Questions and Answers

1. Why has the international baggage policy changed?
The checked baggage allowances for Qantas domestic flights changed in June 2011 from a weight allowance to a piece allowance with maximum weights. Aligning the international policy will better streamline the policy across the domestic and international network, although the number of pieces and maximum weights may differ between networks, cabin class and Qantas Frequent Flyer or Qantas Club membership. Some oneworld airlines and our JSA partner, British Airways also have a piece and weight allowance policy.

2. What changes have been made to the international baggage policy?
The policy is moving from a weight-based system (on non US routes) to a piece and weight-based system. In many cases the maximum weight is increased but there are new restrictions on the number of pieces of baggage per person. The US policy is already based on a weight and piece allowance, and the changes to the US allowances is for First and Business customers who will receive increased number of pieces in their ticketed allowance. Qantas Frequent Flyers and Qantas Club members will continue to benefit from extra checked baggage allowances on Qantas operated international jet flights with a Qantas flight number on the ticket according to their membership status and cabin travelled.

The following table shows a comparison of allowances before and from 02 May 12:

<table>
<thead>
<tr>
<th>Cabin</th>
<th>Tier</th>
<th>North and South America routes</th>
<th>Other international routes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>International Allowance Before 02May2012</td>
<td>International Allowance From 02May2012</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 pc up to 23kg each</td>
<td>2 pc up to 23kg each</td>
</tr>
<tr>
<td></td>
<td>Non FF, Bronze</td>
<td>Qantas Club, Silver</td>
<td>Gold</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 pc up to 23kg each</td>
<td>3 pc up to 23kg each</td>
</tr>
<tr>
<td>ECONOMY</td>
<td>2 pc up to 32kg each</td>
<td>3 pc up to 23kg each</td>
<td>3 pc up to 23kg each</td>
</tr>
<tr>
<td>Premium</td>
<td>2 pc up to 23kg each</td>
<td>Qantas Club, Silver</td>
<td>Gold</td>
</tr>
<tr>
<td>ECONOMY</td>
<td></td>
<td>3 pc up to 23kg each</td>
<td>3 pc up to 23kg each</td>
</tr>
<tr>
<td>BUSINESS</td>
<td>2 pc up to 32kg each</td>
<td>3 pc up to 23kg each</td>
<td>3 pc up to 32kg each</td>
</tr>
<tr>
<td></td>
<td>2 pc up to 32kg each</td>
<td>Qantas Club, Silver</td>
<td>Silver, Gold, Platinum</td>
</tr>
<tr>
<td>FIRST</td>
<td></td>
<td>3 pc up to 32kg each</td>
<td>3 pc up to 32kg each</td>
</tr>
<tr>
<td>INFANTS</td>
<td>1 pc up to 10kg</td>
<td>N/A</td>
<td>Silver, Gold, Platinum</td>
</tr>
<tr>
<td></td>
<td>1 pc up to 10kg</td>
<td>1 pc up to 10kg</td>
<td>3 pc up to 32kg each</td>
</tr>
<tr>
<td></td>
<td>1 pc up to 10kg</td>
<td>10kg</td>
<td>3 pc up to 32kg each</td>
</tr>
</tbody>
</table>

Qantas Airways Limited ABN 16 009 661 901
3. When will the change commence?
The new international checked baggage policy takes effect for tickets issued on or after 02 May 2012 for travel on or after 02 May 2012. Customers with tickets issued prior to 02 May 2012 for travel on or after 02 May 2012 will travel according to the allowance on their ticket.

4. How will customers know which baggage allowance applies to them?
The E-ticket Itinerary Receipt issued to the customer will show the allocated baggage allowance. If the old policy is applied, the allowance displayed will be in weight (kg) (for Non-US routes). If the new policy is applied, the allowance will be displayed in the number of pieces (pc). Details of the maximum weight of each piece will be provided in the important information section of a Qantas E-Ticket Itinerary & Receipt. Checked Baggage Allowances are also available on qantas.com

5. How will Qantas Frequent Flyers know what their new additional checked baggage allowance is?
Platinum, Gold, Silver Frequent Flyers, Bronze Frequent Flyers with international forward bookings and Qantas Club members contactable by email will receive an email about changes to the Qantas international baggage policy which includes details of the new policy effective 02 May 2012 and their applicable additional baggage allowances. Information is also available online at qantas.com.

Platinum, Gold and Silver Frequent Flyers and Qantas Club members with bookings ticketed before 02 May 2012 for travel on or after 02 May 2012 will be entitled to the new allowance at the time of travel.

6. What baggage allowance applies when travelling on another carrier’s flight with a QF flight number?
There is no change to the baggage policy for codeshare services. The marketing carrier’s baggage allowance applies to the marketing carrier’s customers, which means the Qantas baggage allowance applies in this instance. However, Qantas Frequent Flyer and Qantas Club members’ additional checked baggage allowances only apply on Qantas operated jet flights with a Qantas flight number on the ticket.

