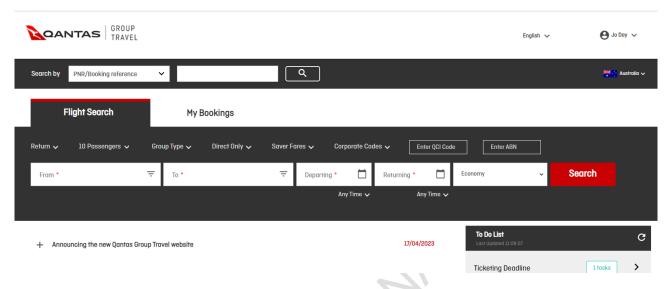


Availability and Pricing

Depending on your market the system may not present every option described in this document.

Flight Search

The Groups Flight Search is available within the landing page once logged in, as per below-



There are many different types of quote requests that can be created via the Group Travel website, as outlined below.

Oneway/Return - Single Origin/Destination Requests

Complete each field as outlined to create your quote request within the Flight Search-

- 1. Return/Oneway Select the required option from the drop down menu
- Passenger Numbers Enter the number of seated passengers for the group

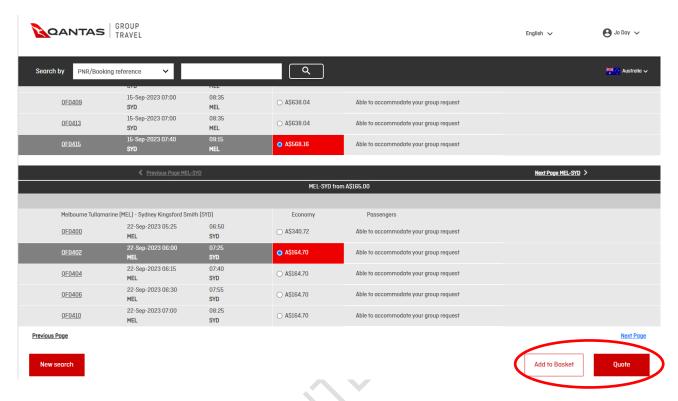
 You do not need to advise whether passengers are adult or child at this stage
 Young Adult, Child and Infant ages are however a mandatory requirement when providing names
- 3. Group Type Select from the options available within the drop down menu
- 4. Direct/All Flights Choose the required option, depending on your itinerary (Direct Only is displayed by default)
- 5. Saver/Flexi Fares Choose the fare type, as appropriate. You may see other options here depending on your region.
- Corporate Code Select a corporate code here, if applicable (options will only be available if loaded for your agency and is dependent on the corporate accounts you manage)
- 7. Optional Enter QCI code &/or ABN, if applicable
- 8. From/To Enter the departure and arrival cities as required
- 9. Departing/Returning Enter the group travel dates, or use the calendar to select these Optional choose a travel time (Any Time is selected by default)
- 10. Cabin Select the class of travel (Economy is selected by default)



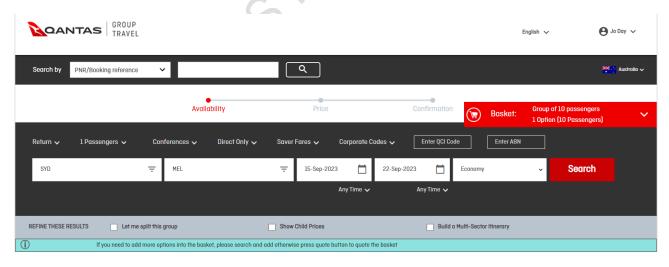
Click on 'Search' to obtain flight availability & pricing.

Once availability is returned and required flights chosen, click on 'Quote' if you have no other departure cities to add.

