

A new chapter of travel to Asia and Australia



This is the first part of a regular update that we hope our trade partners will find a useful resource. Some details on Fare Rule conditions have been included to help answer any queries that may arise. Please remember fares and their rules do change and this update is for reference only – please refer to the relevant GDS for the most up-to-date status.

Can customers combine British Airways and Qantas flights when flying to Australia?

British Airways and Qantas no longer have a Joint Service Agreement but as both airlines are part of the **oneworld**® alliance, customers are still able to benefit from codeshare options.

If a customer wants to fly to Australia, what options do they have with British Airways?

Customers have a choice of flying to Australia via Singapore, Bangkok or Hong Kong with British Airways and our **oneworld** partners.

Singapore: British Airways offers daily flights to Sydney via Singapore. Alternatively customers can fly with British Airways to Singapore and then onwards to Perth, Melbourne or Brisbane with Qantas (British Airways codeshare).

Bangkok: British Airways operates a daily flight to Bangkok that connects with a Qantas operated flight to Sydney (British Airways codeshare).

Hong Kong: British Airways flies twice daily to Hong Kong, providing excellent connections with British Airways codeshare flights operated by both Qantas and Cathay Pacific. Customers can choose to fly from Hong Kong to Melbourne and Brisbane with Qantas, or to Sydney, Melbourne, Perth, Brisbane or Cairns with Cathay Pacific.

Do customers have to fly with British Airways from London Heathrow to take advantage of the onward codeshare options?

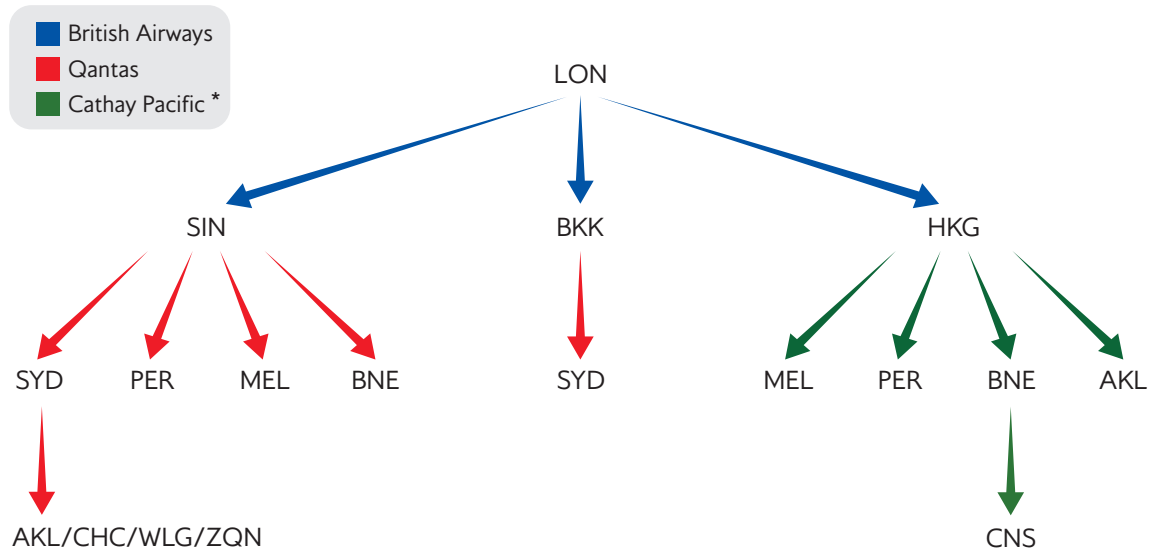
Yes, the initial journey from London Heathrow must be on a British Airways operated service and connecting flights will be on either Qantas or Cathay Pacific operated services using a British Airways codeshare.

Once a customer gets to Australia, what onward flight options to they have?

Customers can connect with Qantas flights (British Airways codeshare) from Sydney to the following destinations:

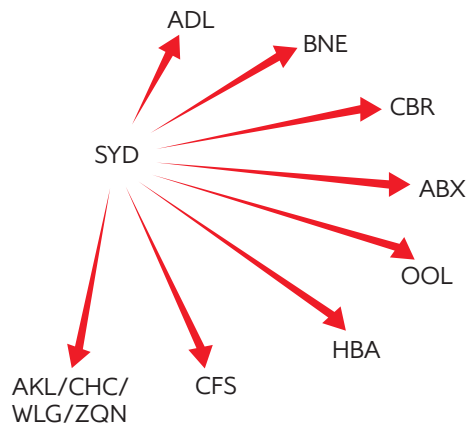
Within Australia: Adelaide (ADL), Albury (ABX), Brisbane (BNE), Cairns (CNS), Canberra (CBR), Coffs Harbour (CFS), Coolangatta (OOL), Hobart (HBA), Melbourne (MEL) and Perth (PER).

New Zealand: Auckland (AKL), Christchurch (CHC), Queenstown (ZQN) and Wellington (WLG).



*Customers can transit via HKG but not stopover. Please see the stopover section for further details.

Additional Australian domestic codeshare routes with Qantas include:



Can customers connect to the Sydney flight using UK domestic flights?

Now that our flights to Sydney depart from London Heathrow Terminal 5, customers can take advantage of convenient connections on flights departing from Manchester, Newcastle, Glasgow, Edinburgh, Aberdeen and Leeds Bradford. Our fares are common-rated with London, however you will find that all inclusive fare levels will differ from London to some degree due to regional taxes.