7. Are there any changes to Carry-on Baggage?
There are no changes to the Carry-on Baggage policy. Information on what is allowed to be carried onboard is available online at http://www.qantas.com.au/travel/airlines/carry-on-baggage/global/en

8. Will Qantas Frequent Flyers still receive extra checked baggage allowances?
Qantas Frequent Flyers and Qantas Club members will continue to benefit from extra checked baggage allowances on Qantas operated international jet flights with a Qantas flight number on the ticket according to their membership status and cabin travelled. In some cases, Frequent Flyers will find the new baggage allowance provides an increased weight allowance, however there will now be piece limits on the numbers of bags allowed. Refer to the table at Q2.
9. Has the allowance for customers travelling with infants changed with the new policy?
Yes, infant baggage allowance will change to one piece up to 10kg. For further information about travelling with infants visit:

10. What happens if you exceed the checked baggage allowance provided?
If a customer exceeds the allowance provided additional baggage charges will apply. If customers know in advance that they will have more bags than their allowance, they may like to pre-purchase additional baggage allowance online.

11. How is additional baggage calculated on international routes?
Under the new policy, additional baggage is charged at a flat rate per piece. Additional baggage is charged for each piece over the customer’s allowance and also for baggage that is heavier than a customer's 23kg per piece allowance. The additional baggage charges differ for New Zealand, New Caledonia and Papua New Guinea routes. Domestic charges are not changing. No item of checked baggage may exceed 32kg.

12. How much is additional baggage on the Qantas international network?

<table>
<thead>
<tr>
<th></th>
<th>Online* (Maximum 2 Bags)</th>
<th>Airport Excess Bag</th>
<th>Heavy Bag **</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Zealand, New Caledonia and PNG</td>
<td>AUD35</td>
<td>AUD50</td>
<td>AUD40</td>
</tr>
<tr>
<td>All other international destinations</td>
<td>AUD90</td>
<td>AUD120</td>
<td>AUD50</td>
</tr>
</tbody>
</table>

* Excludes travel from Japan, due to government regulation requiring any additional baggage to be purchased at the airport.
** Heavy bag charges are applied to baggage exceeding the specified weight for each individual piece. No item of checked baggage may exceed 32kg.

13. Can customers pre-purchase additional baggage online?
Yes, additional pieces of baggage can be pre-purchased online, up to a maximum of two additional bags. By pre-purchasing online, customers can benefit by receiving a reduced rate and Qantas Frequent Flyers can pay using points. Customers travelling from Japan are unable to pre-purchase additional baggage online due to government regulation. Terms and conditions apply and customers should refer to www.qantas.com for further information.

14. Can a heavy bag be purchased online at a discounted rate?
No, a customer cannot pay heavy baggage charges online. The heavy bag charge is only applied at the airport after the customer’s bag has been weighed. Please note no item of checked baggage may exceed 32kg.

15. If a customer is travelling on both a Qantas international and a QantasLink service, which baggage allowance will apply?
When transferring from a QantasLink Regional flight to a Qantas International flight, or vice versa, within 24 hours, the International Baggage Allowance is accepted on both flights. If travel is on separate tickets, the customer needs to present both tickets when
checking baggage in. However on QantasLink flights to/from Lord Howe Island, Olympic Dam and Mount Hotham specific baggage restrictions apply, see www.qantas.com for details.

16. Can customers still pool their baggage?
Yes, customers can still pool baggage but limitations apply. Pooling baggage will permit customers who are travelling together to use each other’s baggage allowance. However, the weight restriction for each piece still applies.

17. If a customer has purchased additional baggage on qantas.com before 02 May 2012 and they are travelling on or after 02 May 2012, what will happen?
The old baggage policy will apply and any relevant additional baggage charges will not be refunded.

18. If a customer has purchased their ticket before the 02 May 2012 but is travelling on or after 02 May 2012, will the customer be charged excess using the old or new policy?
The new policy will apply for any additional baggage, excess baggage or heavy bag charges paid from 02 May 2012, regardless of the baggage allowance on the ticket. For customers holding a ticket in the old weight system, who purchase additional baggage online, the check in agent will need to manually process the additional baggage as the system will not recognise the mixed baggage policies. Customers should be reminded to print and bring the receipt for additional baggage pre-purchased online with them to the airport.

19. Are there any additional changes for Platinum and Gold Frequent Flyers?
Yes. From 02 May 2012, Platinum and Gold Qantas Frequent Flyers travelling in economy class with British Airways (with a ‘BA’ code on their ticket) will be allowed one additional piece of baggage on top of the allowance granted by British Airways. BA’s standard weight restrictions apply.