

Corporate Membership (individual)



Australia / Worldwide (excluding residents of New Zealand)

To join: The Qantas Club Corporate Membership, GPO Box 4357 Melbourne VIC 3001 Australia or **F (+61 3) 8696 2110** **T** The Qantas Club Service Centre 13 11 31 or worldwide (+61 3) 8696 2160.

Please complete this form using BLACK INK and print well within the boxes in clear CAPITAL LETTERS. Start at the left of each answer space and leave a one box space between words. Mark appropriate answer boxes with a cross (X).

Personal details

Are you a Qantas Frequent Flyer member? Yes No If yes, please record your number here

Are you a Qantas Club member? Yes No

Title (MANDATORY) Mr Mrs Miss Other Male Female (MANDATORY) Date of birth / /

(MANDATORY) Given name as per passport Middle initial(s)

(MANDATORY) Surname as per passport

Address details (MINIMUM OF ONE ADDRESS IS MANDATORY)

Home

Apartment/Unit/Level/Building Street number
 Street name
 Suburb/Town State/Province
 Country Post/Zip code

Work

Company name
 Position/Job title
 Apartment/Unit/Level/Building Street number
 Street name
 Suburb/Town State/Province
 Country Post/Zip code

Contact details

Home () Mobile
 Work () Fax ()

Qantas would like to use your e-mail address to deliver the latest news and special offers and to advise you of any changes to your membership status, the program and its terms and conditions. If you wish to receive this information via e-mail, please complete your e-mail address using upper/lower case where applicable.

E-mail address
 E-mail address cont'd

Type of e-mail address: Personal Business Preferred e-mail format: Graphical (HTML) Text (MANDATORY) Post mail to: Home Work

Please select how you would like to obtain Frequent Flyer Statements and Newsletters: View on-line or Post

Note: For Bronze Frequent Flyers outside Australia and New Zealand, Statements and Newsletters will only be available online at qantas.com

Travel preferences

Seating preferences: Window Aisle Forward Rear Upper deck (if applicable)

If you have any medical, religious or dietary requirements, please contact The Qantas Club Service Centre to have your profile updated accordingly.

If you need a wheelchair, or have other special travelling requirements, please detail here.

together with an administration fee of \$40.00.

3.3 Partner memberships are available under the following conditions:

- (a) Partner membership is only available whilst the Primary Member is a current Qantas Club Member and whose account is not in default.
- (b) Partner membership will have the same expiry date as that of the Primary Member.
- (c) The Partner must reside at the same address as the Primary Member.
- (d) Only one Partner membership is permitted per Primary Member.
- (e) A Partner Member who ceases to reside at the same address as the Primary Member, must return their Card and either relinquish their membership or, with the agreement of the Primary Member, pay the pro rata difference between Partner and Primary membership rates to upgrade to a full membership.

3.4 Senior Life and Partner Senior Life memberships are only available to individuals over 60 years and proof of age will be required.

4. Changes to the Terms and Conditions or Club Rules

4.1 Qantas reserves the right at all times to vary the Club Rules, The Qantas Club Terms and Conditions or Benefits offered at any time.

4.2 Qantas will use reasonable endeavours to advise Members of any such changes, but will not be liable in any way for any failure to do so.

4.3 Without limiting this clause 4 in any way, Members will be taken to have received notice of any changes to these Terms and Conditions if Qantas notifies the Member of the change by any method including but not limited to by providing notice at an address provided to Qantas by the Member and/or by posting details of the changes on the Qantas website qantas.com

5. Membership

5.1 Should you indicate to us within two (2) weeks of receiving your membership kit that you would like to withdraw from being a Qantas Club member we will cancel your membership and refund your money provided you have not used your membership. If you did not previously hold a membership of Qantas Frequent Flyer, your membership in that program will also be cancelled. Otherwise, membership is non-refundable and, except as specified in these Terms and Conditions, is not transferable.

5.2 Applicants may enrol for any one of the types of membership listed in Item 3 above, provided that the applicable requirements are satisfied.

5.3 Upon acceptance of enrolment in The Qantas Club, each Member will be assigned a membership number and issued with a Card, and can select their own, or be assigned, a Personal Identification Number (PIN). These, along with surname, mother's maiden name, date of birth, date of joining, mailing address and/or recent travel details will be used for security of membership information and Qantas Frequent Flyer Award redemption processing. It is the Member's responsibility to ensure the Card and PIN are kept secure.

5.4 Individual Members must enrol separately and may only hold one membership of The Qantas Club.

5.5 If The Qantas Club membership is not renewed within the time permitted, the Qantas Club Joining Fee will be re-applied when the membership is reactivated.

5.6 Each Member shall be responsible for advising The Qantas Club in writing of any change of name or address. Documentation verifying a name change is required. The Member's mailing address will be used to determine their eligibility for promotions and other offerings.

