



Important Information



- This is your E-Ticket Itinerary & Receipt. You must bring it with you to the airport for check-in, and it is recommended you retain a copy for your records.
- Each passenger travelling needs a printed copy of this document for immigration, customs, airport security checks and duty free purchases.
- Please familiarise yourself with the key Conditions of Carriage, Dangerous Goods guide and other information attached.
- For travel to the USA under the Visa Waiver Program you must obtain an electronic authorisation through the [Electronic System for Travel Authorisation website](#) before you board your flight.

Passenger Ticket Information				
Passenger Name	Frequent Flyer No.	Ticket No.	Issued	Ticket Total*
Dr Andrew Ng		081-2425708427	12 May 13	1,357.01
Ticket Total for all passengers*				1,357.01




*Amounts are displayed in US Dollar (USD)

Your Itinerary					
Date	Flight Number	Departing	Arriving	Status	Flight Information
31 May 13	UA368	San Francisco 1949, 7:49PM Terminal 3	Los Angeles 2115, 9:15PM 31 May 13 Terminal 7	Confirmed	Est journey Time: 01:26 Non-Stop Aircraft Type: Boeing 757
31 May 13	QF16	Los Angeles 2345, 11:45PM Terminal 4	Brisbane 0645, 6:45AM 02 Jun 13 Terminal 1	Economy Confirmed	Est journey Time: 14:00 Non-Stop Aircraft Type: Boeing 747

Your Receipt Details				Payment Details			
Ticket Charges	Charges	GST	Total*	Date	Payment Type	Reference	Amount*
Total*	1,357.01			12 May 13	MasterCard	xxxx-xxxx-xxxx-6209	1,357.01
Total Amount Payable*	1,357.01	0.00	1,357.01	This may appear as multiple transactions on your credit card statement			

*Includes Taxes/Fees/carrier Charges

Tax Information	
GST does not apply to international travel. No tax invoice will be issued.	Issued by Qantas Airways

Flying With Us		
 <h3>Before Check-in</h3> <ul style="list-style-type: none"> • Ensure that each passenger carries a printed copy of this document when travelling. • Have necessary visas and the minimum passport validity required for the countries you are visiting. • Label your bags inside and out with your name, address and contact number at your destination. • Check Carry-on baggage and checked baggage allowances as restrictions apply. 	 <h3>Getting Away On Time</h3> <ul style="list-style-type: none"> • Ensure you are at the airport with enough time to complete necessary check-in, security screening and, for international flights, customs and immigration. • Familiarise yourself with the check-in and boarding times. Information for Qantas and QantasLink flights is in the Travel Information section attached. 	 <h3>Check-in</h3> <ul style="list-style-type: none"> • Visit qantas.com/checkin to choose the check-in option best for you.

Fare Restrictions - Refer to the applicable fare rules as special conditions may apply

Additional Fees: Fees may apply to some booking changes, ticket reissues and consultant-assisted services. Details are available at qantas.com.



Qantas Group check-in times	International Terminal	Domestic Terminal
Australian and New Zealand Terminals**	QF 001 - 399	QF400 and above
International First / Business	Closes 60 minutes before departure	N/A
International Economy / Premium Economy	Closes 90 minutes before departure	N/A
Domestic Business / Economy	Closes 60 minutes before departure	45 minutes from departure*
Qantas codeshare services (QF Flight numbers operated by Jetstar)^	Check in opens 3 hours before departure Closes 60 minutes before departure	Check in opens 2 hours before departure Closes 30 minutes before departure
Jetstar Services^	JQ 001 - 399 and 3K/VF 500 - 699^	JQ 400 and above
Jetstar Business / Economy (JQ)^	Check in opens 3 hours before departure Closes 60 minutes before departure	Check in opens 2 hours before departure Closes 30 minutes before departure
Jetstar flights operated by Jetstar Asia (3K) and ValuAir (VF)~	Check in opens 2 hours before departure Closes 40 minutes before departure	N/A

* Latest check-in with bags 30 minutes. Boarding will commence 20 minutes prior to departure. ** Please check with your local Qantas office for check-in time at all non-Australian / New Zealand ports. Ensure you adhere to check-in times or your fare may be forfeited.

^ Jetstar flights JQ1-JQ399 depart from international terminals, except JQ61, JQ73 and JQ81 which depart from domestic terminals.

~ Jetstar flights that operate under a 3K flight number between Perth and Singapore and Singapore and Auckland check-in opens 3 hours prior to departure and closes 1 hour prior to departure.

