel from separate cities and on separate Qantas flights.

The Minimum Group Size may vary for itineraries containing an Interline Carrier.

'**Passenger Naming Deadline**' is the last date by which all names of passengers within the group must be advised to Qantas including *Secure Flight Passenger Data* and *Advanced Passenger Information* where applicable. For an itinerary with only Qantas operated flights, the Passenger Naming Deadline is no later than 14 days before departure of the first flight in the group booking. For an itinerary that includes flights operated by an Interline Carrier, the Passenger Naming Deadline is no later than 45 days before departure of the first flight in the group booking.

'**Taxes, Fees and Carrier Charges**' are all taxes, fees, levies and charges that are payable by the purchaser of an airline ticket, including amounts imposed by airports and taxing authorities and airline imposed charges such as fuel, insurance and environmental surcharges, regardless of whether a fare is payable for the ticket.

'**Ticketing Deadline**' is the last date by which all tickets must be issued for the group. For an itinerary with only Qantas operated flights, the Ticketing Deadline is no later than 14 days before departure of the first flight in the group booking. For an itinerary that includes flights operated by an Interline Carrier, the Ticketing Deadline is no later than 45 days before departure of the first flight in the group booking.

'**Refund Processing Fee**' refers to a refund processing fee that will apply to all fare types if a voluntary refund is being requested.

## 1. Group Fare, Taxes, Fees and Carrier Charges, Child and Infant Discounts

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### Group Fare

These terms and conditions are for the Group Fare. Group Fares are in Australian dollars. All Group Fares are quoted as net fares and therefore non commissionable.

### Taxes, Fees and Carrier Charges

Taxes, Fees and Carrier Charges are estimated at the time of quoting the Group Fare. Taxes, Fees and Carrier Charges are calculated and confirmed at the time of Final Payment, with the exception of fuel surcharge, which is set at the time of Booking Confirmation. Taxes, Fees and Carrier Charges may fluctuate between the time of Booking Confirmation and the time of Final Payment.

Taxes, Fees and Carrier Charges are always recalculated if changes are made to the group booking.

### Child Group Fare (2-11 years)

A child Group Fare is applicable when children travel as part of a group or when an infant occupies a seat. The child Group Fare is:

- 75% of the adult Group Fare in Economy (rounded up to the next dollar); and
- 75% of the adult Group Fare in Premium Economy (rounded up to the next dollar); and
- 90% of the adult Group Fare in Business (rounded up to the next dollar); and
- 100% of the adult Group Fare in First (rounded up to the next dollar).

### Infant Group Fare (under 2 years)

An infant Group Fare is applicable when the infant does not occupy a seat. Child Group Fares apply when infants occupy a seat. The infant Group Fare is:

- 10% of the adult Group Fare in all cabins (rounded up to the next dollar).

## 2. Group Fare Conditions

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### Minimum Stay

There is no minimum stay requirement.

### Maximum Stay

The maximum stay is 12 months from the first departure date.

### Transfers and Routing

Unlimited transfers are permitted in accordance with the Group Fare route map. Route maps vary by destination; contact the Qantas Group Sales Team for further information.

### Stopovers

Stopovers are permitted at a Qantas gateway point without fee. Check with the Qantas Group Sales Team for further information.

### Combinability of Group Fares

Group Fares may be combined on a half round trip basis to form a single or double open jaw itinerary within the Economy cabin or between Economy and Premium Economy cabins. For combinations between other cabins, check with the Qantas Group Sales Team. The Group Fare with the most restrictive terms and conditions will apply.

### Group Booking Class – Qantas Flights

- G – Economy
- T – Premium Economy
- I – Business
- A – First

## 3. Quote

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A quote can be requested via the Qantas Group Travel website link below or via the Qantas Group Sales Team.

Link: [www.qantasgrouptravel.com](http://www.qantasgrouptravel.com)

### Quote Validity

Quotes are valid for 14 days. The expiry date of a quote will be shown on the quote email. No seats are held at the time of the quote and all Group Fares are subject to availability and price at the time of booking.