5.7 It is a condition of membership that you consent and authorise Qantas to use and disclose to Partner Airlines, Partner Services, and any other person (including without limitation a related body corporate, agent or contractor) the information on your application form and other information you provide to Qantas for the purpose of:

- (i) Qantas providing services, including the awarding of Qantas Frequent Flyer Points to you (where applicable);
- (ii) Qantas improving Qantas customer service, including by means of research, marketing, product development and planning;
- (iii) Qantas marketing its products or services or the products or services of its partners; and
- (iv) Any third party providing services to Qantas and Members in connection with the administration of The Qantas Club and Qantas Frequent Flyer program (where applicable). This information will be transferred to or from Australia for these purposes. If all or any part of the requested information is not provided by the Member, the services provided to you by Qantas may be affected.

5.8 Qantas will provide you with access to and correction of your personal information held by Qantas on request by you to the extent permitted or required by law. Only the Member named on the account will be entitled to access account information. However, Qantas does comply with validly served and executed court orders and subpoenas and cooperates with investigations by state and federal agencies in accordance with internal Qantas policy. Under these circumstances or where otherwise required by law, your account information may be shared with others with or without your knowledge and consent.

5.9 Membership will terminate automatically on the death of a Member. Qantas will terminate the Members account on receipt of notification of the death of the Member.

6. Use of the Card and Benefits

6.1 By using the Card and/or PIN, the Member agrees to be bound by the Terms and Conditions and provides the consent specified in clause 5.6.

6.2 The Card is and will remain the property of Qantas and must be returned on demand. It is not a credit card.

6.3 The Card and membership number are valid for use only by the Member and are not transferable in any circumstances. The Card is valid for use only during the period indicated on it.

6.4 In the event of loss, theft or unauthorised use of your Card, it is your responsibility to immediately advise the Qantas Club Service Centre or, if outside Australia, your local Qantas office. Until loss, theft or unauthorised use of the Card is notified to Qantas, the Member is liable for all use of the Card. Qantas will not be liable for misuse of a lost or stolen Card or any unauthorised use of a Card or PIN.

6.5 Qantas expressly reserves the right in its absolute discretion to withdraw, cancel, withhold, deny access to, or use of, or in any way change the membership fee or any of the Benefits previously advertised or offered generally or to any Member at any time, and Qantas will not be liable for any loss or damage suffered by the Member resulting from such withdrawal, cancellation, variation or change.

7. Replacement Cards

7.1 There is a Replacement Card Fee of A\$25.00.

7.2 A request for waiving the Replacement Card Fee can be made under the following circumstances:

- Change of name due to marriage, divorce or deed poll – relevant documentation required;
- Card with inoperable magnetic strip – card must be returned to Qantas;
- Stolen Card – Police report or reference number required; and
- Card not received from Qantas (lost in the mail) – notification must be made within 2 months after payment of the joining fee, or previous request for a replacement Card, and a Statutory Declaration will be required.

7.3 Life and Senior Life Qantas Club Members are allowed one free replacement Card every two years. Requests for additional replacement Cards will require payment of the Replacement Card Fee.

7.4 Qantas may in its absolute discretion waive the Replacement Card Fee if all requested documentation is provided and Qantas considers that the request is genuine.

8. Services of The Qantas Club

8.1 Some of the Benefits which are offered to the Member are provided by suppliers over

which Qantas has no control. Arrangements for the availability and utilisation of the Benefits so offered are made by Qantas solely as agents for the suppliers providing such Benefits. The provision of the Benefits will be subject, in each case, to the terms and conditions of the suppliers providing such Benefits and any claims relating to the supply of Benefits should be made to the supplier.

8.2 Qantas will not be liable for the refusal of any supplier of The Qantas Club Benefits to accept or honour the Card nor will Qantas be liable for any loss or damage whatsoever, whether in whole or part, of any Benefits.

8.3 Whenever the Card is used in order to obtain or utilise Benefits, or Benefits are made available to the Member as a result of membership, whether these are provided by Qantas or a Qantas Club supplier, the Member will be liable for any and all costs, charges, taxes, claims or liabilities of whatever nature and howsoever arising from or incurred in connection with obtaining or utilising the Benefits.

8.4 Access to a Business Centre or the Internet may be available in The Qantas Club lounge. Qantas is not liable for any third party content on the Internet that the Member may find offensive, upsetting or defamatory. The Member is responsible for maintaining the security of all log-in identification information made available to them to access the Business Centre systems or the Internet in the lounge. To the extent permitted by law: Qantas is not liable for any personal security breaches suffered by the Member or their guests when using Business Centre equipment or the Internet access facility in The Qantas Club lounge; and Qantas is not liable for any loss or damage suffered as a result of the unavailability of the Business Centre equipment or the Internet, including interruptions during use. Qantas does not represent or warrant that the Business Centre equipment or Internet access is free from computer viruses or other defects.

