



NEWSLETTER HEADLINES 07OCT09

- NORTHERN TERRITORY CAMPAIGN FARE
 - NEW O*BB** CAMPAIGN FARES
 - NEW Q*BB** CAMPAIGN FARES
 - COMBINATIONS OF FARES
- CUSTOMER HANDLING FEES CHARGED BY QF
- SCHEDULE CHANGES ON TICKETED BOOKINGS
 - LHR TERMINAL CHANGE - REMINDER
 - REISSUE FEES - REMINDER
- DOMESTIC AUSTRALIA FARES - REMINDER

Northern Territory campaign fare QLBBNT1 to ASP/AYQ/DRW
Give your customers the chance to take advantage of Tourism NT's campaign, escape winter and make the Red Centre their final destination! SEK7500/DKK6900/NOK7400 plus taxes and including possibility to stop in BKK/HKG/SIN and gateway AU in each direction at no extra cost! Travel via LON only, outbound until 07DEC09 and 16JAN-20JUN10. Available for sales and ticketing until 30NOV09! More info in your GDS!

The O*BB campaign fare is back for a limited period only!**

We have reintroduced our popular O*BB** campaign ex GOT/OSL/STO to AU/NZ for sales and ticketing until 16NOV09! Note a small increase ex GOT/STO to SEK5950 plus taxes to AU (SEK6900 to NZ). Ex OSL = no change (NOK6500 to AU and NOK7300 to NZ). Note also the new stopover rules to NZ: 1 free in SE Asia or Australia plus one in FRA/LON at a charge in each direction. Fares to AU permit one free stopover in SE Asia plus one in gateway AU or FRA/LON at a charge in each direction. Outbound travel permitted between 16JAN and 31MAY10. This will be your final opportunity to sell this great O class fare as we have no further possibility to extend this fare. Refer to your GDS for more info!

The Q*BB campaign fare is also back for a limited period only!**

We have also reintroduced our Q*BB** campaign ex CPH/GOT/OSL/STO to AU/NZ for sales and ticketing until 16NOV09 and at the same fare levels as per the previous Q*BB** campaign! Stopover rules are as per O*BB** above. Outbound travel permitted to 07DEC09 and from 16JAN to 31MAY10. Everything's in your GDS!

Combinations of fares

Remember that the majority of our fares can be combined with each other (excepting M*SS6M and H*EE1Y, affectionately referred to as Wombat and Wallaby!). For example, the O*BB** can be combined with an S*LSS**, or an L*SS** with a Premium Economy T*SS**. Important to note is that the stricter fare rules will apply for the entire ticket in certain aspects, for e.g. an O or Q class combined with other fares = entire ticket is non-refundable. But these combination possibilities provide the opportunity to up-sell from O and Q in cases where space may be limited or if your customers require even more generous stopover possibilities than the campaign fares already provide.

Customer Handling Fees charged by QF in Australia

Effective 06NOV09, the charge applied by QF Telesales/Travel Centres and Airports for changes to bookings in Economy and Premium Economy classes will increase from AUD30 to AUD40 for domestic Australia and Trans Tasman flights. An increase from AUD60 to AUD80 will apply for all international itineraries. This is a fixed rate per passenger per ticket and is in addition to any amounts payable under the applicable fare rules.

Schedule changes on ticketed bookings

Many agents have had to endure a number of schedule changes these past months as changes have been made to some of our flights as a result of the global economic crisis. Please be reminded that, as a travel agent, you are not permitted to make Involuntary reissues according to QF policy. Please contact our Help Desk in Bremen if you receive a schedule change on a ticketed booking and require assistance. Our office in FRA handles the ticket reissue. Please do not wait until shortly prior to your customer's departure before you contact us. A lot of schedule changes were advised back in July and agents are contacting us only now for departures the same month! This creates a lot of extra work for our staff in FRA during the busiest time of the year, so please keep this in mind.

London Heathrow terminal change - reminder

Please be reminded that our change to LHR Terminal 3 takes effect on 29 October 2009. A Fact File containing detailed information is attached in this email. Please ensure that your customers are aware of this important change to ensure a smooth transition for everyone.

Reissue fees - reminder

When reissuing a ticket which is subject to a reissue/revalidation penalty, please ensure you enter this as a YR tax on the reissued ticket. It is NOT to be added to the fare or anywhere else on the ticket nor is it to be issued on a VMPD or VMCO! Please note this is Qantas' company policy worldwide and is to be followed without exception.

OSXI Domestic Australia fares - reminder

OSXI fares are only available for customers flying into Australia on QF and/or BA. Furthermore, they are only available in combination with international QF/BA fares having their fare breakpoint in Australia. Our head office is still working with Amadeus as sometimes bookings will still quote with an OSXI type fare with an international fare to NZ when it should not be doing so. If you have customers combining AU and NZ and you are required to have a fare breakpoint in NZ, your customer will have the option of purchasing LPXO as the cheapest available fare (subject to availability).

Happy selling!

Your QANTAS AIRWAYS NORDIC SALES TEAM
