

Qantas airways allows his passengers to fly domestically and internationally from one city to another.

Qantas operates several flights between different cities. Each flight has a unique code which starts from 'QF'. Each flight is planned to operate on certain days in a week according to a fixed schedule (start time, destination time, travel time, travel date, origin and destination city), and use a specific airplane. Each airplane has different seating arrangements, luggage space and network coverage.

One can book flights through Qantas website. To book a flight, you need to select the dates for either one-way or return flight with number of passengers travelling, departure city and destination city. Once these details are given for search, several available flights of different fare types are shown. One can view the fare conditions for each fare type. Qantas airways offer 4 different types of fare each having different cancellation and change charges, baggage and status credits. Depending on departure and destination city, one may have to choose either one or more flights. For example, if one wants to travel from Hobart to Singapore, one needs to select at least two flights i.e. one from Hobart to Melbourne and another from Melbourne to Singapore. Once you selected fare types and flights, you can add them to cart. You can see all details of your selected trip, i.e. list of selected flights with departure and arrival time, name of the flight, departure and destination city, fair type and its cost.

To continue booking, you need to provide details of each travelling passenger including title, first and last name, date of birth, email address and frequent flyer number if it is available. For international booking (i.e. a flight selected with a destination outside Australia), one needs to also provide citizenship information with passport details.

One can add additional baggage for each passenger. Once baggage is added, an additional cost will be included in the total trip cost. You can select one of 3 optional travel insurance covers for the trip. Each insurance option costs differently and has different coverage rules.

One can pay for the trip partially or fully using frequent flyer points. If one selects to use frequent flyer points, he needs to indicate how many points one wants to use. Once indicated, corresponding discount will appear in the total cost. One can pay for the trip using either credit/debit card or Qantas credit or both.

Once payment is completed, a unique booking reference number (6-character unique code) is generated for the trip with receipt of payment giving all details such as flight cost, extra baggage cost, discount, and tax. The payment receipt and trip information will also be sent to your email address.

One can make changes to the booking using manage booking option on its website. The manage booking allows one to select the seat numbers of each flight for each passenger. One can also choose meal options and add additional baggage.

One can also make changes or cancel the flight. To do that one need to understand fare rules to check fees associated with each fare type. Each change to booking may incur 'change booking fee' other than flight fare difference. Depending on your booking type you will be allowed to make changes. For example, if your booking is made by a travel agent, you may not be allowed to make changes. If you want to change the day you want to fly, then you need to select 'change' button and select the dates you want to travel. Once selected, you will be

shown available flights and fare which you can choose from. Once you select the flight, you will have to pay for the cost consisting of flight fare difference and date change penalty. A new booking reference number will be generated for this new changed trip.

One can check-in to their flights from 24 hours until 90 minutes before the flight departure time. To check in one needs to give their booking reference number and last name. Once check in steps are completed, a boarding pass is generated. Each boarding pass has a unique id and gives details such as boarding gate, seat number, passenger name, boarding time and flight code. After check-in, in general cancellation or changes to trip are not allowed.

Qantas has its own loyalty programs. One of them is called "frequent flyer" where any passenger can sign up to become member and earned points for each trip. To sign up for membership, one needs to provide their mobile number, email address, first & last name with date of birth. You need to also give a 4-digit pin for log in purposes. After sign up, a unique 8-digit membership number is generated. One can log in to his account using this membership number and pin. One can earn certain amount of frequent flyer point for each of their trip and use these points for getting discounts in the flight booking. To view how many points they have earned and used, one can login to their frequent flyer account where history (i.e. point earned or spent for each trip) of their frequent flyer points can be checked.

If one maintains more than 16,000 points for a year of time, they can become Qantas club member after paying joining fee which varies depending on preferred length of club membership (maximum 4 years). Each club member can enjoy Qantas lounge facilities at different airports and also earns 3 points per A\$1 spent on a flight booking.