

## QANTAS FREIGHT REWARD SCHEME TERMS AND CONDITIONS

Effective 8 July 2020

### 1. Introduction

#### 1.1 These Terms and Conditions:

(a) apply to and govern the contractual relationship between Qantas Freight and each Member with respect to the Reward Scheme made available by Qantas Freight as a participant in the Qantas Business Rewards program.

(b) are effective as at the date specified above and may be amended from time to time; and

(c) operate in conjunction with the Qantas Business Rewards Program Terms and Conditions (available at [www.qantasbusinessrewards.com](http://www.qantasbusinessrewards.com)) and in the event of any inconsistency or conflict the Qantas Business Rewards Program Terms and Conditions prevail.

1.2 The current Reward Scheme Terms and Conditions are available here. It is the Member's responsibility to read and understand them. Any queries regarding these Terms and Conditions should be directed to Qantas Freight.

### 2. Definitions

#### 2.1 Unless the context otherwise requires:

(a) terms used in the Qantas Business Rewards Program Terms and Conditions and the Qantas Frequent Flyer Terms and Conditions have the same meaning in these Terms and Conditions; and

(b) the following terms have these meanings in these Terms and Conditions:

**Customer** means any person who purchases, or intends to purchase, air freight services from Qantas Freight;

**Eligible Products** means the carriage by air, domestically and internationally of freight, excluding charter flights, by or on behalf of Qantas Freight from any airport in Australia where the air waybill number for the itinerary commences with "081;

**Freight Account** means a domestic or international business account established by Qantas Freight for a Customer through which the Customer may book air freight services with Qantas Freight;

**Member** means a member of Qantas Business Rewards;

**Qantas** means Qantas Airways Limited (ABN 16 009 661 901);

**Qantas Business Rewards** means the loyalty program of the same name operated by Qantas;

**Qantas Freight** means Qantas Airways Limited (ABN 16 009 661 901) trading as 'Qantas Freight';

**Qantas Points** means the points issued under the Qantas Business Rewards program in accordance with that program's terms and conditions;

**Reward Scheme** means the program operated by Qantas Freight for the provision of Qantas Points to Members as contemplated by these Terms and Conditions;

**Terms and Conditions** means these Reward Scheme Terms and Conditions which are administered by Qantas Freight.

2.2 In these Terms and Conditions, unless the contrary intention appears:

- (a) the singular includes the plural and vice versa; and
- (b) a reference to 'include' or 'including' means 'including but not limited to'.

### 3. Application of Reward Scheme Terms and Conditions

By claiming any Benefit under the Reward Scheme, a Member agrees to be bound by these Terms and Conditions in addition to the Qantas Business Rewards Program Terms and Conditions.

### 4. Changes to Reward Scheme

4.1 Subject to clause 4.2 and the Reward Scheme Terms and Conditions, Qantas Freight may implement any changes (whether material or otherwise) to these Terms and Conditions and the Qantas Points offered in relation to Eligible Products, including changes to:

- (a) the ways in which Qantas Points are earned under the Reward Scheme;
- (b) Eligible Products; and
- (c) restrictions, conditions and eligibility to earn Qantas Points under the Reward Scheme.

4.2 Qantas Freight will inform all Members who have earned Qantas Points under the Reward Scheme within the preceding 12 months about material changes to these Terms and Conditions and where such changes will reduce the number of Qantas Points offered under the Reward Scheme, when possible, give at least 30 days' notice.

4.3 Without limiting clause 4.1 in any way, Members will be taken to have received the notice referred to in clause 4.2 if Qantas Freight or Qantas notifies Members of the change by sending an email to the email address in the Membership Account.

### 5. Termination or suspension of the Reward Scheme

5.1 Qantas Freight gives no undertaking as to the continuing availability of the Reward Scheme. Qantas Freight may terminate or suspend the Reward Scheme at any time and will give at least 60 days' notice to Members of such termination or suspension, except if the Qantas Business Rewards program ceases to operate, in which case the Reward Scheme will cease immediately.

5.2 If Qantas Freight terminates or suspends the Reward Scheme, subject to the Qantas Business Rewards Program Terms and Conditions, Members will be able to convert Qantas Points during the notice period, except where:

- (a) Qantas ceases to operate an airline business and/or has gone into liquidation, receivership or other form of administration; and/or

(b) Qantas Freight ceases to operate an air freight services business and/or has gone into liquidation, receivership or other form of administration,

in which case Qantas Points in Qantas Business Rewards may be cancelled without notice.