UNITED AIRLINES Baggage Policy Applies for your itinerary

Travel Class	First Checked Bag	Second Checked Bag	Carry On
Between North America and India			
Premium Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	\$100 (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Business Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
First Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
Between the US (except Hawaii) and Japan			
Premium Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Business Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
First Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
Between Hawaii and Japan and Micronesia			
Premium Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	\$40 (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Business Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
First Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
Between the US and South America (excluding Brazil and Venezuela)			
Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	\$70 (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Business Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
First Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
Between the US (except Hawaii) and Asia, Australia, New Zealand and Micronesia			
Premium Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	\$70 (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Business Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
First Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
Between the US and the Caribbean			
Premium Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Economy Class	\$25 (62 linear inches (158cm) / 50 lbs (23kgs))	\$40 (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Business Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
First Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
From the US to Europe			
Premium Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	\$100 (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Business Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
First Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
Between the US and Mexico or Central America			



Premium Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	\$40 (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Business Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
First Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
Within the US, Canada, Puerto Rico and the US Virgin Islands			
Economy Class	\$25 (62 linear inches (158cm) / 50 lbs (23kgs))	\$35 (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Business Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
First Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
Between the US and Cameroon, Egypt, Malawi, Morocco, Zambia and the Middle East			
Premium Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Economy Class	Free of charge (62 linear inches (158cm) / 50 lbs (23kgs))	\$100 (62 linear inches (158cm) / 50 lbs (23kgs))	Free of charge (45 linear inches (115cm))
Business Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))
First Class	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (62 linear inches (158cm) / 70 lbs (32kgs))	Free of charge (45 linear inches (115cm))



Enhanced Security Screening - Liquids, aerosols and gels

Enhanced security measures apply to and from Australia and on domestic sectors of international flights within Australia. Similar or more restrictive measures may apply for other countries. If you want to take liquids, aerosols or gels through the screening point, make sure:

- each item is 100ml or less;
- all items fit comfortably in a transparent resealable 1 litre plastic bag (only 1 bag per person is allowed)

Exceptions: Prescription and non-prescription medicines and baby products that you need for the flight, but please note:

- proof of need may be required, and
- additional security checks may be performed

Note - Duty Free items: Duty free liquids, aerosols and gels not exceeding 100ml per item may be taken onboard in your transparent resealable 1 litre plastic bag. Government screening requirements vary between countries around the world, and duty free liquids, aerosols and gels which exceed 100ml may not always be permitted through a screening point at all airports on your journey. If your journey includes a flight with a transit stop or a transfer to an onward connecting flight, you may be required to take these items through the transit or transfer screening points where you may be required to surrender the item, and it will not be returned to you.

Qantas recommends that you visit www.travelsecure.infrastructure.gov.au for more information.

Use of insecticides

Some countries require the cabin of inbound flights to be treated with insecticide.

For additional information refer to <http://www.dot.gov/office-policy/aviation-policy/aircraft-disinsection-requirements>

Photo ID at Check-in

If you are travelling on an international flight, your passport and relevant documents will be required. For domestic flights in Australia (flights QF400 and above), you must be able to produce identification, such as your driver's license, Qantas booking reference, Qantas Frequent Flyer card, Qantas Club card or credit card used for the ticket purchased. For domestic flights departing from an international terminal (flights QF001-399), you may be required to produce photo identification.

Jetstar (JQ) & Jetstar Asia (3K) Flights - Onboard

Inclusions/Exclusions

Food, beverages and entertainment are not included in most Jetstar fares.

Feedback and Complaints

To provide your feedback or make a complaint about our scheduled services, contact us by [e-mail](mailto:qantas@qantas.com) or in writing to Customer Care, Qantas Airways Limited, 203 Coward Street, Mascot NSW 2020, Australia.

In the US, you can also contact Qantas on toll-free telephone number 1-855-477-9316 or the Aviation Consumer Protection Division of the US Department of Transport on telephone 202-366-2220 (TTY 202-366-0511). You can find more information at <http://airconsumer.dot.gov>.

Sharp objects or cutting implements

The following items if carried must be placed in your checked baggage:

- all knives, sharp objects or cutting implements of any kind and any length, whether of metal or other material (including, but not limited to paper knives, carpet knives, box cutters, letter openers, scissors of any kind, tradesman's tools, screwdrivers, and darts).
- sporting goods (including, without limitation, sporting bats, billiards/snooker/pool cues, catapults)

If these items are carried in your cabin baggage or on your person you will be required to surrender the item/s at the security screening point and it will not be returned to you.

Exception - Hypodermic Needles: Refer to qantas.com or call your local Qantas office for information.

Travelling with Money

Are you planning to carry funds in or out of Australia? By law, you must now:

- If asked by a Customs or police officer, report travellers cheques, cheques, money orders or any other bearer negotiable instruments of any amount.
- Always report A\$10,000 cash or more (or foreign currency equivalent) using a form available from Customs.

Visit www.austrac.gov.au for more information.

Qantas Privacy Notice

Qantas collects information about you (including health information where necessary) to provide products and services to you, process your travel arrangements, facilitate your participation in the loyalty programs of Qantas and other organisations, conduct marketing activities and market research. If the information is not provided Qantas may not be able to provide the service requested. Qantas may disclose your personal information to its related companies, other carriers, travel service providers, organisations which provide services to Qantas such as collecting commissions (more details in our Privacy Statement on qantas.com), your employer if you are travelling on a ticket provided through your employer's corporate travel agreement with Qantas, various law enforcement agencies and governments around the world for security, customs and immigration purposes. You may gain access to the information Qantas holds about you by contacting Qantas Customer Care in writing at Level 5, Building A, 203 Coward Street, Mascot NSW 2020, Australia.

Carriage on Qantas or QantasLink is subject to our full Conditions of Carriage at [qantas.com/carriage](https://www.qantas.com/carriage).