If you do have additional itineraries, click 'Add to Basket', which will then allow you to add another departure city to the quote as below-



The below search screen will then reappear, simply add the new departure city, passenger numbers and dates and click 'Search' again-



Click 'Quote' to proceed with completing your quote

Additional Information-

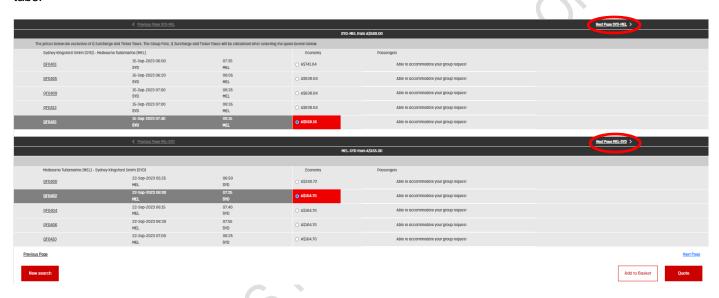
- The minimum group size required is 10 on the same flight and quote/bookings created using this
 method cannot be converted into a 'Multi Origin Group'
- The Qantas Group Travel website restricts date selection to +352 days from today for 100% QF itineraries.
 - For itineraries with interline this may be different, please refer to your GDS prior to quoting to determine whether interline flights are loaded



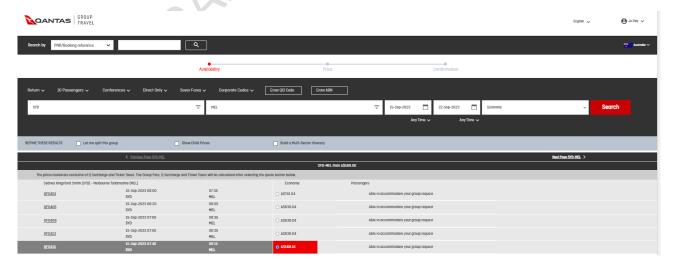
- Out of range requests are covered later in this document
- Maximum number of passengers quoted within a booking reference 260 groups of this size should only be created if there will be no requirement to split and amend throughout the booking lifecycle.
 - Larger groups will be covered later in this document
- The Qantas Group Travel website will only allow you to select Qantas, or affiliated airlines and serviced airports
- Separate Terms & Conditions apply for individual markets.
- Groups are priced using optimised fares to meet the group size.
- All pricing will be in the applicable market currency.

Fares and Availability

The GDS will return the results of your fare query and display them as shown below-Note- If you did not specify a time of day, then the earliest & lowest fare will always be highlighted where the group can be accommodated. If you require a later/earlier flight you can click on Previous Page or Next Page tabs.



If required, you can amend your search from this page by simply entering new dates, destinations, passenger numbers or cabin and clicking on 'Search'-

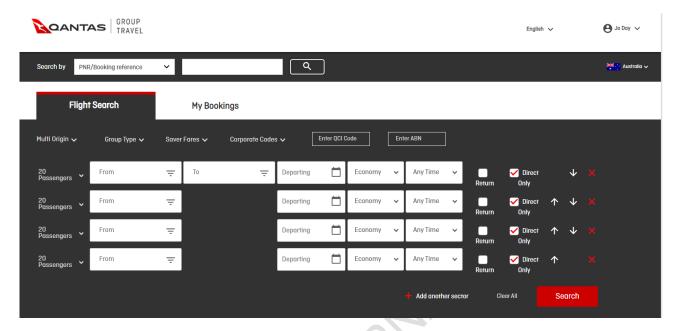




Multi Origin Requests

The Multi Origin option within our Flight Search should be used where you have multiple groups arriving to a single destination from different departure cities.

1. Select Multi Origin - the below quote template will display-



- 2. Complete the Group Type and Fare Selection, including the Corporate Code, QCI and ABN as required
- 3. Passenger Numbers Enter the number of seated passengers departing from the first city
- 4. From/To Enter the departure and arrival cities
- 5. Departing Enter the travel date for the group
- 6. Cabin/Time Select as required
- 7. Return Click on the return box if the group is travelling inbound and outbound this will the return sector for the return date to be entered
- 8. Repeat the above steps for each additional departure city required. If you need to add more than 4 additional departure cities, please click on 'Add another sector' for additional rows to display

Click on 'Search' to obtain flight availability & pricing - each itinerary will display one by one for selection of flights. Once selected, each option should be added to the basket until all itineraries have been reviewed, at which point you can click 'Quote'.

