



Your Booking Reference

**3IKDPM**

## Important Information

- This is your E-Ticket Itinerary & Receipt/Tax Invoice. You must bring it with you to the airport for check-in, and it is recommended you retain a copy for your records.
- Each passenger travelling needs a printed copy of this document for airport security checks.
- Please familiarise yourself with the key Conditions of Carriage, Dangerous Goods guide and other information attached.

## Passenger Ticket Information

Passenger Name	Frequent Flyer No.	Ticket No.	Issued	Ticket Total*
Mrs Sharon Roneberg		081-2446631942	25 Mar 15	577.00
Miss Anne Kippin		081-2446631941	25 Mar 15	577.00
<b>Ticket Total for all passengers*</b>				<b>1,154.00</b>

\*Amounts are displayed in Australian Dollars (AUD)

## Your Itinerary

Date	Flight Number	Departing	Arriving	Status	Flight Information
18 Apr 15	QF709	Cairns 1010, 10:10AM Terminal 2	Brisbane 1220, 12:20PM 18 Apr 15 Terminal D	Economy Confirmed	Est journey Time: 02:10 Non-Stop Aircraft Type: Boeing 737
19 Apr 15	QF784	Brisbane 1400, 2:00PM Terminal D	Cairns 1625, 4:25PM 19 Apr 15 Terminal 2	Economy Confirmed	Est journey Time: 02:25 Non-Stop Aircraft Type: Boeing 737

## Your Receipt Details

Ticket Charges	Charges	GST	Total*
Total*	1,036.36		
Card Payment Fee	12.72		
<b>Total Amount Payable*</b>	<b>1,049.08</b>	<b>104.92</b>	<b>1,154.00</b>

\*Includes Taxes/Fees/carrier Charges

## Payment Details

Date	Payment Type	Reference	Amount*
25 Mar 15	MasterCard	xxxx-xxxx-xxxx-8152	1,154.00

This may appear as multiple transactions on your credit card statement

## Tax Information

GST is included for taxable sales  
GST Paid 104.92

**Issued by  
Qantas Airways on  
25 Mar 15**

## Flying With Us



### Before Check-in

- Ensure that each passenger carries a printed copy of this document when travelling.
- Label your bags inside and out with your name, address and contact number at your destination.
- Check Carry-on baggage and checked baggage allowances as restrictions apply.



### Getting Away On Time

- Ensure you are at the airport with enough time to complete necessary check-in, security screening and, for international flights, customs and immigration.
- Familiarise yourself with the check-in and boarding times. Information for Qantas and QantasLink flights is in the Travel Information section attached.



### Check-in

- Proceed to the airport service counter to collect your boarding pass.

**Fare Restrictions - Refer to the applicable fare rules as special conditions may apply**

**Additional Fees:** Fees may apply to some booking changes, ticket reissues and consultant-assisted services. Details are available at [qantas.com](http://qantas.com).



Qantas Group check-in times	International Terminal	Domestic Terminal
<b>Australian and New Zealand Terminals**</b>	<b>QF 001 - 399</b>	<b>QF400 and above</b>
International First / Business	Closes 60 minutes before departure	N/A
International Economy / Premium Economy	Closes 90 minutes before departure	N/A
Domestic Business / Economy	Closes 60 minutes before departure	45 minutes from departure*
Qantas codeshare services (QF Flight numbers operated by Jetstar)^	Check in opens 3 hours before departure Closes 60 minutes before departure	Check in opens 2 hours before departure Closes 30 minutes before departure
<b>Jetstar Services^</b>	<b>JQ 001 - 399 and 3K/VF 500 - 699^</b>	<b>JQ 400 and above</b>
Jetstar Business / Economy (JQ)^	Check in opens 3 hours before departure Closes 60 minutes before departure	Check in opens 2 hours before departure Closes 30 minutes before departure
Jetstar flights operated by Jetstar Asia (3K) and ValuAir (VF)~	Check in opens 2 hours before departure Closes 40 minutes before departure	N/A

\* Latest check-in with bags 30 minutes. Boarding will commence 20 minutes prior to departure. \*\* Please check with your local Qantas office for check-in time at all non-Australian / New Zealand ports. Ensure you adhere to check-in times or your fare may be forfeited.