Any quote that includes an Interline Carrier is subject to availability, price and acceptance by the other airline at the time of booking. The Interline Carrier may require an increase to the original quoted Group Fare.

## 4. Booking

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### Booking Request

To confirm the seats, a request to book the group must be initiated by the travel agent.

All group bookings must be made via the Qantas Group Travel website or with the Qantas Group Sales Team. Group Fares are subject to confirmation at time of booking and an increase to the original quoted Group Fare may apply. To accept a quote simply click on the "Accept quote and request a booking" link in the quote email notification.

Any booking that includes an Interline Carrier is subject to acceptance by the Interline Carrier. An email will be sent to acknowledge a booking request has been received if some of the flights cannot be confirmed immediately.

### **Booking Confirmation and Validity**

A Booking Confirmation email will be sent once the booking is confirmed. A booking will be held for a total of 14 days following Booking Confirmation without fee. Failure to pay a Deposit Amount by the Deposit Payment Deadline will result in the booking being cancelled without notice.

## **5. Payment**

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### **Deposit**

To secure the seats, Group Fare and fuel surcharge, a non-refundable Deposit Amount per seat is due by the Deposit Payment Deadline which is within 14 days of Booking Confirmation, or 45 days prior to the first departure in a group booking, whichever occurs first. For bookings made within 45 days of the first departure in a group booking, a Deposit Amount is not required; refer to the Final Payment conditions below.

The Deposit Amount must be paid by the Deposit Payment Deadline. Authorised IATA travel agents may choose a Commitment to Pay the Deposit Amount by the Deposit Payment Deadline rather than pay the Deposit Amount to Qantas. By selecting Commitment to Pay, the agent is required to adhere to these terms and conditions, including accepting any ADM issued for Loss of Deposit as outlined below.

Failure to pay a Deposit Amount by the Deposit Payment Deadline will result in the booking being cancelled without notice.

If the agent chooses to pay, or makes a Commitment to Pay the Deposit Amount earlier than the Deposit Payment Deadline, then that date becomes the Date of Deposit.

The Deposit Amount is non-transferrable and cannot be transferred to another group or Qantas booking.

### **Deposit Amount**

Under these terms and conditions the Deposit Amount per seat held is:

- A\$200 per seat in Economy; and
- A\$300 per seat in Premium Economy; and
- A\$400 per seat in Business; and
- A\$600 per seat in First.

The Deposit Amount is calculated on the highest cabin for each passenger in each PNR. Child discounts do not apply. Child pays the full Deposit Amount.

### **Deposit Amount Utilisation and Loss of Deposit**

The Deposit Amount is non-refundable; however utilisation of the Deposit Amount is permitted, subject to the Minimum Group Size being met and subject to the restrictions below.

If the number of passengers held at the Date of Deposit is different to the number of passenger held at the Final Payment Deadline, provided the group size still meets the Minimum Group Size requirements the following will apply:

- If 20% or less of the group is cancelled at the Final Payment Deadline, 100% of the Deposit Amount can be used towards Final Payment for the remaining group. If the Deposit Amount was a Commitment to Pay, no Loss of Deposit ADM will apply.
- If more than 20% but less than 100% of the group is cancelled at the Final Payment Deadline, the Deposit Amount for any cancelled passenger above the 20% cannot be utilised and are forfeited. If the Deposit Amount was a Commitment to Pay, an ADM will be raised for the Loss of Deposit per person over the 20%.
- If 100% of the group is cancelled prior to the Final Payment Deadline, 100% of the Deposit Amount will be forfeited. If the Deposit Amount was a Commitment to Pay, an ADM will be raised for the Loss of Deposit per person.

The percentages above will be rounded up to the nearest whole number of passengers when calculating the Deposit Amount utilisation or Loss of Deposit.

All ADMs issued will apply an A\$38.50 ADM administration Fee in addition to the value of the ADM.

