



E-Ticket Itinerary, Receipt and Tax Invoice



Your Booking Reference

4CLEQF



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*
Ms Katherine Jackson	QF4006468 Chairmans Lounge / oneworld Emerald	081-2408207108	24 Sep 11	136.70
Mr Michael Lawler	QF4168855 Chairmans Lounge / oneworld Emerald	081-2408207107	24 Sep 11	136.70
Ticket Total for all passengers*				273.40

*Amounts are displayed in Australian Dollars (AUD)

Your Itinerary

Date	Flight Number	Departing	Arriving	Status	Flight Information
27 Sep 11	QF821	Canberra 2045, 8:45PM	Melbourne 2150, 9:50PM 27 Sep 11 Terminal 1	Economy Confirmed	Est journey Time: 01:05 Non-Stop Aircraft Type: Boeing 737

Your Receipt Details

Ticket Charges	Charges*	GST*	Total*
Fare	185.52		
Fees/Taxes/Charges	49.02		
Card Payment Fee	14.00		
Total Amount Payable*	248.54	24.86	273.40

Payment Details

Date	Payment Type	Reference	Amount*
24 Sep 11	Visa	xxxx-xxxx-xxxx-7307	273.40

This may appear as multiple transactions on your credit card statement

Tax Information

GST is included for taxable sales
GST Paid 24.86

Issued by
Qantas Airways on
24 Sep 11

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

- Visit qantas.com/checkin to choose the check-in option best for you.

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

Fees: Fees may apply to some booking changes, ticket reissues and consultant-assisted services. Details are available at qantas.com.





Travel Information

Qantas Group check-in times	International Terminal	Domestic Terminal
Australian and New Zealand Terminals**	QF 001 - 399	QF400 and above
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
Jetstar Services^	JQ 001 - 399 and 3K/VF 500 - 699^	JQ 400 and above
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 and travel to/from Olympic Dam)	All classes: 2 x 105cm (41in) bags or 1 x 105cm (41in) bag plus 1 x 185cm (62in) 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 (62in) non rigid garment bag Economy: 1 x 115cm (45in) bag or 1 x 185cm (62in) 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	10kg (22lb) total
Jetstar / ValuAir Economy	56cm (width), 36cm (height), 23cm (depth) cabin baggage 11cm (height), 60cm (width) and 114cm (length) garment bag	10kg (22lb) total
Jetstar Business	56cm (width), 36cm (height), 23cm (depth) cabin baggage 11cm (height), 60cm (width) and 114cm (length) garment bag	2 x 10kg (2 x 22lb) total

~ Visit qantas.com or 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



Checked Baggage Allowances (except infants~) - Qantas, QantasLink (QF) and Jetstar (JQ,3K, VF) only[^]

Route	Dimensions*	Piece/Weight Allowance [≈]
Qantas & QantasLink Australian Domestic flights, excluding travel to/from Lord Howe Island and Olympic Dam	Total dimensions of each piece must not exceed 140cm (54in)	Business: 1 piece at 32 kgs (70lbs) Economy: 1 piece at 23kgs (50lbs)
Lord Howe Island	Total dimensions of each piece must not exceed 140cm (54in)	1 bag at 14kg (30.2lb); above 14kg (30.2lb) and up to 23kg (50lb) may not travel on same flight due to aircraft weight restrictions
Olympic Dam		1 bag at 16kg (35.2lb); above 16kg (35.2lb) and up to 23kg (50lb) may not travel on same flight due to aircraft weight restrictions
Qantas International - The Americas**	Total dimensions of the 2 pieces must not exceed 270cm (106in) with no 1 piece exceeding 158cm (62in)	First: 2 pieces at 32kg (70lb) per piece Business: 2 pieces at 32kg (70lb) per piece Premium Economy/Economy: 2 pieces at 23kg (50lb) per piece Infants: 1 piece at 10kg (22lb)
Qantas International, excluding The Americas**	Total dimensions must not exceed 270cm (106in) with no 1 piece exceeding 158cm (62in)	First: 40kg (88lb) Business: 32kg (70lb) Premium Economy: 23kg (50lb) Economy: 23kg (50lb) Infants: 10kg (22lb)
Jetstar/ValuAir Economy (JetSaver and JetFlex fares only)	Maximum dimensions at qantas.com/jetstarbaggage	20kg (44lb) total
Jetstar Business	Maximum dimensions at qantas.com/jetstarbaggage	30kg (66lb) total

~ Visit qantas.com or jetstar.com for information about baggage for infants

[^] For the baggage allowance of other airlines, check with the applicable airline

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

[≈] For additional and excess baggage rates travelling on Qantas visit qantas.com/additionalbaggage. For additional and excess baggage rates travelling on Jetstar visit jetstar.com/baggage

** The Americas means North and South America.

Notes: (1) Visit qantas.com/baggage or the "Travel Info - At the Airport" page of jetstar.com for important information regarding baggage restrictions. (2) No single item of checked baggage may exceed 32kg (70lb). (3) Carriage of baggage is subject to space availability. At times baggage may need to be carried on a later flight. Visit qantas.com for further information. (4) Domestic travel is defined as travel not combined with any international flights. International travel is defined as travel between two or more countries including any flights within those countries when they are combined with international travel.



Travel Information

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 for more information.

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 Qantas scheduled services contact [Customer Care](#).

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.

Exception - Hypodermic Needles: Refer to qantas.com or call your local Qantas office for information.

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 for more information.

Qantas Privacy Notice

Qantas collects information about you (including health information where necessary) to provide products and services to you, process your travel arrangements, facilitate your participation in the loyalty programs of Qantas and other organisations, conduct marketing activities and market research. If the information is not provided Qantas may not be able to provide the service requested. Qantas may disclose your personal information to its related companies, other carriers, travel service providers, organisations which provide services to Qantas such as collecting commissions (more details in our Privacy Statement on qantas.com), your employer if you are travelling on a ticket provided through your employer's corporate travel agreement with Qantas, various law enforcement agencies and governments around the world for security, customs and immigration purposes. You may gain access to the information Qantas holds about you by contacting Qantas Customer Care in writing at Level 5, Building A, 203 Coward Street, Mascot NSW 2020, Australia.





Key Conditions of Carriage

Carriage on Qantas or QantasLink is subject to our full Conditions of Carriage at 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.

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 personal 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.

Domestic (no international sectors on itinerary)	Australia (limits are per person)	New Zealand (limits are per person)
Death and bodily injury	A\$500,000	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 personal 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.

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.

Charges and Tax: 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. For tickets issued in the United States, government levied taxes and fees collected by Qantas may be listed separately from your fare.

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.

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