^ Jetstar flights JQ1-JQ399 depart from international terminals, except JQ61, JQ73 and JQ81 which depart from domestic terminals.

~ Jetstar flights that operate under a 3K flight number between Perth and Singapore and Singapore and Auckland check-in opens 3 hours prior to departure and closes 1 hour prior to departure.

### Carry On Baggage Allowances (except infants~) - Qantas, QantasLink (QF) and Jetstar (JQ,3K,VF) only^

Route	Piece Allowance and Dimensions*	Weight Allowance
Qantas and QantasLink Australian Domestic flights (excludes Dash 8 services, flights to/from Olympic Dam)	All classes: 2 x 105cm (41in) bags or 1 x 105cm (41in) bag plus 1 x 185cm (73in) non rigid garment bag or 1 x 115cm (45in) bag	7kg (15lb) per piece
Dash 8 services	1 x 105cm (41in) bag	7kg (15lb) per piece
Olympic Dam	1 x 105cm (41in) bag	4kg (9lb) per piece
Qantas International (country specific exceptions apply)	First/Business/Premium Economy: 2 x 115cm (45in) bags or 1 x 115cm (45in) bag plus 1 x 185cm (73in) non rigid garment bag Economy: 1 x 115cm (45in) bag or 1 x 185cm (73in) non rigid garment bag	7kg (15lb) per piece
Qantas codeshare flights operated by Jetstar (QF4950 - 5999)	56cm (width), 36cm (height), 23cm (depth) cabin baggage 11cm (height), 60cm (width) and 114cm (length) garment bag	7kg (15lb) total
Jetstar / ValuAir Economy	56cm (width), 36cm (height), 23cm (depth) cabin baggage 11cm (height), 60cm (width) and 114cm (length) garment bag	7kg (15lb) total
Jetstar Business	56cm (width), 36cm (height), 23cm (depth) cabin baggage 11cm (height), 60cm (width) and 114cm (length) garment bag	2 x 7kg (2 x 15lb) total

~ Visit [qantas.com](http://qantas.com) or [jetstar.com](http://jetstar.com) for information about baggage for infants

^ For other airlines, check with the applicable airline

\* Total dimensions are measured by adding together the width, height and depth of the bag

<b>Qantas Domestic Checked Baggage Allowance</b>		
<b>Cabin</b>	<b>Customers</b>	<b>Allowance</b>
<b>ECONOMY</b> excludes QantasLink Services to/from Lord Howe Island and Olympic Dam	Non Frequent Flyer, Bronze	1 piece up to 23kg (50lb)
	Qantas Club, Silver	1 piece up to 32kg (70lb)
	Gold	2 pieces up to 32kg (70lb) each
	Platinum/Platinum One	2 pieces up to 32kg (70lb) each
<b>BUSINESS</b>	All customers	2 pieces up to 32kg (70lb) each
<b>INFANTS</b>	N/A	No allowance but see note+ below.
<b>QANTASLINK SERVICES To/from Lord Howe Island</b>	All customers	1 piece at 14kg (30lb)
<b>QANTASLINK SERVICES To/from Olympic Dam</b>	All customers	1 piece at 16kg (35lb)
<b>Jetstar operated services where the flight number starts with "QF"</b>	All customers	1 piece up to 23kg (50lb)
<b>Jetstar operated services where the flight number starts with "JQ"</b>	All customers	20kg (44lb) total (no piece limit)

