



# Via Axis Travel Centre / The Qantas Club Corporate Membership or Renewal Application and Tax Invoice

Australia / Worldwide (excluding residents of New Zealand)

Please complete this form in CAPITAL LETTERS. Start at the left of each answer space and leave a 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

DD / MM / YYYY

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

(MANDATORY) Surname as per passport

## Address details

### 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

(MANDATORY)

Post mail to: Home  Work

## Contact details

Home (  )  Mobile

Work (  )  Fax (  )

Please provide your email address to receive the: Monthly e-Newsletter that includes your points balance and the latest news and offers from Qantas and our partners; Qantas Frequent Flyer flight and travel offers and promotions; Travel Partner Offers; Other Partner Offers; Qantas News; and Program News. Plus, you may be one of the first to know about our latest airfare specials via Red e-Mail. If you do not wish to receive these email communications, you can 'opt-out' of any or all of them by updating your email preferences in 'Your Profile'. Printable Frequent Flyer statements and new offers are available at [qantas.com/frequentflyer](http://qantas.com/frequentflyer) and will not be mailed if you provide your email address.

E-mail address

E-mail address cont'd

Type of email address: Personal  Business  Preferred email format: Graphical (text and images)  Text (text only)



**'Australian Airlines'** means Australian Airlines Limited;

**'Benefits'** means any of the facilities, discounts, services or arrangements offered or available to the Member from time to time as a result of membership in The Qantas Club;

**'Business Centre'** means an area or section located within The Qantas Club lounge dedicated to business purposes;

**'Card'** means The Qantas Club membership Card issued to the Member;

**'Jetstar'** means Jetstar Airways Pty Limited;

**'Member'** means the person whose name is printed on the Card and who is a member of The Qantas Club;

**'Partner'** means the spouse or domestic partner, who resides at the same address as the Primary Member;

**'Partner Airline'** means those airlines with which Qantas has an agreement for use of lounge or any other facilities, details of which are notified by Qantas to Members from time to time;

**'Partner Service'** means those suppliers with which Qantas has an agreement for the supply of goods or services to Members as benefits;

**'Primary Member'** means a Member at whose address an applicant for Partner Membership resides;

**'PIN'** means Personal Identification Number, which is issued to the Member by Qantas;

**'Qantas'** means Qantas Airways Limited ABN 16 009 661 901;

**'QantasLink'** means Eastern Australia Airlines Ltd, Sunstate Airlines QLD Pty Ltd and Airlink Pty Ltd;

**'The Qantas Club Service Centre'** means the centre established by Qantas where membership information is processed and The Qantas Club is administered; and

**'Senior Life Member'** means a Member 60 years of age or older who has elected to purchase a reduced rate lifetime Qantas Club membership.

### 3. Types of membership

3.1 Individual membership is open to individuals who are over 18 years of age and is not transferable. Membership options: one year, two years, four years or life membership.

3.2 Corporate or Business membership may be available to companies, corporations and businesses that enrol multiple individuals in The Qantas Club. The individuals may have a common expiry date and their membership is transferable to another employee of the same company or corporation by returning the Card to The Qantas Club Service Centre together with the applicable administration fee. Please contact The Qantas Club Service Centre for the applicable fee.

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.
- (f) A new Partner can only be registered once the existing Partner has returned their Card and either relinquished their Partner membership or upgraded 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 at [qantas.com](http://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. (A person who enters a Qantas Club lounge in order to apply for membership and is provided with an interim card upon receipt of a membership application, is deemed to have used the membership and cannot claim a refund.) 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 clause 3, 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 reapplied 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 Member's 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 5.7.

6.2 The Card is and will remain the property of Qantas and must be returned on demand. It is not a payment 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. Please contact the Qantas Club Service Centre for the applicable fee.

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 two 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 attempted to supply misleading information, or make any misrepresentation to The Qantas Club or any Partner Airline.

## **10. Access to lounges**

10.1 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 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 There is 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;
- (b) "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; and
- (c) Any child aged three years or under is not counted as a guest for the purpose of determining the number of guests of the Member under this clause.

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.

**Complete and forward to [ffc@frequentflyerclub.com.au](mailto:ffc@frequentflyerclub.com.au)**