Additional Information-

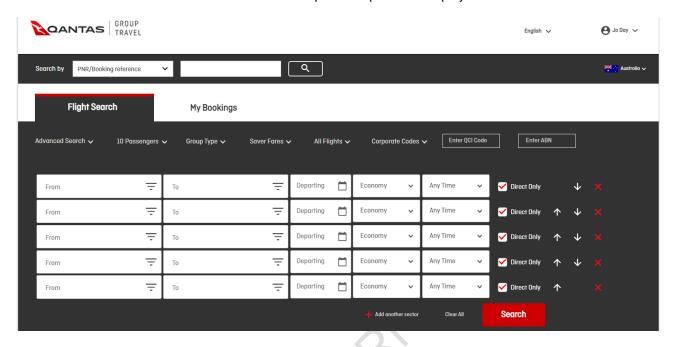
- The total minimum group size for multi origin requests is 20 travelling to the same destination for a common purpose.
- The system auto populates the outbound and inbound flight dates to that from the previously created flight selection
- Use the arrows to move sectors up or down as required
- The red X will delete any fields entered that are no longer required



Advanced Search Requests

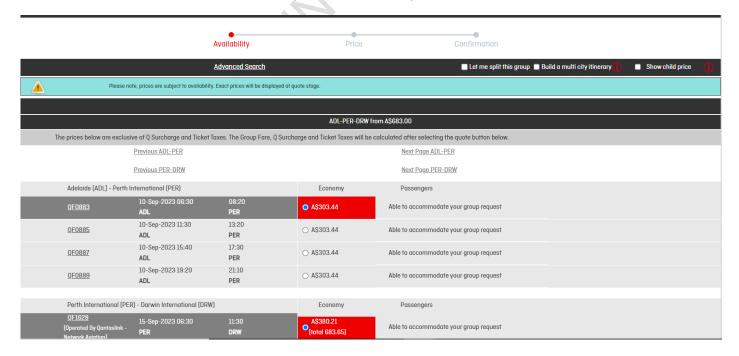
The Advanced Search option within our Flight Search should be used where specific multiple sectors are required to create your group itinerary.

1. Select Advanced Search - the below quote template will display-



2. Complete all fields as outlined in previous sections and click 'Search'

When availability and pricing are displayed for this type of request, the fares will be displayed per sector and totalled on the final sector, per the below example-



Click 'Quote' to proceed to complete your quote.

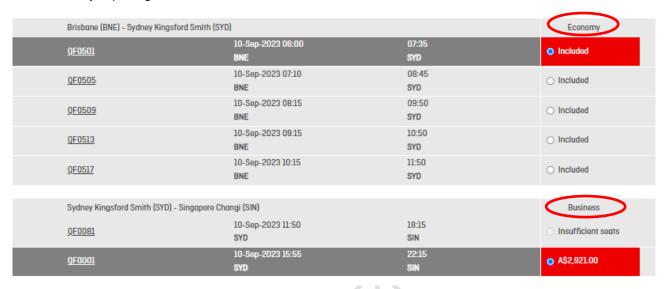
Mixed Cabin Itineraries

Itineraries with mixed cabins, such as the example below, should be requested using the Advanced Search function-



- BNE-SYD Economy (Brisbane Sydney)
- SYD-SIN Business (Sydney Singapore)
- SIN-SYD Business (Singapore Sydney)
- SYD-BNE Economy (Sydney Brisbane)

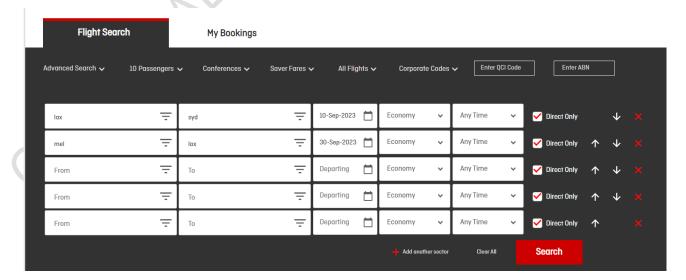
If Business class is not available on the sector requested, then availability will be requested in a different cabin class and the relevant fare displayed. The cabin class and associated fare are indicated to the user on the availability & pricing screen-



Build a Multi City Itinerary

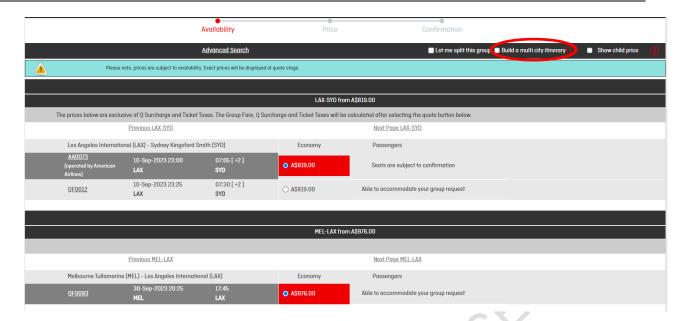
When you require a complex itinerary with a combination of International, Tasman and Domestic Australia fares, the best option to quote all flight sectors is to use the 'Build a multi city itinerary' function.