Some key conditions:

Travel Documents: It is your responsibility to comply with the requirements of the country to which you travel (for example, passports and visas). Your contact details (for example, destination accommodation arrangements), and your fingerprints and/or photograph may be required before entry into a foreign country.

Check-in: Deadlines apply and you may be refused carriage if you are late. View Qantas' check-in times at [qantas.com/checkintimes](https://www.qantas.com/checkintimes).

Oversale - Denied Boarding: If you are denied boarding because your carrier has oversold an international flight on which you are booked, you may be entitled to compensation in accordance with applicable regulations (for example, in the EU or USA), or carrier's policy. When required by applicable law or regulation, the carrier must solicit volunteers before anyone is denied boarding involuntarily. For Qantas' policy - ask at our international check-in counters.

Insurance: Travel insurance is recommended.

Liability Limits: If your journey involves a stop in a country different from that of departure, then the Montreal Convention or the Warsaw Convention may govern and limit the liability of all airlines for death or bodily injury and in respect of loss of or damage to baggage.

Approximate conversions of Special Drawing Rights (SDRs) are provided as a guide only and will be subject to change with currency conversion rates.

International	Warsaw (limits are per person)	Montreal (limits are per person)
Death and bodily injury	Qantas has waived its liability limits	No financial limit
Checked baggage	250 francs/kg (approx. A\$30/US\$25)	Special Drawing Rights (SDRs) 1,131 SDRs (approx AU\$1,950/US\$1,800)
Carry-on baggage (carrier fault)	5,000 francs max. (approx. A\$500/US\$400)	

Delay: For damage occasioned by delay to your journey, where the Montreal Convention applies, the limit of liability is 4,694 SDRs (approx AU\$8,160/US\$7,500) per passenger in most cases. Where the Warsaw Convention applies, the carrier may be liable for damage occasioned by delay, subject to the Convention limit.

Defences: The Conventions provide certain defences to liability on which we may rely in some circumstances. For further information read the Liability section at [qantas.com/carriage](https://www.qantas.com/carriage).

Domestic (no international sectors on itinerary)	Australia (limits are per person)	New Zealand (limits are per person)
Death and bodily injury	A\$725,000	Refer to ^
Checked baggage	A\$1,600	NZ\$1,500 per unit of baggage
Carry-on baggage	A\$160	No liability except to extent our fault.
Delay	Your rights are limited by Qantas' Conditions of Carriage subject, in New Zealand, to rights under the Civil Aviation Act 1990.	

^Claims in New Zealand courts for damages arising directly or indirectly out of bodily injury or death of a passenger may be barred in accordance with the Injury Prevention, Rehabilitation, and Compensation Act (NZ) 2001 and we are not liable for loss or damage to carry-on baggage subject to your rights under the Consumer Guarantees Act 1993.

Baggage General: Comply with your carrier's baggage allowances and do not include fragile or perishable articles, precious metals, jewellery, money, rare items, business papers or other important documents or valuables (including cameras and electronic equipment) in your checked baggage. For Qantas' baggage allowances visit [qantas.com/baggage](https://www.qantas.com/baggage).

Delays and Cancellation: If travelling on Qantas, we will use all reasonable efforts to depart on time, but we do not guarantee flight times. If your flight is delayed or cancelled, you may in some circumstances be entitled to assistance and/or compensation depending on your journey and applicable law.

Seating: Qantas does not guarantee you any particular seat even if your reservation is confirmed.

Special Assistance: Qantas requires advance notice for some accommodations that passengers with disabilities may need, and passengers with disabilities may need to check in earlier than other passengers. For details, visit [qantas.com/fitness](https://www.qantas.com/fitness).

Taxes, Fees and Carrier Charges: The charges, surcharges and taxes included in your fare or shown separately on your ticket may not be levied by a government authority but may be airport operator or carrier imposed. Details can be provided by your travel consultant.

Other Carriers/Non-Airline Transport: Except where you are travelling on a "QF" code, if Qantas issues a ticket or itinerary/receipt or checks baggage for carriage on another carrier, it does so only as agent for the other carrier and their conditions of carriage will apply to those services. The air carrier's conditions of carriage do not apply to any non-airline travel included in your booking. The operator's conditions of carriage may significantly limit or exclude liability. Ask your travel consultant for details.

Time Limit for Action: Any action in court to claim damages relating to your carriage must be brought within two years from the date of arrival of the aircraft or from the date on which the aircraft ought to have arrived.

Baggage Claims: There are time limits within which a claim must be made in writing to your carrier in circumstances of loss, damage or delay of your baggage. Some limits are as short as three days. Check with your carrier's Baggage Claims.

Privacy: Our privacy statement is available at [qantas.com/privacy](https://www.qantas.com/privacy).

Dangerous Goods: For safety reasons, dangerous articles must not be packed in checked or carry-on baggage. Prohibited articles include but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidising materials, poisons, infectious substances, and briefcases with installed alarm devices. For the latest details on dangerous goods, visit [qantas.com/dangerousgoods](https://www.qantas.com/dangerousgoods)