<b>Qantas International Checked Baggage Allowance</b>		
<b>Cabin</b>	<b>Customers</b>	<b>Allowance</b>
<b>North and South America</b>		
<b>ECONOMY</b>	Non Frequent Flyer, Bronze	2 pieces up to 23kg (50lb) each
	Qantas Club, Silver, Gold	3 pieces up to 23kg (50lb) each
	Platinum/Platinum One	3 pieces up to 32kg (70lb) each
<b>PREMIUM ECONOMY</b>	Non Frequent Flyer, Bronze	2 pieces up to 23kg (50lb) each
	Qantas Club, Silver, Gold	3 pieces up to 23kg (50lb) each
	Platinum/Platinum One	3 pieces up to 32kg (70lb) each
<b>BUSINESS</b>	Non Frequent Flyer, Bronze Qantas Club, Silver, Gold	3 pieces up to 32kg (70lb) each
	Platinum/Platinum One	4 pieces up to 32kg (70lb) each
<b>FIRST</b>	Non Frequent Flyer, Bronze Qantas Club, Silver, Gold	3 pieces up to 32kg (70lb) each
	Platinum/Platinum One	4 pieces up to 32kg (70lb) each
<b>INFANTS</b>	N/A	1 piece up to 10kg (22lb) and see note+ below
<b>All other International Destinations</b>		
<b>ECONOMY</b>	Non Frequent Flyer, Bronze	30kg (66lb) <b>See codeshare exceptions below</b>
	Qantas Club, Silver	42kg (92lb)
	Gold	46kg (101lb)
	Platinum/Platinum One	50kg (110lb)
<b>PREMIUM ECONOMY</b>	Non Frequent Flyer, Bronze	40kg (88lb)
	Qantas Club, Silver	52kg (114lb)
	Gold	56kg (123lb)
	Platinum/Platinum One	60kg (132lb)
<b>BUSINESS</b>	Non Frequent Flyer, Bronze	40kg (88lb) <b>See codeshare exceptions below</b>
	Qantas Club, Silver	52kg (114lb)
	Gold	56kg (123lb)
	Platinum/Platinum One	60kg (132lb)
<b>FIRST</b>	Non Frequent Flyer, Bronze	50kg (110lb)
	Qantas Club, Silver	62kg (136lb)
	Gold	66kg (145lb)
	Platinum/Platinum One	70kg (154lb)
<b>INFANTS</b>	N/A	10kg (22lb) see note+ below
<b>Jetstar ECONOMY Starter (Plus or Max) fares purchased in conjunction with a Qantas fare</b>	All customers	20kg (44lb) total
<b>Jetstar BUSINESS purchased in conjunction with a Qantas fare</b>	All customers	30kg (66lb) total

### Important Information

**Dimensions:** Calculated by adding together the width, height and depth of the piece of baggage. For international travel before 31 March 2013, total dimensions of the 3 pieces must not exceed 405cm (159in) and total dimensions of the 2 pieces must not exceed 270cm (106in) with no 1 piece exceeding 158cm (62in). For domestic travel, the total dimensions for each piece must not exceed 140cm (54in).

+Adults travelling with an infant (under 2 years) on Qantas operated services may check-in up to three infant items free of charge. See [qantas.com/baggage](http://qantas.com/baggage) for more details.

**Interline travel:** Qantas baggage allowance may not apply. If your travel on this ticket involves more than one airline, the baggage allowance of the most significant carrier in your itinerary will apply to each journey, except in relation to travel to, from or within the USA. Under US DOT regulations, if your travel to, from or within the USA involves more than one airline, the baggage rules of one airline will apply to all of the flights in your itinerary. This is determined by the first carrier in your itinerary. For travel between Australia and the USA, usually (both not always) Qantas' baggage allowance will apply to the whole itinerary.

**Member Allowances:** Qantas Frequent Flyer and Qantas Club member baggage allowances apply to travel on Qantas and QantasLink operated flights with a QF flight number on your ticket, excluding flights to or from Lord Howe Island, Olympic Dam and Mount Hotham. These allowances also apply to Emirates operated flights with an EK flight number between and within Europe, the Middle East, North Africa, Asia and Australia. These benefits are not cumulative.

