

A new chapter of travel to 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, Cairns or Auckland with Cathay Pacific.

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

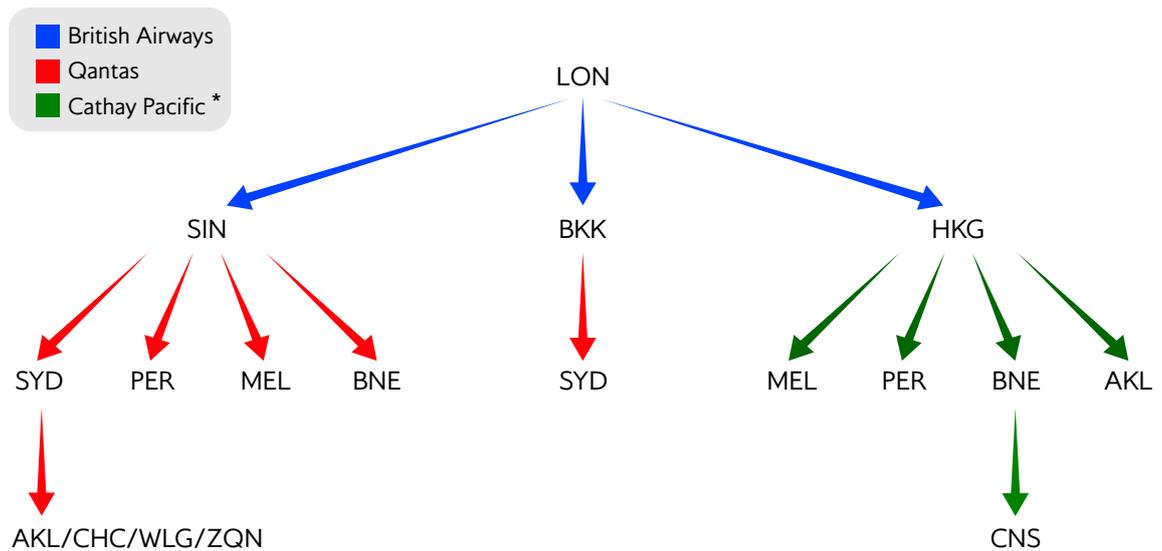
Yes, the initial journey from London Heathrow must be on a British Airways operated service and connecting flights will be on either Qantas or Cathay Pacific operated services using a British Airways codeshare.

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

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

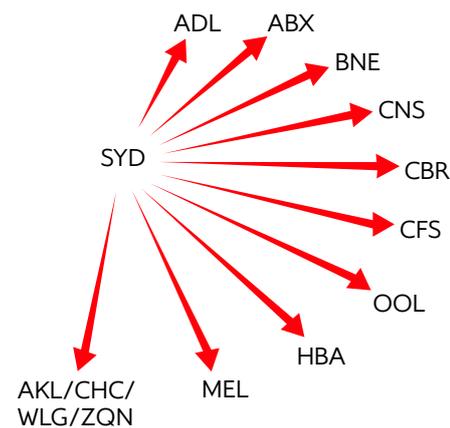
Within Australia: Adelaide (ADL), Albury (ABX), Brisbane (BNE), Cairns (CNS), Canberra (CBR), Coffs Harbour (CFS), Coolangatta (OOL), Hobart (HBA) and Melbourne (MEL).

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:



B777-300 from London Heathrow Terminal 5

British Airways moved its Heathrow-Singapore-Sydney service to T5, customers can take advantage of convenient connections on flights departing from Europe. The B747 that operated the route has been replaced by the B777. The new B777-300ER aircraft feature a four-class World Traveller, World Traveller Plus, Club World and First layout. Customer benefits include super quiet and super wide cabins with high ceilings, audio and video on demand to all seats and 20% less fuel burn than the Boeing 747.

Are there any other points for customers who don't want to travel 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.

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.

Stop overs: What are the options?

Stopovers are permitted for through fares to Australia in Singapore and Bangkok. Note that through fares to Australia do not permit a stopover in Hong Kong because of government traffic right restrictions. Therefore the standard text below will be implemented in the rule content for fares to Australia:

NONE IN HKG WHEN VIA SAME CARRIER VIA BA ONLY

*rule content being updated and scheduled to be live by July 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 T and E | EUR 150 |
| Club World | I | EUR 300 |
| | R | EUR 200 |
| All | B Y W D C Y A F | Unlimited changes at no penalty |

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

When British Airways and Qantas were working together TTL's were treated as exceptions. However, to ensure consistency across all routes the standard EU LH TTL's now apply to bookings.

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).

We hope you find this frequently asked questions document 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.