### **Final Payment**

The Final Payment amount will be re-confirmed via a balance statement email 10 days prior to the Final Payment Deadline. Taxes, Fees and Carrier Charges will be recalculated at this time. The Final Payment cannot be made until a balance statement email has been sent. A balance statement can be requested at any time via the Qantas Group Travel website or the Qantas Group Sales Team.

The Final Payment is due no later than 45 days prior to the first departure in a group booking. For bookings made between 50 and 8 days prior to the first departure in a group booking, the Final Payment is due seven days after Booking Confirmation, or seven days prior to the first departure in a group booking, whichever occurs first.

For bookings made seven days or less before the first departure in a group booking, the Final Payment is due within 24 hours after Booking Confirmation, or prior to departure of the first departure in a group booking, whichever occurs first.

Failure to pay or Commitment to Pay the Final Payment by the Final Payment Deadline may result in the booking being cancelled without notice. Applicable fees for cancellation will apply.

## **6. Forms of Payment**

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Payments can be made on the Qantas Group Travel website or with the Qantas Group Sales Team. Only one form of payment will be accepted when paying the Deposit Amount and/or the Final Payment. Separate payments will not be accepted from individual passengers within a group.

### Commitment to Pay

Commitment to Pay is available to authorised IATA travel agents to assist with managing collection of Deposit Amounts and Final Payments in-house, without the need to submit payment directly to Qantas.

Selecting a Commitment to Pay will not exclude any adherence to these terms and conditions. Qantas will raise ADMs for:

- Commitment to Pay the Deposit Amount: Loss of Deposit, and
- Commitment to Pay the Final Amount: Not Ticketed (Group Fare cancellation fee and applicable Taxes, Fees and Carrier Charges), and
- Any Fees not collected.

All ADMs issued will apply an A\$38.50 ADM administration Fee in addition to the value of the ADM.

### Card Payment and Card Payment Fee

The Deposit Amount can be paid by card via the Qantas Group Travel website. Card payment fees do not apply to a Deposit Amount. Payment by card for the Final Payment is not permitted via the Qantas Group Travel website or the Qantas Group Sales Team.

The following cards are accepted for the Deposit Amount:

- American Express;
- Diners Card;
- MasterCard;
- Visa; and
- Qantas Universal Air Travel Plan (UATP).

Once the payment has been received and cleared by the Qantas Group Sales Team, a payment confirmation will be sent via email.

### Electronic Funds Transfer ('EFT')

Payment can be made by EFT. Payment must be made referencing your unique Group Travel reference. Allow sufficient time for bank clearance as the Deposit Payment Deadline and Final Payment Deadlines cannot be extended and is subject to Qantas receiving cleared funds by these dates. Allow up to 5 business days for funds clearance.

Account Name:	Qantas Airways Limited
Bank:	Commonwealth Bank
BSB:	064 000
Account Number:	1044 4038
Lodgement Reference:	Group Travel reference #

(#) The Group Travel reference can be found on the booking confirmation email. Failure to provide the Group Travel reference may result in delays to payment allocated to your booking and possibly the cancellation of the group booking.

Following the transfer of funds to Qantas, the payment amount must be registered into the payment section on the Qantas Group Travel website. Once the payment has been received and cleared by the Qantas Group Sales Team, a payment confirmation will be sent via email.

### Electronic Miscellaneous Document ('EMD')

Payment will be accepted via EMD. All EMD's must be issued as a lump sum amount. The commission level must be manually amended to 0% in the commission box.

The following codes should be used when issuing an EMD.

Commercial Name	EMD Type	Service Code	RFIC	RFICS
Group Deposit	EMD-S	DPST	D	99A
Group Finals	EMD-S	DPSF	I	FIN

Industry standard forms of payments are accepted for EMD issuance. No card payment fee applies to when issuing an EMD.

