



Ready to Fly – Changes to Through Check Processes

External Frequently Asked Questions

Effective: 3 November 2010

1. What changes are occurring with Qantas through check?

Customers holding two separate reservations (PNRs) for their journey will no longer be provided with through check or baggage interline through to their final travel destination.

For example

On a SYD LHR_QF and LHR-FRA_LH (separate PNRs) – the customer will be issued a boarding pass and bags tagged to London. The customer collects their baggage, then checks-in with Lufthansa staff at LHR Airport.

Qantas will however, continue to provide this facility for customers connecting with Qantas flights and **oneworld** carriers.

Please note: other exemptions apply. Please see Question 4 for further details.

2. Why are we making these changes?

Qantas identified during the recent volcanic disruptions, opportunities to further improve and streamline the Qantas customer experience. Having travel documented in one PNR will allow a more automated rebooking process in the event of a disruption, which enables our airport staff to focus on delivering a high standard of customer service.

3. When will these changes take effect?

These changes will come into effect on 3 November 2010 at all Airports to which Qantas operates.

4. What exemptions apply to the new policy change?

The exemptions to this policy are:

- Travel with oneworld airlines and their oneworld affiliates.
- The two separate PNRs are Qantas marketed or operated (ie. Qantas to Qantas travel).
- The customer's journey is booked on a single ticket created by both live and/or passive PNRs (for example as used for Groups and Qantas Industry Centre bookings).
- Air Pass products when appropriately cross referenced with a long-haul sector.

The Policy with regard to customer through check and baggage interline between Qantas and Jetstar services is **unchanged** from that applicable today, irrespective of two separate PNRs (please see question 11).



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5. Will this change apply to domestic and regional itineraries?

Yes. This change will apply to domestic and regional itineraries.

For example

SYD-MEL_QF and MEL-KUL D7_Air Asia X – (separate PNRs). The customer will not be provided through-check or baggage interline through MEL.

6. Under what circumstances would a customer hold two separate PNRs?

If a customer is travelling on two separate PNRs, they have typically booked part of their journey with Qantas, and the other part of their journey on another carrier.

For example

The customer may have booked their primary flight on Qantas and other onward travel on a different carrier via other sales channels.

7. Can you through check from Qantas to Qantas if you have two separate PNRs?

Yes. Qantas will through check customers with connecting Qantas flights in separate PNRs.

8. Will Qantas continue to provide through check where other carriers are involved?

Yes. Qantas will continue to support through check and baggage interline where a customer's journey is booked in a single PNR **AND** we have an Interline Traffic Agreement and Inter-Airline Through Check-In (IATCI) agreements in place to support through check and baggage interline with the other carrier. Where Qantas has an Interline Traffic Agreement with another carrier but does not have an IATCI agreement, passengers will be required to collect their onward boarding pass from the operating carrier. Baggage will be through-checked to their final destination.

Please note: see question 4 for exemptions.

9. Are there any special procedures Travel Agents need to follow?

Yes. If a customer is booked to travel on two separate PNRs and the exceptions in question 4 don't apply, Travel Agents must provide customers with advice regarding the following (where applicable):

- Time to clear Customs and Immigration
- Transit visa requirements
- Time to collect baggage at interim port
- Time to move between different terminals
- Time to re-check in for onward flight

10. If there are flights in the PNR as Passive Segments, will these be treated the same as bookings within the same PNR?

For the purposes of this policy change Passive Segments are to be treated as bookings within the same PNR provided they are booked on the same ticket.



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11. Can you through check from Jetstar to Qantas?

The Policy with regard to customer through check and baggage interline between Qantas and Jetstar services is **unchanged** from that applicable today, irrespective of two separate PNRs.

Connections	Through check/ Baggage Interline provided
• Between QFI and JQI	Yes
• Between QFI and AU JQD	No
• Between QFD and AU JQD	No
• Between QFD and JQI	Yes
• Between QFI and NZ JQD	Both provided at AKL when departing from NZ. Neither provided inbound to NZ
• Between QFI and 3K (SIN, BKK & HKG)	Yes
• Between QFI and VF (SIN)	Yes
• Between JQI and AAI, JLI, & RJI (Also CX, AY, MA, LA from end Oct 2010)	Baggage interline only

Key:

QFI = Qantas International
 QFD = Qantas Domestic
 JQI = Jetstar International
 JQD = Jetstar Domestic
 3K = Jetstar Asia
 VF = Valuair
 AAI = American Airlines International
 JLI = Japan Airlines International
 RJI = Royal Jordanian International
 CXI = Cathay Pacific International
 AYI = Finnair International
 MAI = Malev International
 LAI = Lan International

Please Note: Customer through-check is limited to 2 Departure Control Systems only (as per today).
 e.g. MEL JQ BKK QF LON QF*/BA EDI customers would be required to recheck for EDI flight at LON.