

Your business

The latest Qantas news for the business customer

Faster, smarter check-in comes to Canberra



Qantas has launched faster, smarter check-in at Canberra Airport, the final major Australian domestic port to receive the new technology.

Customers travelling through Canberra can now enjoy a seamless check-in experience with Q Bag Tag functionality, Q Card readers and self-service kiosks.

Faster, smarter check-in is now available in Perth, Melbourne, Sydney T3, Brisbane, Adelaide and Canberra as well as regional ports across Australia.

Visit qantas.com/checkin to view a demonstration and the full rollout schedule.

Qantas Frequent Flyer launches 'epiQure'

Qantas Frequent Flyers will have exclusive access to award-winning wine, invitations to dinners with globally renowned chefs and new points-earning opportunities with the new premium food and wine community, epiQure.

The members-only online community is available to all Qantas Frequent Flyers and will give members access to online forums, an annual gala event and personalised winery tours in Australia's wine regions.

Key benefits include:

- ▲ The opportunity to purchase wine selected by the Qantas Wine Panel for the First and Business Class cellars
- ▲ Access to limited release wine vintages available only through epiQure online
- ▲ Exclusive points earning opportunities. Members will earn three points per \$1 spent when buying wine and event tickets
- ▲ No charge for wine delivery in Australia until June 2012
- ▲ The chance to earn four points per dollar spent when dining at over 250 partner restaurants

To join, members pay \$99 or 13,000 points and receive a welcome gift valued at \$130, 2,000 bonus points after purchasing their first case and access to all the exclusive events and online community.

Visit qantas.com/frequentflyer to join.



New domestic fares and Frequent Flyer enhancements



Qantas will provide customers with greater simplicity, flexibility and further Qantas Frequent Flyer benefits when travelling with the introduction of a new domestic fare structure.

The changes are designed to ensure customers have access to a range of user-friendly and flexible fare options, and will apply across the domestic mainline and regional networks for tickets booked from 7 July 2011.

Qantas domestic fares:

- ▲ Red eDeal - the lowest year round fares
- ▲ Flexi Saver - fares offering a greater range of flexibility and choice
- ▲ Fully Flexible - fares offering complete flexibility with full refund option
- ▲ Business Class - our full premium fare which provides additional baggage allowances, Neil Perry designed menus, Business Class Frequent Flyer points earn and access to dedicated Business lounges

Qantas customers will continue to enjoy a meal or refreshment, inflight entertainment (except on QantasLink services) and a checked baggage allowance of one piece of luggage up to 23kg, regardless of the fare type booked.

In addition, customers can now take advantage of the new option for name changes on flexible fares*, allowing you to use the value of an unused ticket as credit towards payment for a new ticket in another traveller's name.

From 7 July, all Qantas Domestic Economy fares, now including Red eDeals, will also be eligible for Domestic Flight Upgrade Awards to business class using Qantas Frequent Flyer points where available.

Qantas Frequent Flyers will also enjoy improved Status credit earn and upgrade rates with all flexible domestic fares classed as 'Economy', ensuring members will continue earning at least 1,000 points on even the shortest flight or most affordable fare

* Name change fee applies for Flexi Saver fares. Visit qantas.com to view full terms and conditions.

Handy Tips - Greeting and getting to know your business acquaintances



Getting your greeting right when meeting with overseas business acquaintances can help pave the way for a successful visit.

While Australia abandoned formal business titles in conversations a long time ago (you don't hear 'Chairman Smith' very often), in some countries it is absolutely essential.

In China, for example, it is expected that you refer to business people by their title and family name. It's also frowned upon to become too familiar, too quickly.

Familiarity is something that is earned over time.

In Italy, it is normal to kiss a new business acquaintance's cheeks (sometimes up to three times depending on the region) and have a long handshake.

It is also considered rude to refuse a second helping on your plate when offered by your hosts.

Source: Australian Business Traveller Magazine online.

QantasLink adds more services

QantasLink has added a new next generation 74-seat Bombardier Q400 to its Moranbah schedule, increasing the number of flights on the route from 20 to 24 return services per week.

New flights will be added on Tuesdays and Wednesdays, with 15 of the weekly services to be operated by Q400 aircraft at peak times.

Customers travelling on the new Q400 services will benefit from reduced flight times, a quieter and more spacious cabin and larger overhead storage bins.



Aircraft profile - New Qantas Airbus 330-200

The new A330-200 aircraft represents a new era of flying for the Qantas domestic experience and features:

- ▶ 36 business seats and 256 economy seats
- ▶ Seat design styled by Marc Newson
- ▶ State-of-the-art on-demand inflight entertainment in both business and economy with over 300 entertainment options

In business class, customers can enjoy 22 inch wide seats with ergonomic cushioning, four-way adjustable headrests and extendable leg rests. Each seat offers individual PC power and USB port, and a 10.6 inch in-arm entertainment screen by Panasonic.



Economy class features 18.1 inch wide seats with a 9 inch touch-screen as well as individual USB port and shared PC power available.

Buy your travel insurance using Qantas Frequent Flyer points

Qantas Frequent Flyer members who are Australian residents can now redeem points on QBE Travel Insurance when booking a domestic or international flight departing from Australia on qantas.com.

Simply login to your account and select 'Yes' to the option of travel insurance on the payment page of your flight booking.

If you have enough points to cover the cost of your travel insurance, you will be automatically offered the choice of using your points instead of cash.

Visit qantas.com/frequentflyer for more.

Track and control your business travel spend with Qantas Business Direct

Qantas Business Direct provides your business with a simple, convenient way to manage your business travel online.

With our free monthly Qantas Business Direct reports you can track and control your monthly spend on flight, car and hotel bookings made on qantas.com and flight bookings on jetstar.com.

Your monthly reports include:

- ▶ Summary report - all your business travel spend for the previous 12 months
- ▶ Flights - a breakdown of each flight
- ▶ Credit vouchers - details online credit vouchers
- ▶ Other products - all hotels, packages and cars

Simply [register for Qantas Business Direct](#) online and make sure your ABN is entered when you book online at qantas.com or jetstar.com.

You can also enter your ABN after your booking has been made and prior to travel via Manage Your Booking at qantas.com.

Visit qantas.com/qbd for more.