Following issuance of the EMD, the document number and the amount must be registered into the payment section of the Qantas Group Travel website. Once the payment has been received and cleared by Qantas Group Sales Team, a payment confirmation will be sent via email.

## 7. Passenger Naming and Ticketing

### Passenger Naming

The name of each passenger, as it appears on their valid passport for international travel, or valid identification if travel is wholly within Australia, must be provided to Qantas by the Passenger Naming Deadline. Failure to provide names by the Passenger Naming Deadline may result in the booking being cancelled without notice. Applicable fees for cancellation will apply.

For an itinerary with only Qantas operated flights, the Passenger Naming Deadline is no later than 14 days before departure of the first flight in the group booking.

For an itinerary that includes flights operated by an Interline Carrier, the Passenger Naming Deadline is no later than 45 days before departure of the first flight in the group booking.

### **Ticketing**

A ticket must be issued for all passengers by the Ticketing Deadline. Failure to issue tickets by the Ticketing Deadline may result in the booking being cancelled without notice. Applicable fees for cancellation will apply.

For an itinerary with only Qantas operated flights, the Ticketing Deadline is no later than 14 days before departure of the first flight in the group booking.

For an itinerary that includes flights operated by an Interline Carrier, the Ticketing Deadline is no later than 45 days before departure of the first flight in the group booking.

### **Advance Passenger Information and Secure Flight Information**

For travel to, from, within or over the United States of America, the legal name of each passenger (as it appears on the passenger's valid passport) and emergency contact names and phone numbers of all US citizens and non-US citizens are due by the Passenger Naming Deadline, as well as any Advance Passenger Information and Secure Flight information as necessitated by regulation or otherwise. The emergency contact phone numbers for US citizens are governed by the DOT regulations found at 14 CFR Part 243.

## **8. Changes**

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### **Maintaining Minimum Group Size**

If a group falls below the Minimum Group Size, Qantas reserves the right to either:

- Cancel the group, any amounts already paid to Qantas will be forfeited to Qantas and may not be used towards further travel. If a Commitment to Pay was given, an ADM will be raised to recover any outstanding deposit, change fees and cancellation fees, or
- Apply a 10% surcharge to the applicable Group Fare for any remaining passengers.

All ADMs issued will apply an A\$38.50 ADM administration Fee in addition to the value of the ADM.

### **Changes and Rerouting**

Changes may be permitted on Group Fares. Changes must be made at least one day prior to departure and are subject to the Fees below. The change fee is in addition to any applicable service fee, any additional Group Fare and/or Taxes, Fees and Carrier Charges payable resulting from the change in flights. Changes include amendments to a flight number, class, date, routing or airline where applicable.

- Before Date of Deposit:
  - No Fee will apply for changes.
  - If the change results in an increase to the Group Fare and/or Taxes, Fees and Carrier Charges, this amount is payable at Final Payment Deadline.
- After Date of Deposit but prior to Final Payment:
  - A Change Fee of A\$20 per person per change will apply.
  - If the change results in an increase to the Group Fare and/or Taxes, Fees and Carrier Charges, this amount is also payable at Final Payment Deadline.
- After Final Payment:
  - A Change Fee of A\$125 per person per change will apply.
  - If the change results in an increase to the Group Fare and/or Taxes, Fees and Carrier Charges, this amount is also payable.
- Day of departure:
  - Changes are not permitted.
- After departure:
  - A Change Fee of A\$125 per person per change will apply.
  - If the change results in an increase to the Group Fare and/or Taxes, Fees and Carrier Charges, this amount is also payable.

Child discounts do not apply. Child pays the full adult change Fee. Infant discounts – No Fee for infants paying 10 percent of the fare.

### **Voluntary Upgrades**

Voluntary upgrade to a higher cabin is permitted. No Fee will apply for voluntary upgrades when the change is to a higher cabin on the same day and flight. The increase to the Group Fare and/or Taxes, Fees and Carrier Charges resulting from the voluntary upgrade is also payable.