Are there any other points for customers who don't want to travel as via Singapore, Hong Kong or Bangkok?

Most of our services fly via Singapore, Bangkok or Hong Kong. However, we also offer options via Tokyo, which makes the most of the codeshare with JAL on the Narita-Singapore route.

At this time British Airways no longer has a codeshare with another carrier via Los Angeles, and this has meant that any fares filed in the Atlantic Pacific (AP) tariff are no longer viable.

Do customers have to fly the same route to and from Australia?

Our combination rules are being updated so you are able to combine Australia fares with other tariffs and other rules to allow customers to have a more flexible journey.

It is also now possible to combine different classes; for example, London-Singapore-Sydney in a tactical Q class and Brisbane-Singapore-London in annual B class.

CIRCLE TRIPS NOT PERMITTED.

END-ON-END NOT PERMITTED.

OPEN JAWS/ROUND TRIPS

FARES MAY BE COMBINED ON A HALF ROUND TRIP BASIS WITH BA FARES

-TO FORM SINGLE OR DOUBLE OPEN JAWS.

-TO FORM ROUND TRIPS

OPEN JAWS/ROUND TRIPS NOTE -

WHEN FARES ARE COMBINED ON A HALF ROUND TRIP

BASIS THE MOST RESTRICTIVE CONDITIONS APPLY TO THE

ENTIRE JOURNEY INCLUDING CANCELLATION AND REFUNDS.

PROVIDED -

COMBINATIONS ARE FOR CARRIER BA WITHIN IN ANY RULE ANY TARIFF *

*Rule content being updated as above and scheduled to be live by end April 2013

Stop overs: What are the options?

Booking classes O Q S M K H B; T and E; I R D C; and A follow the standard text below and allow one stopover, in South East Asia, in each direction. Note: Through fares to Australia do not permit a stopover in Hong Kong - only a transfer.

BETWEEN UNITED KINGDOM

AND AUSTRALIA FOR ROUND TRIP FARES

1 FREE STOPOVER PERMITTED IN EACH DIRECTION IN SOUTHEAST ASIA

NOTE -

EXCEPT IN HKG WHEN ARRIVAL VIA BA AND DEPARTURE VIA BA

*rule content being updated and scheduled to be live by end April 2013

Do different fare types offer different stopover options?

Y, W, J and F booking classes allow unlimited stopovers except to Hong Kong where government traffic rights restrict British Airways through traffic to Australia. Stopovers are permitted for through fares to Australia in Singapore or Bangkok.

What penalties apply for changing a booking to Australia?

Cabin	Booking Classes	Penalty
World Traveller and World Traveller Plus	O Q S M K H B T and E	GBP 100
First	A	GBP 200
Club World	I	No changes permitted
-	Y W J and F	Unlimited changes at no penalty

Full change fee applies to children but not infants.
Currently re-routing is not permitted on net fares.

Have the advanced purchase (apex) or ticketing time limits (TTL's) changed for flights to Australia?

When British Airways and Qantas were working together IT TTL's were treated as exceptions. However, to ensure consistency across all routes the standard UK LH TTL's now apply to IT bookings. For seat only bookings, the TTL remains at three days.

Standard text for IT

WHEN RESERVATIONS ARE MADE AT LEAST 32 DAYS BEFORE DEPARTURE
TICKETING MUST BE COMPLETED AT LEAST 28 DAYS BEFORE DEPARTURE.
OR OPEN RETURNS NOT PERMITTED.
WAITLIST NOT PERMITTED.
TICKETING MUST BE COMPLETED WITHIN 4 DAYS AFTER RESERVATIONS ARE MADE.

Standard text for SO

RESERVATIONS ARE REQUIRED FOR ALL SECTORS.
TICKETING MUST BE COMPLETED WITHIN 3 DAYS AFTER RESERVATIONS ARE MADE.

The advance purchase rules apply when the fare is only available to book a certain number of days in advance. When this is the case the standard text will advise what the apex is and the example below shows the apex on an O fare.

Standard APEX text for SO

FOR O- TYPE FARES
RESERVATIONS FOR ALL SECTORS ARE REQUIRED AT LEAST 7 DAYS BEFORE DEPARTURE.
TICKETING MUST BE COMPLETED WITHIN 3 DAYS AFTER RESERVATIONS ARE MADE
OR AT LEAST 7 DAYS BEFORE DEPARTURE WHICHEVER IS EARLIER.

Will Qantas retain their codeshare on any flights operated by British Airways?

Qantas will retain their codeshare on British Airways flights to the following European destinations:

Brussels (BRU), Zagreb (ZAG), Toulouse (TLS), Berlin (TXL), Oslo (OSL), Stockholm (ARN), Aberdeen (ABZ), Edinburgh (EDI) and Leeds Bradford (LBA).

Will the fares change depending on the season?

Yes, there are four categories of seasonality as detailed below:

Low season runs from 9 April to 14 June

Low mid season is 15 June to 15 July, 12 August to 8 December, 1 January to 08 April

High mid season is 24 December to 31 December

High season is 16 July to 11 August and 9 December to 23 December

The same seasonality applies to all Australian destinations.

Has the way partner net fares are calculated been changed?

Currently annual private fares are a percentage discount from public fare levels. Tactical and Sale private fares may deviate from this and may result in being an amount off the public fare level. This is to ensure that where possible our partners receive an appropriate margin in lower fares.

We hope you find this frequently asked questions useful when selling Australia with British Airways and our codeshare partners. We welcome your feedback on any items to be included in our next feature.