- 1. Select Advanced Search within the Flight Search
- 2. Start by adding the International city pairs (e.g. LAX SYD / MEL LAX) including the travel dates, cabin, etc. and click on 'Search'-

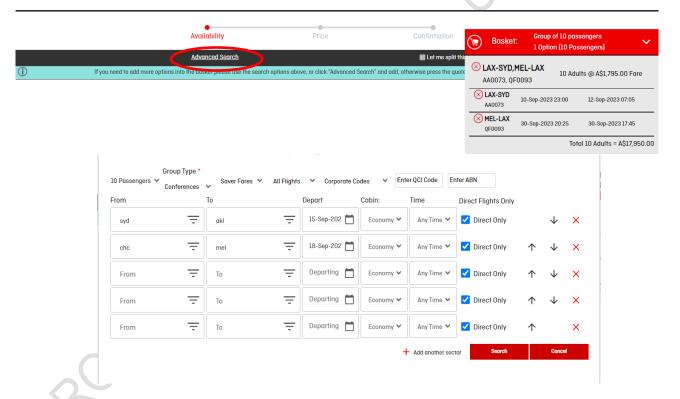


3. Select the flights required from the availability page, tick the 'Build a multi city itinerary' box as highlighted below, then click on 'Add to Basket' to place the international flights into the basket-





4. Once flights have been added to the basket, click on 'Advanced Search' to open the quote template to add more flight sectors (e.g. SYD AKL / CHC MEL)-



- 5. Once availability is displayed and required flights selected, click on 'Add to Basket'
- 6. Once flights have been added to the basket if further flight sectors are required, click on 'Advanced Search' again to open the quote template

Once all flights have been selected and added to the basket – a summary of all flights selected will show under your 'Basket'. If all flights are correct and no other are flights required, click on 'Quote' to proceed to complete your quote

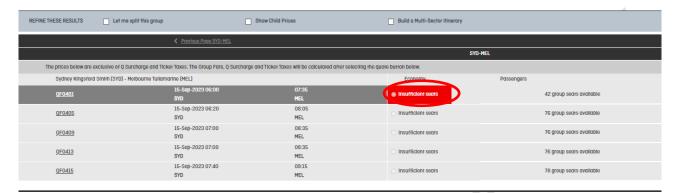


Splitting a Group

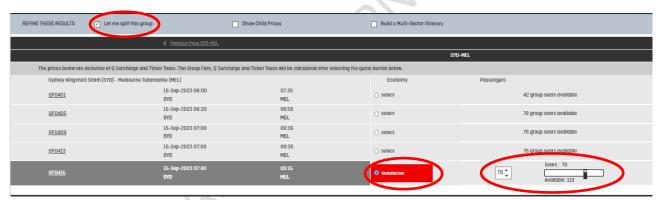
In situations where the whole group cannot be accommodated on one flight, then you may wish to split the request, i.e. a portion of passengers on one flight and a portion of passengers on another flight/s.

This process can be facilitated using the 'Let me split this group' option.

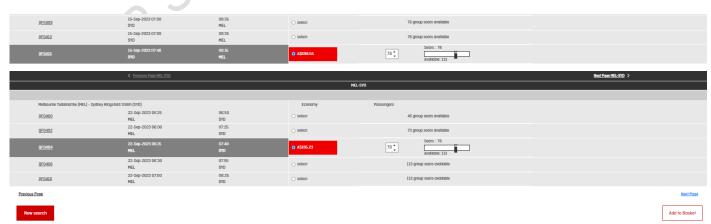
- 1. Initiate your group quote as outlined in any of the scenarios above.
- 2. Where the group exceeds available capacity 'Insufficient Seats' will display-



 Tick 'Let me split this group' and you can then use the slider bar or type directly into the passenger number box the seats you'd like to take. Then click on 'Recalculate Fares' for the fares to recalculate for the passenger numbers selected-



