

Ticketing/booking process analysis

With baggage, entertainment and food included in every Qantas flight, there's no better place to book.

1

Red boxes highlight the search filters and departure/arrival dates.

SEARCH FLIGHTS

Multi-city flights
With our extensive Qantas and partner airline network you can book your flights across Australia or around the world with ease.

[Find and book Multi-city flights →](#)

2

Group travel
If you're travelling with 10 or more people, our dedicated group travel team can help arrange your travel plans.

[Find out about travelling with a group →](#)

Conferences
Planning a conference for 20 people or more? We can help arrange and organise the details including travel and more.

[Conference travel →](#)

Compensation and Refunds
Information about Compensation and Refunds in case of delay, cancellation or overbooking.

[Compensation and refunds →](#)

Your rights under the Australian Consumer Law
Your rights under the consumer guarantee provisions of the Australian Consumer Law (ACL) where your flight is delayed or cancelled.

[Find out about your rights →](#)

Schedule of fees
We charge fees for certain transactions when you book with us. See what these are and when we charge them.

[View our schedule of fees →](#)

Fare types
We have different fares based on your departure and arrival country. See how they differ and find out more here.

[View our different fare types →](#)

Conditions of Carriage
Read the fine print about your travel with us, including information about tickets, baggage, check-in and more.

[View our Conditions of Carriage →](#)

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- 1** Pullout tabs for number of passengers and arrival/departure dates are useful.
- 2** Other information regarding specific flight needs in an easy to use layout for customers. However, this information slightly over-crowds the page
- 3** Pullout tabs for various flight options in regards to prices and offers
- 4** Useful pullout tab for selecting seats in advance, clearly laid out for users.
- 5** Effective layout for identifying loyalty member points for users.
- 6** Clearly set out trip summary that is easy to read for the user.
- 7** Travel insurance is a notable feature. The graphic used is effective
- 8** Carbon Offset donation is an important feature, again an effective graphic is used.
- 9** A limited range of payment options, no payment plans available.
- 10** Overall, this ticketing, booking system is effective, however it is not suited for customers on a budget and the system can be crowded with information