**Definitions:** Domestic travel is travel that is not combined with any international flights on the same ticket. International travel is travel between two or more countries including any flight within those countries if it is combined with the international travel.

### Codeshare Exceptions:

#### Economy

2 pieces at 23kg (50lb) each on QF4021/4022/4023/4024/4025/4026 between Singapore-Narita and Singapore-Haneda;

1 piece at 23kg (50lb) on QF3874/3875 between Singapore-Helsinki.

#### Business

3 pieces at 32kg (70lb) each on QF4021/4022/4023/4024/4025/4026 between Singapore-Narita and Singapore-Haneda;

2 pieces at 23kg (50lb) on QF3874/3875 between Singapore-Helsinki.

**General:** No single item of checked baggage may exceed 32kg (70lb). Carriage of baggage is subject to space availability and any applicable aircraft weight restrictions, which vary. Baggage exceeding the specified allowance may need to be accommodated on a later flight.

Visit [qantas.com/baggage](http://qantas.com/baggage) or the "Planning & Booking - Baggage" page of [jetstar.com](http://jetstar.com) for important information regarding baggage restrictions. For additional and excess baggage rates visit [qantas.com/additionalbaggage](http://qantas.com/additionalbaggage) or [jetstar.com](http://jetstar.com).

### Enhanced Security Screening - Liquids, aerosols and gels

Enhanced security measures apply to and from Australia and on domestic sectors of international flights within Australia. Similar or more restrictive measures may apply for other countries. If you want to take liquids, aerosols or gels through the screening point, make sure:

- each item is 100ml or less;
- all items fit comfortably in a transparent resealable 1 litre plastic bag (only 1 bag per person is allowed)

**Exceptions:** Prescription and non-prescription medicines and baby products that you need for the flight, but please note:

- proof of need may be required, and
- additional security checks may be performed

**Note - Duty Free items:** Duty free liquids, aerosols and gels not exceeding 100ml per item may be taken onboard in your transparent resealable 1 litre plastic bag. Government screening requirements vary between countries around the world, and duty free liquids, aerosols and gels which exceed 100ml may not always be permitted through a screening point at all airports on your journey. If your journey includes a flight with a transit stop or a transfer to an onward connecting flight, you may be required to take these items through the transit or transfer screening points where you may be required to surrender the item, and it will not be returned to you.

Qantas recommends that you visit [www.travelsecure.infrastructure.gov.au](http://www.travelsecure.infrastructure.gov.au) for more information.

### Use of insecticides

Some countries require the cabin of inbound flights to be treated with insecticide.

For additional information refer to <http://www.dot.gov/office-policy/aviation-policy/aircraft-disinsection-requirements>

### Photo ID at Check-in

If you are travelling on an international flight, your passport and relevant documents will be required. For domestic flights in Australia (flights QF400 and above), you must be able to produce identification, such as your driver's license, Qantas booking reference, Qantas Frequent Flyer card, Qantas Club card or credit card used for the ticket purchased. For domestic flights departing from an international terminal (flights QF001-399), you may be required to produce photo identification.

### Jetstar (JQ) & Jetstar Asia (3K) Flights - Onboard Inclusions/Exclusions

Food, beverages and entertainment are not included in most Jetstar fares.

### Feedback and Complaints

To provide your feedback or make a complaint about our scheduled services, contact us by [e-mail](mailto:qantas@qantas.com) or in writing to Customer Care, Qantas Airways Limited, 10 Bourke Road, Mascot, NSW 2020, Australia.

In the US, you can also contact Qantas on toll-free telephone number 1-855-477-9316 or the Aviation Consumer Protection Division of the US Department of Transport on telephone 202-366-2220 (TTY 202-366-0511). You can find more information at <http://airconsumer.dot.gov>.