### **Voluntary Downgrades**

Voluntary downgrade to a lower cabin or Group Fare is not permitted.

### **Name Change or Name Correction**

Changes to a name may only be made to bookings on Qantas marketed and operated flights. Changes must be made at least one day prior to departure of the first flight in each PNR and are subject to the Fees below.

- Before Passenger Naming and Ticketing Deadline:
  - No Fee will apply for changes
- After Passenger Naming and Ticketing Deadline:
  - Name Change Fee of A\$125 per person will apply
- After departure:
  - Changes are not permitted.
- Bookings including travel on an Interline Carrier:
  - Changes are not permitted at any time.

Child discounts do not apply. Child pays the full adult change Fee. Infant discounts – No Fee for infants paying 10 percent of the fare.

## 9. Cancellation and Refunds

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### Cancellation

If a booking or part of a booking is cancelled, the following will apply:

- Before Date of Deposit:
  - No fee.
- After Date of Deposit and prior to Final Payment:
  - Loss of Deposit Amount for each of the cancelling passengers (subject to Deposit Amount utilisation above).
- After Final Payment and prior to departure in each PNR:
  - The cancellation fee is 40% of the Group Fare for each of the cancelling passengers.
- After Final Payment and after travel commenced:
  - The Group Fare for the cancelling passenger is forfeited.

### No Show

A no show at any time will constitute a cancellation. If a no show is the:

- First flight on the passenger's ticket the no show fee is 50% of the Group Fare; or
- Second or subsequent flights on the passenger's ticket the no show fee is 100% of the Group Fare.

### Refunds

A refund of any remaining Group Fare is permitted subject to the cancellation and no show fees being applied. Unused Taxes, Fees and Carrier Charges may also be refunded. A refund processing fee will apply to all fare types if a voluntary refund is being requested.

## 10. Other Important Information

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### Additional Baggage Allowance

If the group is travelling with bulky and/or oversize or large amounts of excess baggage, details should be provided prior to the Ticketing Deadline. Arrangements to pay in advance for excess baggage, at a reduced rate, may be made with Qantas Group Sales Team. Failure to give advance notification may result in the additional baggage being charged at standard rate at the airport and/or not being uplifted as required by the group.

### Checked Baggage Allowance

Standard baggage allowance applies to group passengers. Any baggage in excess to this will be charged at the applicable additional baggage allowance rate. Information on checked baggage is available at:

Link: <http://www.qantas.com/travel/airlines/checked-baggage/global/en>

### Dangerous Goods

Qantas Airways Baggage and Dangerous Goods policy apply. Please see information at:

Link: <http://www.qantas.com/travel/airlines/dangerous-goods/global/en>

### Group Seating

Block seating is available on request but not guaranteed. In the event block seating is not available, seat assignment may only be made at airport check-in.

### Qantas Frequent Flyer

Qantas Frequent Flyer Points are earned on paid Qantas international and domestic flights in eligible group booking classes of G, T, I or A.

You must be a member of the Qantas Frequent Flyer program to earn points. A joining fee may apply. Membership and points are subject to the terms and conditions of the Qantas Frequent Flyer Service program.

Frequent Flyer points cannot be used in part or as full payment for any group booking. Where the group has requested a group block seating, specific seat requests for a Frequent Flyer cannot be guaranteed.

### Valid Identification, Passport and Visa

For international travel, it is the customer's responsibility to ensure they have the appropriate passport and visa to travel.

## 11. Table of Fees

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Please see below Qantas service fees with respect to group bookings:

Fee Name	Amount Per Person
ADM Administration Fee	A\$38.50
Change Fee – After Final Payment	A\$125
Change Fee – Prior to Final Payment	A\$ 20
Name Change Fee	A\$125
Refund Processing Fee	A\$ 60

All fees are net non-commissionable and non-refundable.

The above fees apply for transactions via the Qantas Group Travel website or the Qantas Group Sales Team. Additional fees apply if the service needs to be conducted at the Airport or another Qantas Office.