

# Your business

The latest Qantas news for the business customer

## New enhancements for Qantas Frequent Flyer

The Qantas Frequent Flyer program is set to roll out a range of exciting changes for members over the coming months.

Based on feedback received from current members, the revamp of the program is designed to give better rewards to customers and keep the program innovative, relevant and rewarding.

Improvements include plans to create a new consumer loyalty alliance with Optus, who will join the Qantas Frequent Flyer program later this year, giving members the opportunity to earn points across Optus consumer and small business products and services.

As part of the planned alliance, Qantas will also be adding a number of Optus products and services as redemption options using Qantas Frequent Flyer points.

Qantas Frequent Flyers can enjoy the following enhancements effective immediately:

- ▶ More options to earn points on an expanded range of Jetstar flights as well as expanding the program to include options to select to earn points and Status credits on all Jetstar fares
- ▶ Increased cabin bonus in Premium Economy from 10% to 25%, Business from 25% to 50% and First from 50% to 100%
- ▶ Increases to Gold and Silver Status bonus points from 50% to 75% for Gold and from 25% to 50% for Silver members
- ▶ A new tier called 'Platinum One' for Platinum members who earn more than triple the usual Status credits to retain Platinum tier status including access to more benefits and exclusive services such as a dedicated travel team to look after your needs every step of the way

There will also be enhancements to the way in which upgrades are processed, including SMS confirmation of upgrade requests.



The changes have also seen the launch of epiQure, a new members-only online community for food and wine appreciators.

Visit [qantas.com/frequentflyer](http://qantas.com/frequentflyer) for more.



## QantasLink to boost Cairns to Weipa services



QantasLink will introduce two new return services per week between Cairns and Weipa from 27 June.

The move has been made in response to increasing demand from the resources sector and local communities, and will add a further 200 seats per week and grow frequency on the route to 14 return services per week.

The route will be serviced by 74-seat Q400s and 50-seat Q300s on the following schedule:

- ▶ Three return services on Mondays and Fridays
- ▶ Two return services on Tuesdays, Thursdays and Sundays and;
- ▶ One return service on Wednesdays and Saturdays

## Jetstar enhances its offering

Jetstar has introduced a new fare structure which simplifies the existing fare options and gives customers more flexibility, choice and lower fares.

The new fare structure will lead in with 'Starter' fares, which includes 10kg carry-on baggage allowance. Once a fare is purchased, customers may add on a 'Plus' or 'Max' bundle option.

'Plus' bundles include Qantas Frequent Flyer points and Status credits, free standard seat selection and a change fee waiver. 'Max' bundles includes all the above plus extra leg room seating and an option for a fare refund.

Jetstar's premium StarClass will also be replaced with Business Class, which will offer a lower lead-in fare, making other benefits optional extras.

Business fares include 30kg checked luggage, all meals and beverages, inflight entertainment and a comfort pack, while the Business fare 'Max' bundle allows passengers to pay extra for lounge access, a refundable fare and Qantas Frequent Flyer points earning.



## Handy Tips - Keeping it professional



When travelling for business it is important to keep in mind that what constitutes as professional behaviour differs from country to country.

For example, in New Zealand having a glass of wine on your hosts yacht may be ideal, while in many Asian countries, singing at a karaoke bar is entirely business appropriate.

The best idea is to do some research on the culture you're visiting before leaving home, follow your hosts lead and drink alcohol in moderation.

*Courtesy of Australian Business Traveller Magazine online.*

## Control costs with a complete business expense management solution

The American Express® Qantas Corporate Card is designed to help you control costs and drive significant savings to your bottom line.

Created specifically for medium-sized businesses, the program offers:

- ▶ A cash rebate\* of between 2% and 5% on qualifying Qantas air spend up to AU\$50,000 per annum
- ▶ A 2% BP rebate^ on all spend at Australian BP service stations
- ▶ Discounted Qantas Club annual fee#
- ▶ Extend your cash flow with up to 51 credit free~ days
- ▶ Earn Qantas Frequent Flyer points\*\*

Visit [qantas.com/aeqcc](http://qantas.com/aeqcc) for more.

\*Eligible companies only spending a minimum of A\$10,000 (inclusive of GST) per annum on eligible Qantas flights. Excludes flights from Jetstar Airways Pty Limited and packaged fares from Qantas Holidays Limited. ^The BP Rebate program is 2% of all qualifying spend. Qualifying spend includes spend of any nature at BP Service Stations in Australia and includes GST. For any given 6 month rebate period (Jan-Jun and Jul-Dec) the minimum spend is A\$1,000. #Savings based on individual membership fee. You must pay with your American Express Qantas Corporate Card. ~Actual cash-flow time will vary. \*\*Qantas Frequent Flyer members only. Visit [qantas.com/aeqcc](http://qantas.com/aeqcc) to view full terms and conditions.

## Updates to multi-city flight bookings

Qantas customers can now book international multi-city itineraries with ease.

New enhancements now allow customers to:

- ▶ Choose from more flight options with over 28 partner interline carriers and 380 destinations worldwide
- ▶ Search by "best price" or "more flexible fares" so you can find the flight that suits you
- ▶ Book Premium Economy as well as First, Business and Economy online
- ▶ Filter search results to only include flights that are eligible for Frequent Flyer upgrades
- ▶ Book different segments of your multi-city flight itinerary in different classes

Visit [qantas.com](http://qantas.com) for more and to view the online tutorial.

## Qantas leads domestic on-time performance

Qantas came out on top once again for domestic on time arrivals and departures in April 2011.

Figures released from the Federal Government's Department of Infrastructure and Transport show Qantas' overall on-time performance result at 84%, well above the industry average for the month which was 77.5%.

## Changes to checked baggage allowances



From 1 June, the Qantas baggage allowance moved from a weight based system to a piece and weight based system in conjunction with the continued rollout of faster, smarter check-in facilities across Australia.

For customers travelling domestically within Australia, the following baggage policy now applies:

- ▶ Economy class: 1 piece, maximum 23kg
- ▶ Business class: 1 piece, maximum 30kg
- ▶ Qantas Club members: 1 piece, maximum 32kg regardless of travel class
- ▶ Silver and Gold Frequent Flyers: 1 piece, maximum 32kg in Economy class and 2 pieces maximum 32kg each in Business class
- ▶ Platinum Frequent Flyers: 2 pieces, maximum 32kg each regardless of travel class

The purchase of domestic additional baggage allowance has also moved to a weight system, and is now \$20\* per piece up to 23kg per piece.

Visit [qantas.com/baggage](http://qantas.com/baggage) for more and to view international baggage allowances.

\*Amount applies to pre-purchased baggage bought online via Manage Your Booking on [qantas.com](http://qantas.com). Baggage allowance purchased at the airport may be more. Fees are subject to change. Visit [qantas.com](http://qantas.com) for full terms and conditions.