### Sharp objects or cutting implements

The following items if carried must be placed in your checked baggage:

- all knives, sharp objects or cutting implements of any kind and any length, whether of metal or other material (including, but not limited to paper knives, carpet knives, box cutters, letter openers, scissors of any kind, tradesman's tools, screwdrivers, and darts).
- sporting goods (including, without limitation, sporting bats, billiards/snooker/pool cues, catapults)

If these items are carried in your cabin baggage or on your person you will be required to surrender the item/s at the security screening point and it will not be returned to you.

### Travelling with Money

Are you planning to carry funds in or out of Australia? By law, you must now:

- If asked by a Customs or police officer, report travellers cheques, cheques, money orders or any other bearer negotiable instruments of any amount.
- Always report A\$10,000 cash or more (or foreign currency equivalent) using a form available from Customs.

Visit [www.austrac.gov.au](http://www.austrac.gov.au) for more information.

### Qantas Privacy Collection Notice

Qantas collects information about you (including health information where necessary) to provide products and services to you, facilitate your participation in our and other organisations' loyalty programs, ensure the safety and security of all passengers when travelling with us, conduct marketing activities for our and third parties' products and services and conduct market research.

We may collect your personal information from people who make or update your travel booking or otherwise interact with us on your behalf, from our related bodies corporate and Jetstar branded entities, from our service providers and from immigration, customs, border security and other regulatory authorities. Some of the information we collect is required under the *Customs Act 1901* (Cth). If the information is not provided, we may not be able to provide the service requested.

For the reasons described above, we may disclose your personal information to:

- our related companies, other carriers and organisations which provide services to us (such as ground handling and other travel related services, call centre operation, market research and marketing services, and services associated with complaints or security incident investigation);
- your employer if you are travelling for work purposes on a ticket purchased by your employer\*; and
- others to comply with our legal obligations, including to various law enforcement agencies, regulatory authorities and governments for security, customs and immigration purposes.

These parties may be located overseas including in the United Kingdom, the United States, Germany and any country which you travel to or through with us or our partner airlines.

Our privacy policy is available at [qantas.com](http://qantas.com) and it contains more information about the above and also how you can seek access to, and correction of, your personal information. It also explains how you can complain about a breach of your privacy and how we will deal with your complaint. You can contact us by writing to Qantas Customer Care at 10 Bourke Road, Mascot, NSW 2020, Australia.

\*The information disclosed to your employer may include your travel details and any information associated with your travel (such as incident reports).

**Exception - Hypodermic Needles:** Refer to [qantas.com](https://www.qantas.com) or call your local Qantas office for information.



Carriage on Qantas or QantasLink is subject to our full Conditions of Carriage at [qantas.com/carriage](https://www.qantas.com/carriage).

Some key conditions:

**Travel Documents:** It is your responsibility to comply with the requirements of the country to which you travel (for example, passports and visas). Your contact details (for example, destination accommodation arrangements), and your fingerprints and/or photograph may be required before entry into a foreign country.

**Check-in:** Deadlines apply and you may be refused carriage if you are late. View Qantas' check-in times at [qantas.com/checkintimes](https://www.qantas.com/checkintimes).

**Oversale - Denied Boarding:** If you are denied boarding because your carrier has oversold an international flight on which you are booked, you may be entitled to compensation in accordance with applicable regulations (for example, in the EU or USA), or carrier's policy. When required by applicable law or regulation, the carrier must solicit volunteers before anyone is denied boarding involuntarily. For Qantas' policy - ask at our international check-in counters.

**Insurance:** Travel insurance is recommended.

**Liability Limits:** If your journey involves a stop in a country different from that of departure, then the Montreal Convention or the Warsaw Convention may govern and limit the liability of all airlines for death or bodily injury and in respect of loss of or damage to baggage.

Approximate conversions of Special Drawing Rights (SDRs) are provided as a guide only and will be subject to change with currency conversion rates.