## 6. Earning Qantas Points

6.1 Subject to the exclusions, limitations and other conditions specified in this clause 6, Qantas Freight will award Qantas Points to Members at the applicable rate specified in the Qantas Freight Earn Table below, or in any special offer, for Eligible Products paid for by the Member for the Member's business related purposes.

6.2 No Qantas Points will be awarded if the Eligible Product is cancelled, refunded or returned.

6.3 To earn Qantas Points in relation to an Eligible Product, the Member must:

- (a) hold a Freight Account which has:
  - (i) the same ABN as the Member's Membership Account; and
  - (ii) a postal address in Australia;
- (b) purchase an Eligible Product through their Freight Account; and
- (c) comply with any other requirements or procedures advised by Qantas Freight prior to the purchase.

6.4 It is the responsibility of the Member to check whether a product or other activity is eligible to earn Qantas Points, and if so how many Qantas Points or which other Qantas Points will be earned, before making a purchase or undertaking the relevant activity.

6.5 Members must provide Qantas Freight on request with documented verification of the purchase of an Eligible Product. Qantas Freight reserves the right to deny or revoke the crediting of Qantas Points in Qantas Business Rewards at any time if Qantas Freight determines that Qantas Points were improperly obtained or erroneously credited to a Member's Membership Account.

6.6 Notwithstanding anything to the contrary in these Terms and Conditions, unless otherwise determined by Qantas Freight and notified in writing, Members are not eligible to earn Qantas Points under the Reward Scheme if they:

- (a) have a capacity, volume or other special rate agreement for freight with Qantas; or
- (b) are mail or postal service providers.

6.7 Qantas Freight may offer additional opportunities to earn Qantas Points in Qantas Business Rewards under a special promotion from time to time, in which case the terms and conditions referred to in the promotion will apply.

## 7. Crediting Qantas Points in Qantas Business Rewards

7.1 Qantas Points earned on Eligible Products in accordance with clause 6 will be credited to the Membership Account after Qantas has issued the invoice relating to the Eligible Products provided, customarily within 10 business days of the end of the month in which the Eligible Products are scheduled to be provided.

7.2 Claims for the crediting of Qantas Points in Qantas Business Rewards retrospectively must be made by the Member to Qantas Freight within 50 days after the purchase of an Eligible Product. Unless otherwise specified by Qantas Business Rewards, claims for the crediting of Qantas Points cannot be made if the Membership is not current or if the Membership Account was not active at the time the Eligible Product was purchased.

## 8. Suspension or termination of a Member or Qantas Points in Qantas Business Rewards

8.1 Qantas Freight reserves the right to terminate a Member's participation in the Reward Scheme or withhold or cancel Qantas Points claimed under the Reward Scheme if a Member or any of the Member's representatives has attempted to claim Qantas Points under the Reward Scheme to which they were not entitled.

8.2 Qantas will not be liable for any loss or damage whatsoever suffered by any person as a result of such withholding or cancellation and the Member is responsible for ensuring that its nominated Qantas Points recipients are notified of this.

## 9. Personal Information

For more information please visit <http://www.qantas.com/travel/airlines/privacy/global/en>

## 10. Taxation Implications

10.1 Qantas Freight recommends that Members and their nominated Qantas Points recipients consult their accountant or tax adviser to ensure that they understand possible tax (including fringe benefits tax) implications, if any, related to their earning and use of Qantas Points under the Reward Scheme.

Qantas Airways Limited

ABN 16 009 661 901

### **Qantas Freight Earn Table**

This table may vary from time to time in accordance with the Reward Scheme Terms and Conditions. It is the responsibility of the Member to check whether a product or other activity is eligible to earn Qantas Points, and if so, how many Qantas Points will be earned, before making a purchase or undertaking the relevant activity.

Eligible Products	The carriage by air, domestically and internationally of freight, excluding charter flights, by or on behalf of Qantas Freight from any airport in Australia where the air waybill number for the itinerary commences with "081" Qantas Business Rewards Benefit
Earn Rate	1 Qantas Point for every AU\$1 (exclusive of GST and terminal fees) spent on Eligible Products