8.5 The user assumes all responsibility for all loss, damage or consequences resulting directly or indirectly from use of the Business Centre equipment and the Internet. To the extent permitted by law, Qantas is not liable for any loss or damage suffered in respect of use of the Business Centre equipment or the Internet in the lounge.

9. Termination

9.1 Qantas expressly reserves the right to terminate or alter (materially or otherwise) any Benefits, or any aspect of the operation, of The Qantas Club at any time without notice.

9.2 The Qantas Club reserves the right at any time in its absolute discretion and without notice to revoke the membership of any Member of The Qantas Club and/or the right of any Member to use the Card or any Benefits. In the event the Card is cancelled, a proportionate refund will be made of the membership fee paid by the Member at Qantas' discretion. The Card must be returned immediately to The Qantas Club when so demanded by The Qantas Club.

9.3 Any breach of these Terms and Conditions whether intentional or otherwise may result in termination of membership, cancellation of Benefits, or both, at the sole discretion of Qantas.

9.4 Qantas may terminate a membership if, in the reasonable opinion of Qantas, the Member has:

- Abused any facilities, services or arrangements accorded to the Member as a result of membership in The Qantas Club;
- Acted in any way which is likely to be detrimental to the interests of Qantas or The Qantas Club or any Partner Airline;
- Supplied or attempt to supply misleading information, or make any misrepresentation to The Qantas Club or any Partner Airline.

10. Access to lounges

10.1 Until 31 May 2004, Qantas Club Members and their guests are entitled to access The Qantas Club lounge in the departure port when their next onward flight on that day is with Qantas, or a QantasLink service.

From 1 June 2004, Qantas Club Members are entitled to access The Qantas Club lounge in the departure port when the Member's next onward flight on that day is with Qantas, a QantasLink, Australian Airlines or Jetstar service.

10.2 Qantas Club Members who are also airline industry staff, including their families and travel companions, are not eligible to access lounges when travelling on industry discounted tickets.

10.3 Until 31 May 2004, Member's Guest Passes are valid for use only when the guest is accompanied by the Member and is also travelling on Qantas that day.

From 1 June 2004, Guest Passes will not be required. Guests in international Qantas Club lounges must be accompanied by the Member and must be travelling with the Member that day. Guests in Australian and New Zealand domestic Qantas Club lounges must be accompanied by the Member but need not be travelling.

10.4 Until 31 May 2004, a Guest Pass is required for each Member's guest over 3 years of age. There is a limit of one guest per Member in international Qantas Club lounges and two guests per member in Australian and New Zealand domestic Qantas Club lounges. From 1 June 2004, Guest Passes will not be required. There will be a limit of one guest per Member in all Qantas Club lounges, except that:

(a) Platinum Qantas Frequent Flyers are entitled to up to two guests in Australian and New Zealand domestic lounges; and

'Annual guest card' holders are entitled to one additional guest above their usual guest limit in all Qantas Club lounges. Annual guest cards are valid for one year from date of purchase and are not transferable.

10.5 Entry of Members' guests will be subject to space availability.

10.6 Qantas Club staff have the discretion to refuse entry to any Member or guest at any time for any reason deemed appropriate by Qantas.

10.7 Smart, casual dress standards apply at all times. Individual Qantas Club lounge managers will have discretion to alter these standards if circumstances warrant.

10.8 Entry to Partner Airline and associated lounges is subject to the individual airline's entry conditions and space availability and in any event, a restriction of a maximum of one guest per Member applies, unless otherwise specified.

10.9 Due to operational reasons, member access to Qantas Clubs and associated lounges may from time to time, be restricted.

10.10 Access policies for the use of Partner Airline lounges may vary by partner. Current information can be obtained from The Qantas Club Service Centre.

10.11 Qantas Club Members under the age of 18 years must be accompanied by an adult when visiting any Qantas Club lounge.

11. Qantas Frequent Flyer Program

11.1 Membership of The Qantas Club entitles Members to membership of the Qantas Frequent Flyer program.

11.2 The Member must confirm in writing to The Qantas Club Service Centre if this complimentary membership in the Qantas Frequent Flyer program is not desired.

11.3 The Member's participation in the Qantas Frequent Flyer program is governed by the Terms and Conditions of the Qantas Frequent Flyer program.

12. Governing Laws

12.1 These Terms and Conditions shall be governed by and construed in accordance with the laws of the State of New South Wales irrespective of where the application for membership has been completed by the Member or submitted to Qantas and any action or other legal process with respect to any matter or thing in connection with these Terms and Conditions against Qantas shall unless otherwise agreed by Qantas be instituted and carried on only in the appropriate Court of the State of New South Wales.

12.2 For New Zealand-based services or products:

The New Zealand Consumer Guarantees Act 1993 may apply however you agree it will not apply where the membership has been obtained, or you have represented it has been obtained, for business purposes, in which case provisions of that Act are excluded from these Terms and Conditions.