International	Warsaw (limits are per person)	Montreal (limits are per person)
Death and bodily injury	Qantas has waived its liability limits	No financial limit
Checked baggage	250 francs/kg (approx. A\$30/US\$25)	Special Drawing Rights (SDRs)
Carry-on baggage (carrier fault)	5,000 francs max. (approx. A\$500/US\$400)	1,131 SDRs (approx AU\$1,950/US\$1,800)

**Delay:** For damage occasioned by delay to your journey, where the Montreal Convention applies, the limit of liability is 4,694 SDRs (approx AU\$8,160/US\$7,500) per passenger in most cases. Where the Warsaw Convention applies, the carrier may be liable for damage occasioned by delay, subject to the Convention limit.

**Defences:** The Conventions provide certain defences to liability on which we may rely in some circumstances. For further information read the Liability section at [qantas.com/carriage](https://www.qantas.com/carriage).

Domestic (no international sectors on itinerary)	Australia (limits are per person)	New Zealand (limits are per person)
Death and bodily injury	A\$725,000	Refer to ^
Checked baggage	A\$1,600	NZ\$1,500 per unit of baggage
Carry-on baggage	A\$160	No liability except to extent our fault.
Delay	Your rights are limited by Qantas' Conditions of Carriage subject, in New Zealand, to rights under the Civil Aviation Act 1990.	

^Claims in New Zealand courts for damages arising directly or indirectly out of bodily injury or death of a passenger may be barred in accordance with the Injury Prevention, Rehabilitation, and Compensation Act (NZ) 2001 and we are not liable for loss or damage to carry-on baggage subject to your rights under the Consumer Guarantees Act 1993.

**Baggage General:** Comply with your carrier's baggage allowances and do not include fragile or perishable articles, precious metals, jewellery, money, rare items, business papers or other important documents or valuables (including cameras and electronic equipment) in your checked baggage. For Qantas' baggage allowances visit [qantas.com/baggage](https://www.qantas.com/baggage).

**Delays and Cancellation:** If travelling on Qantas, we will use all reasonable efforts to depart on time, but we do not guarantee flight times. If your flight is delayed or cancelled, you may in some circumstances be entitled to assistance and/or compensation depending on your journey and applicable law.

**Seating:** Qantas does not guarantee you any particular seat even if your reservation is confirmed.

**Special Assistance:** Qantas requires advance notice for some accommodations that passengers with disabilities may need, and passengers with disabilities may need to check in earlier than other passengers. For details, visit [qantas.com/fitness](https://www.qantas.com/fitness).

**Taxes, Fees and Carrier Charges:** The charges, surcharges and taxes included in your fare or shown separately on your ticket may not be levied by a government authority but may be airport operator or carrier imposed. Details can be provided by your travel consultant.

**Other Carriers/Non-Airline Transport:** Except where you are travelling on a "QF" code, if Qantas issues a ticket or itinerary/receipt or checks baggage for carriage on another carrier, it does so only as agent for the other carrier and their conditions of carriage will apply to those services. The air carrier's conditions of carriage do not apply to any non-airline travel included in your booking. The operator's conditions of carriage may significantly limit or exclude liability. Ask your travel consultant for details.

**Time Limit for Action:** Any action in court to claim damages relating to your carriage must be brought within two years from the date of arrival of the aircraft or from the date on which the aircraft ought to have arrived.

**Baggage Claims:** There are time limits within which a claim must be made in writing to your carrier in circumstances of loss, damage or delay of your baggage. Some limits are as short as three days. Check with your carrier's Baggage Claims.

**Privacy:** Our privacy statement is available at [qantas.com/privacy](https://www.qantas.com/privacy).

**Dangerous Goods:** For safety reasons, dangerous articles must not be packed in checked or carry-on baggage. Prohibited articles include but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidising materials, poisons, infectious substances, and briefcases with installed alarm devices. For the latest details on dangerous goods, visit [qantas.com/dangerousgoods](https://www.qantas.com/dangerousgoods)