4. Once this has been completed for the outbound and return flight, click 'Add to Basket'-



5. Repeat the same process to continue splitting your group over different flights until all seats have been allocated – when all seats for the group have been added to the basket, click 'Quote' to complete your quote-





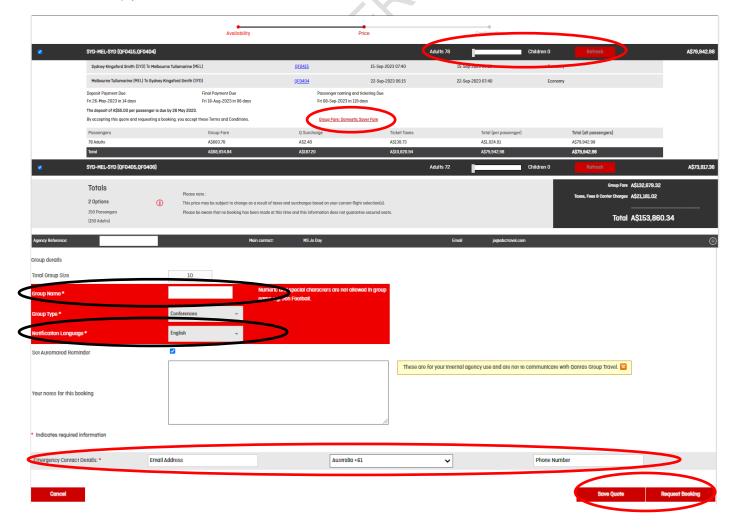
Saving a Quote/Booking

Once you have clicked the Quote button after completing any of the above quote requests, you will have the option to either 'Save Quote' where no PNR is created, or 'Request Booking' where a PNR is created and seats are held.

At this stage you must also specify a Group Name, and the Emergency Contact Details for the group. Here you can also specify the preferred notification language for the booking reference from the available options.

You can also amend the ratio of adults/children travelling. Click and slide the bar to amend the ration of adults / children travelling and click on 'Refresh'.

The quote summary page also outlines the Terms and Conditions applicable to this request - to read these in more detail simply click on the link.





Saving the Quote generates a reference number – a warning is displayed that no seats are held, or fares guaranteed at this stage. Managing a Quote from this stage is described in the Making and Managing a Quote clue card.

Large Groups

Should you have a request for a large group over 260 passengers, you will need to break the group down into smaller numbers.

It is strongly recommended that any group size over 50 is also broken down into small numbers across multiple booking references. For example-

Booking 1 – 60 passengers, save quote or request booking

Booking 2 – 60 passengers, save quote or request booking

Booking 3 – 60 passengers, save quote or request booking

This makes your group bookings easier to manage via the Group Travel website and limit any sync issues throughout the booking lifecycle – especially if your agency has online check-in switched on where PNRs are split to individual relocs.

Interline Requests

Requests which include Interline carriers use the same methods for quoting as outlined above. When quoting itineraries with interline carriage, some routes may need to be submitted through to Qantas Groups for review. If you are unable to create an immediate quote, please continue to submit this through the website – the team will pick this up and provide a quote back to you, where possible.

The only difference in the process when dealing with interline sectors is when a booking is created. It may not be possible to confirm the interline sectors immediately.

The booking confirmation process for itineraries with interline sectors is outlined below-

- 1. Booking is requested.
- 2. The Qantas sectors are confirmed and the interline sectors are queued to the other airline.
- 3. The booking status will change to 'Quote Awaiting Confirmation' and will fall onto a team queue for the Qantas Group Sales team to review.
- 4. The booking request will either be confirmed or rejected depending on the response from the interline carrier.

Out of Range Requests

Should you require a quote for an out of range request, you will receive a prompt that prices are indicative only and that a request will be sent to Qantas for review & pricing. If you choose to save the quote, this will come through to the Qantas Group Sales team for review, however in most instances you will be asked to create a quote for the same dates within system range for an indicative price.

Minimum Connection Time (MCT)

The Qantas Group Travel Website won't allow two sectors where minimum connection time is not met to be selected. If you attempt to choose a pairing where the minimum connection time is not met, your selection will default to the next flight time on the second sector that does meet minimum connection time.